

Welcome to Arafmi Carer Support Services

Supporting mental health carers,
families and the people they look after.



Registered NDIS Provider



About Arafmi

Arafmi is a not for profit community organisation that has been providing quality services to the Queensland mental health community for over 40 years.

Our vision is to enhance the wellbeing of people with mental illness, their families and carers.

Arafmi aims to

- Provide emotional support for families, unpaid carers and friends of people experiencing mental illness
- Provide accurate information for carers to cope with the demands and pressures of caregiving
- Increase the community awareness and understanding of mental illness
- Decrease the stigma attached to mental illness
- Convey the needs of carers and families to healthcare professionals, the government and the community

Our Locations

Our NDIS service areas and Arafmi Houses are located in the following areas:

- Teneriffe (Head Office)
- Moreton Bay Region
- North Brisbane
- South Brisbane
- Ipswich
- Toowoomba

Please contact our head office and we will connect you with your local Arafmi contact for assistance.

Get in touch with Arafmi

Whether you need help navigating the NDIS, looking for support services for yourself or a loved one or simply need someone you can talk to, we're here for you.

Call: 07 3254 1881

Visit: www.arafmi.com.au

Email: info@arafmi.com.au

Write to us:

PO Box 248, New Farm, QLD 4005



Carer & family support

Carer Helpline

Whether you need help navigating the NDIS, looking for support services for yourself or a loved one or simply need someone you can talk to, we're here for you.

National Helpline

1300 554 660 or 07 3254 1881

Regional Queensland

1800 35 1881 (free call from landline)

Online Carers Forum

An online discussion space for family, friends and other people caring for someone living with a mental illness. It is a safe, anonymous space to chat with other carers, moderated 24/7 by mental health professionals.

Carer Coach – NDIS Training for Carers

Arafmi is committed to supporting people with a psychosocial disability and their carers with their transition to the NDIS.

That's why we've developed Carer Coach, a five module training series, to help mental health carers and the people they care for navigate the NDIS.

Visit www.carercoach.com.au for more information.

Carer Education Workshops

Arafmi delivers a range of educational workshops for carers and families of people with a mental illness. These workshops provide an opportunity to learn and practice the many skills used in providing care to another person.

Visit www.arafmi.com.au for more info.

Carer Support Groups

Arafmi Carer Support Groups are open to anyone who is caring for or about a relative or friend with a mental illness.

They provide a safe place for carers to come together on a regular basis to share their feelings, socialise, offer comfort and support, and share helpful coping skills.

Visit www.arafmi.com.au for more info.

Carer Resources

Arafmi regularly produces a number of different resources and newsletters specifically for mental health carers.

Contact our friendly team to discuss what resources we can provide you with.

Carer Counselling

As part of our carer support services, we offer counselling to mental health carers. This is person-centred and strength-based counselling within a human rights framework.

Arafmi is able to offer up to 5 sessions, either face-to-face, online or phone. Counselling is delivered by our qualified social worker, Friederike. Please note that this is short-term counselling and is not a replacement for intense clinical psychology treatments which is recommended for severe trauma or conditions.

Call: 07 3254 1881

Email: info@arafmi.com.au

NDIS Support

The National Disability Insurance Scheme (NDIS) is a way of providing support for people with disabilities.

An important part of being an NDIS participant is having choice and control over the funding received in their NDIS plan.

The NDIS can provide support to people with a psychosocial disability. This can help them to maintain their health and wellbeing, participate in the community and pursue their goals.

Our NDIS Services

Core Supports:

- Support with daily activities such as personal care and household tasks
- Support to access the community
- Support to participate in recreational, social or community activities

Capacity Building Supports:

- Support Coordination
- Specialist Support Coordination
- Improved Living Arrangements
- Increased Social & Community Participation
- Improved Relationships
- Improved Daily Living Skills

Accommodation:

Arafmi offers a range of accommodation options and support for people with a psychosocial disability across South East Queensland, including:

- Short-term Accommodation (respite)
- Supported Independent Living
- Emergency Respite (with funding)

Contact us today to see how we can help you.

Make a free, no obligation appointment to discuss the NDIS for you and your family.

Call 07 3254 1881 or email ndis@arafmi.com.au



Navigating the NDIS

Navigating the NDIS can be a confusing task, so we're here to help.

We also have an online training series developed by Arafmi Ltd to help mental health carers and the people they care for navigate the NDIS. Carer Coach will walk you through the NDIS process, breaking it down into manageable steps that are easy to understand.

Carer Coach

Carer Coach is a five module training series developed by Arafmi Ltd to help mental health carers and the people they care for to navigate the NDIS.

The training will walk you through the NDIS process, breaking it down into manageable steps that are easy to understand.

We recognise that everyone learns differently, that's why we've put together a number of flexible learning options to fit in with your caring role and your lifestyle:

- Learn at your own pace online or;
- Have the workbooks posted to you.

Remember, the training is FREE to access, with help only a phone call away!

For more information, visit www.carercoach.com.au or call **07 3254 1881** and speak to our friendly team today.

"This is really helpful information, I did not know most of this even though I have attended NDIS training and information sessions before."

Carer, Petrie



Carer support groups

Who are our support groups for?

Arafmi carer support groups are open to anyone who is caring for or about a relative, loved one or friend with a mental illness.

Whether the care you provide is for a brief time or on a long-term basis, it's important to find support for yourself to help you in this role.

The role of a carer can be a demanding and often isolating experience, therefore we believe it is essential to look after yourself as well as the person you care for.

“Carer Groups provide a lovely, caring environment which is full of support.”

Carer, New Farm

Who runs the support groups?

Our support groups are run by Carer Facilitators who have been trained in facilitation skills.

What to expect?

Our confidential support groups are both online and face to face. They provide a safe place for carers to come together on a regular basis to:

- Share their feelings
- Socialise & connect with others
- Offer comfort & support
- Share helpful coping skills



Interested in facilitating a group?

Although Arafmi has a number of support groups throughout Queensland, there are still many areas which may need support.

If you're interested in learning more about facilitating a Carer Support Group, or starting one in an area that we have not listed, we'd love to hear from you.

Please get in touch by emailing us at supportgroups@arafmi.com.au

Need to talk?

If you need to talk to someone, you can call Arafmi's 24 hour Carer helpline any time of the day to share your feelings, receive support, find new resources and learn helpful coping skills.

Regional Queensland

1800 35 1881 (free call from landline)

National Helpline

1300 554 660 or 07 3254 1881

Support group locations

Please note, our Support Group times/dates are to subject to change. We recommend contacting our office on 07 3254 1881 to confirm.

Local Support Groups

Carindale

Carindale Library Meeting Room Westfield
Carindale, Carindale
1st Monday of each month from 11.30 am

Cleveland

RDCOTA Cottage (In the hospital grounds)
Weippen Road, Cleveland
4th Monday of each month from 10am

Inala

The Hub Neighbourhood Centre
76 Corsair Avenue, Inala
3rd Monday of each month from 10am

Indooroopilly

Indooroopilly Library Meeting Room
(next to cinema)
Westfield Indooroopilly
1st Thursday of each month from 1.30 pm

Logan

Logan Central Library
26 Wilbur Street, Logan Central
2nd Wednesday of each month from 10am

Teneriffe

Arafmi Head Office
24 Chermside St, Tenerrife
Last Saturday of each month from 10am

Redcliffe

Encircle Redcliffe Neighbourhood Centre
1 Lamington Drive, Redcliffe
3rd Friday of each month from 10am

Narangba

229 Mackie Road, Narangba
Fourth Monday of each month from 10am

Regional Support Groups

Bundaberg

Call Dell on 07 4151 4605

Cairns

Call Carmel on 0402 867 429

Caloundra

Call Margaret on 0400 914 987

Chinchilla

Call Carers Queensland on 07 4635 8379

Gladstone

Call Robynne on 07 4972 8220

Gold Coast

Call Mental Illness Fellowship of Queensland
(MIFQ) on 07 5563 8855

Kingaroy

Call Ruth on 07 3254 1881

Gympie

Call Dianne on 0427 735 573

Maleny

Call Carers Queensland on 07 5451 1882

Maroochydore

Call Carers Queensland on 07 5451 1882

Maryborough

Call Kathy on 07 3254 1881

Rockhampton

Call Margaret on 07 4922 8648

Educational Workshops

Arafmi delivers a range of educational topics for unpaid carers, relatives and friends of people with mental illness. These workshops provide an opportunity to learn and practice the many skills needed in providing care to a loved one with a mental illness.

Our workshops are interactive and are designed to help carers understand:

- The impact of mental illness
- How to improve the relationship
- How to develop caring skills
- How carers can keep themselves well emotionally in the long run

Not only are our workshops educational, they also provide an opportunity to connect with others who may be experiencing similar issues and learn from each other.

Our face to face workshops are held at our head office in Teneriffe, Brisbane. Occasionally we bring the face to face workshops to carers in other parts of Queensland. Online workshops are held regularly throughout the month with the option of joining a morning or afternoon/evening session. For more details on our upcoming workshops, please visit our website www.arafmi.com.au



“Carer Workshops are a great place to connect with others who know and understand. Absolutely essential information which will help my family”

Carer, New Farm

Educational Workshop Topics

Mental Illnesses

This workshop may be helpful to the family and friends who are new to the experience of caring about someone who has mental health issues; or to any carer who wants to find out a bit more. We describe various types of mental illnesses; causes, myths and stigma, patterns of behaviour, etc. We also discuss medical and talk therapy treatment options and where to find help.

Caring Skills 1

What carers do, does matter. This workshop is about the tried and true caring skills carers use on their journey as a caregiver. We address: typical behaviour and the behaviour exhibited due to the illness, how to have important conversations with the person and with professionals; how to make difficult decisions; as well as general and specific tips to help you and your loved one.

Caring Skills 2

In this session we have a look at common attributes of various mental illnesses. We discuss tips for coping with behavioural patterns, for example what to do when a loved one lacks motivation; doesn't think they have a problem; has manic behaviour; self-harms etc.

Effective Communication 1

This is for those who want to improve their relationships. Awareness of our communication style and why we say things in certain ways, helps us to do better. People need to know that they are heard and understood. We focus on listening skills and how to successfully acknowledge others and ourselves.

Understanding Recovery

The recovery approach is about helping a person to take control of their own life. In this workshop we define mental health recovery and how it affects different aspects of life for a person with mental health challenges.

Supporting Recovery

This workshop assists carers in understanding recovery based practice and care. It offers suggestions on how carers can avoid common pitfalls and how to best support their loved ones on their journey of recovery.

The Power of Personal Boundaries 1

We need boundaries to protect us, put us in charge of our own lives, promote healthy relationships, promote independence and reduce stress and conflict. In this workshop we develop our awareness of why we have difficulties setting and maintaining personal boundaries in our relationships.

The Power of Personal Boundaries 2

We discuss how to recognise when boundaries are required and how and when to practice the steps to set healthy boundaries. Importantly, we also talk about what to do when our boundaries are not respected.

Dual Diagnosis:

We explore possible reasons for using substances; helpful and unhelpful responses, when a person may be most receptive to change; strategies for coping and self-care.

Educational Workshop Topics

Bouncing Back - Developing Resilience Part 1

This workshop is designed to help carers understand resilience – what it is and how to strengthen it. We personalise strategies to enhance resilience and let go of past hurts. Resilience is beneficial for our health and gives us greater sense of satisfaction with our lives.

Bouncing Back - Developing Resilience Part 2

In this workshop we redefine ‘bouncing back’ as an entry point to a practical and personal method to strengthen resilience so that we can make our lives happier and healthier in spite of our circumstances.

Grief & Beyond

This is about those unusual types of losses and grief that carers experience where there is no finality, or community acknowledgement or rituals to support their grieving process. There is a focus on hope for the carer and how they can impart hope to the person with the mental health issue.

Fit for Caring

We give participants an opportunity to look at their own needs, discuss the impact of the caring role and explore and practice strategies to promote good health and wellbeing.

Let's Talk about Suicide

We discuss suicide myths and facts, factors that influence suicidal behaviour, risk and protective factors, warning signs and helpful responses. We also consider emergency plans and plans to keep loved ones safe.

