



Personal Helpers and Mentors Services and the NDIS

What is the Personal Helpers and Mentors service?

The Personal Helpers and Mentors (PHaMs) service helps with the recovery of people whose lives are severely affected by mental illness. PHaMs do this by helping people to:

- manage their daily activities;
- access the services they need when they need them including accommodation, social support, health, welfare and employment services;
- build their personal capacity and self-reliance; and
- increase their levels of community participation.

Some PHaMs services are funded to assist people with mental illness to address barriers to achieving their employment and training goals.

For more information about the program visit the [Department of Social Services](#) website.

The PHaMs service transition to the NDIS

PHaMs will gradually transition to the National Disability Insurance Scheme (the Scheme) from 1 July 2013 to 1 July 2015 in the launch sites. The sites are:

- Hunter area, NSW

- Barwon area, Victoria
- Tasmania (for young people)

I'm currently accessing the program — what does this mean for me?

If you live in a launch site, you may be able to access the Scheme. By now, you should have received an information pack from your PHaMs service provider. Call us on **1800 800 110** if you haven't received the pack.

If you meet the access requirements to enter the Scheme, we will contact you to make an appointment with you to start working on your individual plan. We can make sure your plan includes supports you currently receive under the program if you're happy with them.

If you don't live in a launch site, your supports will continue in line with the arrangements you currently have with your PHaMs service provider.

What happens if I don't become a participant in the Scheme?

You'll continue to have access to the PHaMs service and receive your current level of supports.

I'm a service provider — what does this mean for me?

If you provide services outside a launch site or to people in a launch site who aren't participants in the Scheme, your current arrangements will continue.

If you wish to deliver supports to participants in the Scheme in a launch site, you will be required to

- Register with the National Disability Insurance Agency (NDIA) as a service

provider (See [Providers](#) for more information);

- Prioritise access for NDIS participants
- Ensure continuity of services for participants currently being supported; and comply with NDIA in-kind reporting requirements.

You can also provide services on a fee-for-service basis to the participants in the Scheme if your in-kind capacity is fully utilised.

More information

- Visit the [NDIS](#) website

- Email enquiries@ndis.gov.au
- Call **1800 800 110*** Monday to Friday, 9am to 5pm EST For people with hearing or speech loss
 - TTY: 1800 555 677
 - Speak and Listen: 1800 555 727
- For people who need help with English TIS: **131 450**

*1800 calls are free from fixed lines; however calls from mobiles may be charged.