



Fact Sheet

Personal Helpers and Mentors (PHAM)

Updated: 1 November 2009

The Aim

The Personal Helpers and Mentors program (PHAM) aims to assist people who have a severe functional limitation as a result of mental illness to reengage in community life, provide improved access to services and provide living skills training.

Target Groups

People aged 16 years and older, whose ability to manage their daily activities is severely impacted by mental illness. No formal diagnosis of mental illness is required to participate in the PHAM program.

Service Activities

PHAM uses a range of methods to deliver high quality services to clients. The service is committed to providing the most flexible and effective support services to best meet individual needs, this includes;

- Assessment / case management
- Building strong community linkages and partnerships
- Joint care planning
- Outreach and living skills development
- Referral pathways to clinical support where required
- Assistance to obtain and maintain successful independent housing
- Access to educational programs & employment
- Assistance to obtain government allowances
- Living skills/personal development support
- Access to recreational activities
- Group activities such as arts and living skills programs to develop and nurture social skills
- Providing peer support through a specialist worker

Outcomes

PHAM support a high intake of participants who transition from inpatient psychiatric care to the local community by providing intensive community based support, linking participants with positive psychosocial activities such as education, recreation and employment.

PHAM has strong community networks with Greater Western Area Health Service, Catholic Care, Ramsay Health, Carers NSW, Orange Family Support, Benevolent Society and Department of Housing.

Funding Sources

Personal Helpers and Mentors is funded by FACHSIA.

Mission Australia

Mission Australia is one of the nation's leading charities and community service organisations, having helped change the lives of individuals and families in need for almost 150 years. Mission Australia's vision is 'to see a fairer Australia by enabling people in need to find pathways to a better life'. Mission Australia currently operates more than 450 services throughout metropolitan, rural and regional Australia – in every state and territory. Our services are made up of community, employment and training services aiming to provide:

- Pathways away from homelessness;
- Pathways to strong families and healthy, happy children;
- Pathways through a successful youth;
- Pathways to skills and qualifications; and

Pathways to sustainable employment.

PHAMS provides young people with access to employment and education through referrals to employment providers and linking with education providers such as TAFE.

Contact Information

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