

# Personal Helpers & Mentors Program

## SERVICE DESCRIPTION

The Personal Helpers and Mentors Program (PHaMs) is a program that provides innovative support to people whose lives are affected by mental illness.

The Service operates from our Inner City and Merriwa Service Centres, covering the Scarborough, Clarkson and Joondalup areas. PHaMs is funded by the Department of Social Services.

## WHO IS THE SERVICE FOR?

If you are 16 years and over, identify as having a mental illness and are able to give informed consent, you may be eligible for the Program.

Participants should also reside in the following postcode areas:

6023, 6024, 6025, 6026, 6027, 6028, 6030, 6034, 6035, 6036, 6037, 6038, 6027, 6028, 6018, 6019, 6020, 6029.

*NOTE: People who are homeless are automatically eligible for the Program (provided eligibility criteria other than living in the correct postcodes are met).*

## WHAT DOES THE SERVICE OFFER?

Personal Helpers and Mentors assist people with mental illness on their recovery journey. This encompasses:

- ↳ Increased access to appropriate support services at the right time
- ↳ Increased personal capacity and self-reliance
- ↳ Increased community participation

## HOW DO WE WORK?

PHaMs uses a strengths-based approach that focuses on a person's strengths rather than challenges and a recovery approach, which recognises that a person can live a satisfying and contributing life within the limitations caused by their illness.

PHaMs works in a Team Structure, including Team Leaders, Community Support Workers and Peer Support Workers. PHaMs offers one-to-one support and group support which can be in an outreach capacity, depending on need.



Personal Helpers  
& Mentors Program

An Australian Government Initiative

## HOW TO ACCESS THE SERVICE

PHaMs is a voluntary program, therefore, participants must provide informed consent to participate. Referrals are accepted from:

Internal programs and services, other community service agencies, e.g. drug and alcohol support, housing and support services, clinical case managers, potential participants, families and carers.

A Referral Form is available and an Eligibility Screening Tool is applied to determine eligibility.

## HOW TO CONTACT US

Contact Team Leaders on 9220 1288 for Scarborough; on 9206 6200 for Clarkson; on 9206 6200 for Joondalup.

## FREQUENTLY ASKED QUESTIONS

The Personal Helpers and Mentors; employed by each service provider; support program participants in their recovery journey, building long-term relationships and providing holistic support. They ensure that services accessed by program participants are coordinated, integrated and complementary to other services in the community.

A Personal Helper and Mentor will:

- Help participants to better manage their daily activities and reconnect with their community
- Provide direct and personalised assistance through outreach services
- Provide referrals and links with appropriate services such as drug and alcohol and accommodation services
- Work with participants in the development of Individual Recovery Plans which focus on participants' goals and recovery journey
- Engage and support family, carers and other relationships
- Monitor and report progress against the participant's Individual Recovery Plan

## WHO IS ELIGIBLE TO PARTICIPATE IN THE PROGRAM?

The Personal Helpers and Mentors Program assists people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is impacted against because of a significant functional limitation as a result of a severe mental illness.

Potential participants are required to reside in the postcodes allocated to each site. Strategies exist to engage those who are homeless or transient. While a person does not need to have a formal clinical diagnosis of a severe mental illness to be able to access the program, sufficient evidence of a significant mental health related difficulty is needed to be eligible.

## WHO IS NOT ELIGIBLE TO PARTICIPATE IN THE PROGRAM?

People who are not eligible for assistance under this program are:

- ↳ People who don't live within the postcode boundaries of the site
- ↳ People who are assessed through the Personal Helpers and Mentors Eligibility Screening Tool as not having a significant functional limitation resulting from a severe mental illness
- ↳ People under 16 years of age
- ↳ People whose functional limitation prevents them from being able to make an informed decision to participate (including in conjunction with any legal third party where appropriate)
- ↳ People who do not provide informed consent for data to be provided to the Department of Social Services for program purposes
- ↳ People with dual diagnosis (i.e. alcohol and other drug dependence) who are unwilling or unable to address their non-mental illness related issues. The program will only be successful if both issues are addressed simultaneously
- ↳ People receiving assistance through residential mental health services, or patients in psychiatric or acute care hospitals
- ↳ People under the management of state or territory corrective services where the state/ territory corrections systems already have responsibility for the person's mental health i.e. people who are imprisoned, or under community corrections orders, forensic mental health orders, or periodic detention.

## WHAT IF I AM NOT ELIGIBLE?

Where our team are unable to provide support, the expectation is that we will attempt to identify and provide the person with information on any other relevant services within their community that may be able to support them.

## WHAT IS RECOVERY?

Recovery is working towards the life you want today. This program is for people who recognise that where they are in life now is not where they want to be. To achieve this destination life, change is necessary in some way to get you from the here and now to the life you want to have. This transition is often referred to as a journey. **If you are happy with where you are now, this is not the program for you.**

There are many ways to work on recovery. Another person cannot recover for you, but you can get assistance in your Recovery Journey. Your PHaMs worker will help uncover the best path for your Recovery Journey. People can and do recover. You can recover. Recovery is self directed, chosen change. **What change do you choose?**

**Scarborough:**  
Unit 5 Aberdeen St, Perth WA 6004  
Ph: (08) 9220 1288; Fx: (08) 9220 1277

**Clarkson & Joondalup:**  
56 Baltimore Parade, Merriwa WA 6030  
Ph: (08) 9206 6200; Fx: (08) 9206 6222

[www.unitingcarewest.org.au](http://www.unitingcarewest.org.au)

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