

Example	Evaluating the protective factor	Possible strategies to strengthen the protective factor
<p>Providing a 24-hour helpline number to a person who doesn't have a phone or credit.</p>	<p>Not easily accessible, but is available. Not sure if valued.</p>	<ul style="list-style-type: none"> <li>Organise frequent face-to-face follow-up.</li> <li>Find options for getting phone credit, financial support.</li> <li>Check if there's someone else who can provide phone access.</li> </ul>
<p>The person has been linked in with a service provider who is a suburb away. There is public transport available, but the person has social anxiety and can't take a bus without having a panic attack.</p>	<p>Available, but not easily accessible. Not highly valued due to the stress involved in attending.</p>	<ul style="list-style-type: none"> <li>For the first time, help the person gain access.</li> <li>Consider transport options or home visits.</li> <li>Plan interventions to address social anxiety – developing internal coping strategies.</li> <li>Graduated approach to using public transport.</li> <li>Introduce the person to online or phone services that may assist more immediately.</li> </ul>
<p>Family members may provide support or supervision, but they work long hours and are not always emotionally available because of their own fatigue.</p>	<p>Accessible and valued by the person, but not always available.</p>	<ul style="list-style-type: none"> <li>Provide information on family/carer support services.</li> <li>Provide education to the family/carers about the mental illness and strategies to look after themselves.</li> <li>Discuss when and how the family members can provide support, so everyone has clear expectations.</li> </ul>
<p>Family members are keen and willing to be involved, but the person does not value their involvement and wants them to stay away.</p>	<p>Accessible and available, but not valued.</p>	<ul style="list-style-type: none"> <li>Explore what the barriers are, and the person's concerns about the family.</li> <li>Provide education about the ways that family can support the person.</li> <li>Involve the family in providing collateral, and validating their involvement and support whilst respecting the person's views and confidentiality.</li> </ul>