

What is the Personal Helpers & Mentors Program?

Our Personal Helpers & Mentors Program (PHaMs) offers one-on-one support to people with a mental illness who are working towards recovery and want to get the most out of every day. Our staff work alongside individuals, offering support to access the services they need, gain more independence and make or renew connections with local community, friends and family.

In this program people benefit from working with someone who understands recovery is truly possible. Our staff work with individuals at their own pace, advocate on their behalf and help them to navigate the web of community, health, and employment services.

Open Minds delivers the PHaMs program throughout south-east Queensland, covering more than 300 suburbs in Inner and South Brisbane, Bayside, Ipswich and Caboolture.

The program is part of the Council of Australian Governments (COAG) National Action Plan on Mental Health and is administered by the federal Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).

INFORMATION AND REFERRALS

Inner Brisbane and South Brisbane

66 Annerley Road (PO Box 8142)
Woolloongabba QLD 4102
p: 07 3896 4222 f: 07 3896 4200

Bayside

Suite 7, Capalaba Business Centre
39 Old Cleveland Road
Capalaba QLD 4157
p: 07 3900 3444 f: 07 3900 3400

Ipswich

71 Nicholas Street (PO Box 319)
Ipswich QLD 4305
p: 07 3280 5777 f: 07 3280 5700

Caboolture

Suite 21, Kingsgate Centre
42-44 King Street
Caboolture QLD 4510
p: 07 5495 0111 f: 07 5495 0100



e: openminds@openminds.org.au
openminds.org.au



Personal Helpers & Mentors Program

A service supporting people with mental illness towards recovery



Personal Helpers
& Mentors Program

An Australian Government Initiative

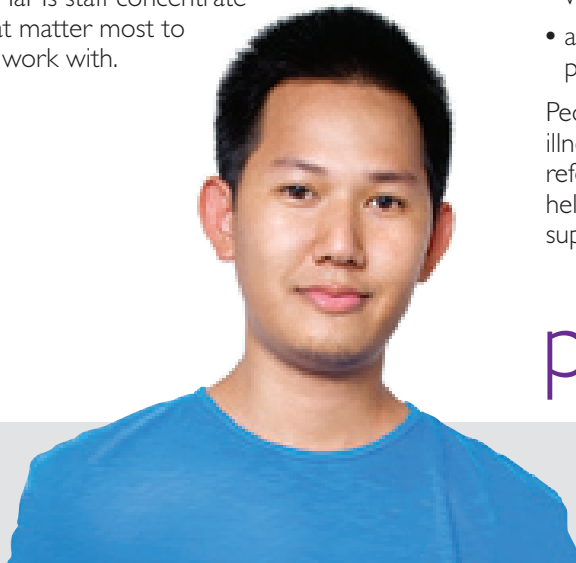


WHAT DO PERSONAL HELPERS AND MENTORS DO?

Our Personal Helpers and Mentors work with each person to develop personal goals and the strategies to achieve them. People are supported in many ways including:

- increasing confidence in managing everyday tasks, such as budgeting and using public transport;
- finding alternative or more appropriate accommodation;
- reconnecting with family and friends;
- accessing clinical supports such as GPs, counsellors, psychologists and community mental health services;
- linking in with employment (paid or voluntary), education or training opportunities;
- increasing social networks, activities and community involvement; *and*
- connecting with other services or programs to support recovery.

Above all, our PHaMs staff concentrate on the things that matter most to each person we work with.



A TEAM-BASED APPROACH

Our Personal Helpers and Mentors have a range of skills, qualifications, backgrounds and expertise that make them well-suited to supporting people towards recovery. Our teams are made up of people who understand the needs and expectations of people with mental illness. They also know what other support services and opportunities are available throughout south-east Queensland and in the local communities of the people we support.

Our service is based on respect for the wishes of the individual in identifying what they want to gain from the program. If participants wish, we encourage family, carers and friends to be involved in the program as well.

ELIGIBILITY

Individuals are eligible to participate in the PHaMs program if they are:

- 16 years of age and over;
- assessed as having difficulty functioning in some key life areas due to the effects of mental illness (which is evaluated with the program's Eligibility Screening Tool); *and*
- able to make an informed decision to access and participate actively in the program.

People who do not have a clinical diagnosis of mental illness are not excluded. Each person will be offered a referral to a clinician as part of the program and will be helped to connect to appropriate medical and health supports for further assessment and treatment.

WHERE ARE OUR PHaMs SERVICES AVAILABLE?

Open Minds delivers the PHaMs program throughout five areas in south-east Queensland:

- Inner Brisbane
- South Brisbane
- Bayside
- Ipswich
- Caboolture

PHaMs REFERRALS

People who wish to participate in this program can refer themselves by contacting us. Alternatively, people can be referred by family, friends, carers, community service providers or government organisations, including community mental health teams, hospital services and allied health professionals.

To refer yourself or someone you know to the PHaMs program:

- contact your local PHaMs office (see the back of this brochure for locations and contact details); or
- call our head office on 07 3896 4222.

Ask for a PHaMs referral form to be mailed to you or download a form from our website (openminds.org.au) and return it to your nearest PHaMs office.

On receipt of a referral form, our PHaMs team will contact the person who wishes to participate in the program to complete an eligibility assessment. Depending on the outcome of our assessment, people are either accepted into the PHaMs program or referred to other appropriate community support.

people supporting people

Quality Expertise Effectiveness Accountability