



A R A F M I

you are not alone

Arafmi Mental Health Carer Support Services

People who care for or about someone with mental health needs can access a range of **free carer supports and programs** through Arafmi in Queensland.



Carer Support

Arafmi provides a range of in person and online supports for mental health carers in Queensland. People who care for someone with mental health needs can self-refer to any of the programs or be referred by a health professional, family member or friend when consent has been given.

If you have specific questions and would like to learn more about what we do, please don't hesitate to contact us on carersupport@arafmi.com.au or **07 3254 1881**



Carer Support Groups

Regular support groups are provided for carers to assist them in their caring role. The groups provide a safe place to come together, share feelings, socialise, offer support, share helpful coping skills and find out about relevant services and resources.

A full list of support groups is on the Arafmi website. Monthly face-to-face groups are provided in Queensland and specific online groups are available for those:

- Caring for a Spouse/Partner
- Dual Diagnosis Carer Support Group
- Carers of Youth



Workshop and Education Program

Workshops, information sessions and events are held regularly to provide carers and families with opportunities to keep up to date and learn information and skills needed for their caring roles.

These cover a range of topics in response to needs identified by carers. Some topics include:

- Understanding and Supporting Recovery
- The Power of Personal Boundaries
- Caring Skills
- Carer Coach modules to assist carers to understand and navigate the NDIS.

“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

Carer Support



Counselling

Experienced staff provide short-term counselling for carers. These sessions follow evidence based practice and support carers to explore themes and issues specific to their caring role. This is provided face-to-face in Teneriffe, online via Zoom or via the phone.



24-hour Carer Support Telephone Line

24hr Support Helpline

1300 554 660 or 07 3254 1881

24hr Regional Queensland

1800 35 1881 (free call from landline)

Anytime of the day or night carers can talk with someone, receive support, find new resources and learn helpful information to assist them as carers (please note this is a support line not a crisis line).



Arafmi Digital Connection Program

We don't want carers missing out on online carer supports and resources simply because they don't have the tools or experience. If you need assistance to connect, please contact us to discuss.



Carer Coach

Carer Coach is a **FREE** five module online training series to assist people to:

- understand what the NDIS is
- make an NDIS application
- get ready for a planning meeting
- get the most out of their plan
- prepare for a plan review and
- navigate the NDIS

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

Find out more at www.carercoach.com.au



Community Linking and Connection

Individual support is provided to assist carers to find out what is in their communities and link with these supports and opportunities.



Who are mental health carers?

A mental health carer is someone who cares for or about someone with a mental illness or mental health issues (whether diagnosed or not).

Carers can be of all ages and have different relationships with the person with a mental illness. This includes children, adults, siblings, parents, grandparents, partners, other family, friends and neighbours.

They are not paid formal carers (ie people employed as workers) but could receive a carer support payment through Centrelink because of their caring role.

Is there a cost for Carer Support Services?

The Arafmi Carer Supports are primarily funded by Queensland Health. This means supports are free for carers.

For one-off larger events a small co-contribution could be requested. In these situations this would be clearly advertised in advance and support given to ensure carers are not missing out on opportunities because of their financial situation.

Being a financial member of Arafmi is optional. Carers are encouraged to become a member for a small annual fee of \$5 unwaged and \$10 waged as this can provide additional benefits including invitations to focus groups, some events and voting rights at the Annual General meeting www.arafmi.com.au/get-involved

Can I access Arafmi Carer Support Services even if the person I care for does not have a mental health diagnosis or National Disability Insurance Scheme (NDIS) package?

The person you care for does not need to have a formalized mental health diagnosis or NDIS package. If you identify that the person you care for has mental health needs and you are requiring support as a carer then you are encouraged to contact the Arafmi Carer Support Team.

We can talk through your situation, identify possible options and provide you with information about these. Arafmi specialises in providing supports for mental health carers and can assist you to link with these and/or other more appropriate supports where this is beneficial. Some people experience mental health needs and other disabilities (e.g. intellectual disability) or health related needs and can require different specialised carer supports. If you are not sure if Arafmi has the right supports for you please call our team for assistance.



FAQ's

What supports are there for carers outside Brisbane?

The 24-hour support line and counselling are available to carers across Queensland over the phone.

Online supports for carers are provided via Zoom and include counselling, information and education sessions and support groups. There are general support groups and specialised support groups.

In some regions we have face-to-face support groups. An up-to-date listing is on the website at arafmi.com.au/carers-family-support.

If carers are interested in starting a support group they are encouraged to contact us to discuss their interest and we can provide training and support to establish a group.

Are there waiting lists for carer supports?

There are no waiting lists to access the 24-hour phone support line. After hours, the service has one line so if the line is busy please call back.

Most supports groups are held monthly and these do not have waiting lists.

Carers can self-refer to carer counselling and will generally have an appointment within two weeks.

We ask that people register for all workshops and education sessions and additional sessions can be arranged as needed.

Is there a limit to how many Carer Supports you can access?

The Arafmi Carer Supports are available for carers to access as and when they need them. Carers can choose to access just one support or multiple supports and services.

The 24-hour line is available 24/7 with no limit to access.

Counselling sessions provide targeted individualised support relating to carer needs. The counsellor will discuss with you the boundaries of the counselling including what supports can be provided and how and when. Some are looking for brief support and others may seek support over an extended period of time. Where ongoing counselling is needed the Carer Support Team can assist with linking people with suitable ongoing emotional supports.

The face- to-face and online groups can be access as one-offs, on an ongoing basis or as and when needed.

Other sessions could be organised if there was a higher than usual interest.



FAQ's

Can I access Carer Support Services if the person I care for is in a private hospital?

Yes, the carer supports are for people in Queensland who care for someone with mental health needs regardless of whether the person they support is an inpatient, outpatient, living in supported accommodation, accessing private services or using public services.

Does Arafmi provide specific advocacy for carers and supports for review tribunals?

Arafmi can provide emotional support for carers eg through the counselling and phone support but unfortunately it is not part of our role to be advocates. We are unable to be a part of review tribunals and physically attend meetings with carers. As we are not an advocacy service we will assist you to link with specialised and appropriate advocacy services.

How do carers get referred to the Carer Support Services?

Carers can self-refer to any of the Arafmi Carer Support Services programs or be referred by a health professional, family member or friend when consent has been given. A member of the Arafmi Carer Support Team will then connect with the carer, discuss their needs and assist them to access / book the relevant support.

What other supports are there for carers?

There are a range of other organisations that provide supports, funding and/or information for carers. Some of these include:

Carer Gateway 1800 422 737

www.carergateway.gov.au

Carers Queensland 07 3900 8100

www.carersqld.com.au

Children of Parents with a Mental Illness (COPMI) www.copmi.net.au

Eating Disorders Queensland 07 3844 6055

www.eatingdisordersqueensland.org.au

Little Dreamers (Young Carer organisation)

1800 717 515 www.littledreamers.org.au

Young Carers Network

www.youngcarersnetwork.com.au

You are encouraged to look at these websites for details and contact the organisations directly for more information. We can also provide details to assist you to know which may be of relevance.



Who is Arafmi?

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

We provide support, education and practical assistance to people with mental illness, their families and carers.

The Arafmi Carer Supports are primarily funded by Queensland Health and free to mental health carers in Queensland.

Connect with us!

(07) 3254 1881

info@arafmi.com.au

www.arafmi.com.au



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