

## Personal Helpers and Mentors Program (PHaMs) Fact Sheet

The Personal Helpers and Mentors Program was developed as part of the Council of Australian Government's National Action Plan on Mental Health 2006, following consultations across Australia.

People involved in these consultations included people with mental illness, families, carers groups, clinical experts, mental health groups, and organizations and services that provide support to people with a mental illness.

Key Values of the Program:

- **mutual respect and compassion**
- **empowerment**
- **strong relationships and trust**
- **commitment**
- **flexibility/individual approach**
- **collaboration between service providers**
- **involvement/support**



The personal Helpers and Mentors Program supports people whose lives are affected by a serious **mental illness**.

Participants who join the program will work with their own personal helper and mentor (Case Worker) who will support them through their recovery journey.

The program is recovery focused, and the Case Worker works together with participant to establish and achieve client driven goals and outcomes.

The PHaMs worker will provide the participant with opportunities, support and services that will help them to better manage the effects of their illness and become connected with their community. The Case Worker will be someone that participants can talk to when things aren't going so well.

Personal Helpers and Mentors Case Workers can support individuals by working with them to learn how to better manage everyday tasks such as

- **housekeeping, finances accessing public transport.**
- **Connecting individuals with other services and programs, for example, drug and alcohol services, housing or medical support.**
- **Increase social connection and improve family relationships.**
- **Assist in vocational pursuits.**

### Eligibility

- **Aged 16 years or over**
- **Evidence of / or a diagnosis of serious mental illness (a diagnosis is not essential for referral)**

**For more information please contact:**

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