

A further response to the Select Committee's questions concerning PHAMS and consumer participation and employment and the role of PHAMS in care coordination.

Leanne

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From: Allan Russell [mailto:allan.russell@mhf.org.au]
Sent: Tuesday, 20 May 2008 11:03 AM
To: Leanne Craze
Subject: Senate select committee

Hi Leanne,

In terms of the original design of the PHaMs program FACSIA sought input from community groups including consumers and carers through consultations and focus groups. It was envisaged by FACSIA that part of each team would be formed by volunteers in a peer support role, this has not yet eventuated with our program, as we feel that because people must **have** high support needs to access the program they may not be suitable for support from people who are also vulnerable. We do however have several PHaMs team members who are or have been consumers, I believe PHaMs Southside has a similar situation.

In terms of day to day service delivery the concept of the program is that consumers design their own recovery program in negotiation with their support worker. This is for two reasons, the guidelines allow a lot of flexibility in terms of the type of service we deliver, and if people design their own program they are more likely find meaning in what they are doing.

Until recently Care coordination has been happening to a minor degree on an ad hoc basis with some clinical providers and other community organisations. However both Southside and we are now participating in a care coordination trial with ACT Health, with PHaMs workers designated as community coordinator.

In terms of the future, I think what PHaMs is demonstrating is that for many people a customisable program, that can provide support fairly intensively in the areas they define as important is making a difference. I think more services operating with a capacity to develop recovery models with individuals rather forcing them to comply with a single focus service which may only partially meet their needs.

Hope all that helps. If you have any further questions please feel free to contact me.

Cheers

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