

## MENTOR AND SUPPORT LTD. (*MENTOR*)

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### Who We Are

Mentor and Support Ltd. (*MENTOR*) is a registered mental health charity with the Australian Charities and Not-for-Profits Commission (ACNC), based in Sydney. We are a community-based organisation dedicated to supporting people who do not qualify for the NDIS by providing non-clinical Psychosocial Supports.

### What We Do

*MENTOR* champions Psychosocial Support services that help people with Lived Experience of Mental Illness toward Recovery and a good life, we help people live safely and independently in their communities. Our supports include assistance with:

- Developing daily living skills
  - Building and maintaining relationships
  - Promoting community inclusion
  - Navigating and connecting with services
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## NMHSPA CONCLUSIONS

### Lived Experience as a Foundation

People with Lived Experience of mental illness should be the people to design, develop, and deliver mental health services. The peer workforce should provide the services.

Lived Experience Leaders and Peer Support team draw from personal journeys of mental illness, recovery, trauma, and transformation. Their insights empower others by:

- Instilling hope and a sense of possibility
- Validating lived experience as expertise
- Creating authentic, supportive peer relationships

Through this shared experience, we foster growth, resilience, and empowerment.

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## MENTAL HEALTH SERVICES

**Objective:** To help people improve their mental health and wellbeing toward recovery and a good life using a wholistic, recovery-oriented, trauma informed and evidence-based approach.

**Aim:** The aim is to deliver evidence-based, trauma-informed services that lead to meaningful outcomes.

**Support Focus:** To support people who experience mental illness, trauma, addiction, and substance abuse, especially those who are vulnerable and hardest to reach.

**Frameworks:**

- Psychosocial Supports
- Lived Experience
- Mentoring
- Peer Support
- Collaboration

**Guiding Principles:**

- **Respect:** Person-centred and inclusive engagement
  - **Empowerment:** Active participation in personal recovery
  - **Compliance:** State Disability Services Standards verification (minimum)
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## Psychosocial Supports

Services need to provide tailored supports that improve:

- **Daily Functioning:** Assistance with tasks like personal care, household routines, and medication management.
  - **Social Skills & Relationships:** Building confidence and connection with family and friends.
  - **Independence & Participation:** Supporting access to education, employment, and community life.
  - **Social Connection:** Reducing loneliness and isolation.
  - **Hospital Avoidance:** Supporting people to manage their health in the community.
  - **Coping Skills:** Equipping people to manage anxiety, stress, and daily challenges.
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## Lived Experience

Services need to integrate lived experience with best practice through:

- **Mutual Respect:** Valuing peoples' skills, insight, and capacity.
- **Transparency:** Clear communication and shared understanding.
- **Non-Discrimination:** Fair and inclusive participation.
- **Flexibility:** Responsive engagement that honours mental health needs.
- **Diversity & Equality:** Inclusive of all identities and backgrounds.
- **Empowerment:** Involving people from the beginning to end of projects.
- **Safety & Support:** Creating safe, welcoming environments.

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## Mentoring

Services need an approach that provides:

- **Greater Engagement:** Lived experience helps people feel seen, heard, and understood.
  - **Hope & Reduced Stigma:** Positive role models show that recovery is possible.
  - **Self-Management Skills:** Practical strategies for recovery and wellbeing.
  - **Social Inclusion:** Fostering belonging and connectedness.
  - **Service Navigation:** Support in accessing the right services and systems.
  - **Confidence & Self-Esteem:** Building belief through achieving personal goals.
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## Peer Support

The Peer Workforce needs to provide the service:

- **Peer support team:** are people who draw upon their personal journey and insights
  - **Recovery:** Peer workers have mental illness recovery, and/or other life-changing experiences to support and empower others.
  - **Support:** They offer practical, emotional, social, and service access support, build connections through shared understanding, and
  - **Hope:** Peer workers inspire hope by role-modelling recovery.
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## Collaboration

At **Mentor and Support Ltd.**, we believe that meaningful collaboration leads to stronger, more connected communities and not single organisation fiscal self interest

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Mentor and Support (*MENTOR*) acknowledges the Traditional Owners of Country throughout Australia. We recognise Aboriginal People & Torres Strait Islander People's continuing connection to land, waters and community and pay respects to elders past, present and emerging.

MENTOR values people with lived and Living Experience of Mental Illness

\*This submission uses language to describe and discuss themes and concepts relating to mental health and well-being. It is acknowledged that others might use different words to communicate mental health and well-being experience which are also valid.