

YARRA SERVICE  
Personal Helpers and Mentors  
6-8 Otter Street,  
Collingwood, VIC 3066  
Ph: 03 9417 0605  
Fax: 03 9416 4847  
staff@iemhsa-yarra.com.au

The Yarra Service Personal Helpers and Mentors (PHaMs) Program is a new service based in Collingwood and is part of Inner East Mental Health Services Association (IEMHSA). IEMHSA has been providing services in the City of Whitehorse, Manningham, Monash, Boroondara for twenty years. Yarra and Boroondara are part of the same Area Mental Health catchment, so IEMHSA has well established and collaborative working relationships with the clinical mental health service provider, and with its diverse range of programs.

The PHaMs program will assist people aged 16 years and over whose lives have been disrupted by mental health issues and who need support towards recovery and living independently. A participant does not need to have a formalised clinical diagnosis of mental illness to be eligible, however it may be appropriate to link them in with clinical services once engagement begins. To be eligible for the service a participant must reside within the following postcodes and/or be homeless:

3066	Collingwood
3067	Abbotsford
3068	Fitzroy North and Clifton Hill
3121	Richmond and Burnley

Participation in the PHaMs Program will require a functional assessment. This assessment will determine an individual's level of functioning in managing their daily activities and living independently in the community. This assessment process is intended to assist both the Outreach Worker and the participant to develop an Individual Recovery Plan.

Participants will be assigned an Outreach Worker who will work one on one with the person for as long as deemed appropriate and is recovery focused. The Personal Helpers and Mentors will support program participants in their recovery journey, building long-term relationships and providing holistic support. The PHaMs program will also have Peer Support Workers who can use their lived experience to support participants and staff.

To make a referral to Yarra PHaMs call us on **9417 0605** to make an initial enquiry. A worker or carer is more than welcome to call, however we would encourage the potential participant to call themselves if this is an option. Self referral or agency referral forms will need to be completed and assessment for eligibility will occur.

Yarra Service is a service of Inner East Mental Health Services Association Inc.  
<http://www.iemhsa.com.au/>

