



ARAFEMI

ARAFEMI - Personal Helpers and Mentors Service (PHaMs) Fact Sheet

The ARAFEMI - Personal Helpers and Mentors Service supports people whose lives are affected by mental health and homelessness issues in the Greater Dandenong Region.

During 2006, FaHCSIA consulted widely across Australia on the design and development of the PHaMs Service. Over 1000 people representing government, non-government, mental health peak bodies, consumers, families and carers gave valuable feed-back on what the community wanted the PHaMs service to be. This information was used to develop a positive client-centered recovery focused service that addresses the gaps that people with mental health issues sometimes fall into, such as no diagnosis, cultural barriers, previous incarceration, and drug/alcohol co-morbidity.

Key Values of the Service:

- **Respect, Trust and Understanding**
- **Empowerment**
- **Privacy and Confidentiality**
- **Community Participation**
- **Flexibility and Choice**
- **Cultural Competency**
- **Service Access and Appropriateness**
- **Care Coordination**

The PHaMs support worker will provide the participant with opportunities, support and services that will help them in connecting with their community and achieving their individual goals. The PHaMs support worker will be someone that participants can talk to when things aren't going so well.

PHaMs workers can support individuals by working with them to learn how to better manage everyday tasks such as self care, emotional support, housekeeping, finances/budgeting, accessing public transport, social connections, improving relationships, accessing medical support, seeking employment or training, coping with symptoms of mental illness, and developing a healthier, more fulfilling lifestyle.

- **The Service has a strong emphasis on supporting and advocating for individuals with housing/homelessness issues, by assisting with housing applications and finding suitable accommodation.**
- **Individuals with dual diagnosis are accepted into the service and supported to attend appropriate detox programs and counseling.**
- **Our PEER SUPPORT WORKERS also provide individualized support that comes from a lived experience perspective and promotes hope of long-term recovery.**

Eligibility:

- **Aged 16 years or over**
- **Mental health issues (a diagnosis is not essential for referral)**
- **Issues of homelessness /at risk of**
- **Reside in the Greater Dandenong Region (Postcodes: 3171-3175)**

Referral Process: Referrals accepted from any source including self, and does not require a diagnosis or GP referral. We can help with applications or application forms can be downloaded or completed online from the ARAFEMI website.

For more information please contact:

ARAFEMI – PHaMs Dandenong Office Ph: 03 9791 1088 | ARAFEMI website: www.arafemi.org.au