

# Welcome to Arafmi Carer Support Services

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



Registered NDIS Provider



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# 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](http://www.arafmi.com.au)

**Email:** [info@arafmi.com.au](mailto: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)**

## Sane 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](http://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](http://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](http://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 free short-term counselling to mental health carers. You can choose how you would like to engage with the service:

- in person at Teneriffe office,
- online via Zoom,
- or via the telephone.

Arafmi Carer Counselling is provided by our experienced, qualified staff and follows evidence-based practice. 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](mailto: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.

Call 07 3254 1881 or email [ndis@arafmi.com.au](mailto: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](http://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

Our confidential support groups are available 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 and share helpful coping skills.

## 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 mood disorder (such as bipolar disorder and depression), anxiety disorders, personality disorders, PTSD, psychotic disorders (such as schizophrenia) or other mental illnesses.

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.

## Face to Face Support Groups

Arafmi carer support groups are located locally to Brisbane and regionally around Queensland. New support groups are added regularly. For an up to date list of available groups, times and locations, please visit our website or contact us on 3254 1881.

### 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](mailto:supportgroups@arafmi.com.au)

## Online Support Groups

In addition to our regular online carer support groups, we have added four specific support groups for carers who would like to connect with others in similar caring situations:

- Young Carer
- Dual Diagnosis
- Carers of Youth
- Caring for a Spouse

To participate in these support groups, you will need a device that connects to the internet and a reliable internet connection.

We also offer 1:1 phone support calls and counselling. To book a 1:1 session, please call 3254 1881 or email [info@arafmi.com.au](mailto:info@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

# 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](http://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*