

# FAMILY & CARERS



**flourish**<sup>®</sup>  
AUSTRALIA

Where mental wellbeing thrives

**At Flourish Australia, we understand the important role many families and carers play in supporting someone with a lived experience of a mental health issue to stay well and part of their local community.**

We know we need to work in partnership with families and carers when we become involved in someone's life so that everyone is working together with the person with lived experience on their recovery journey supporting them in a variety of ways.

When someone comes to us and asks for support we discuss with them the involvement of their family and other important people in their lives, and what supports they provide. If we are able to obtain that information we will record it so our staff know who is important to the person and their recovery. We will also make contact with you to check what supports you may need to undertake your important role and discuss your involvement and communication preferences.



**Want more information?**

**Freecall 1300 779 270 | Email [info@flourishaustralia.org.au](mailto:info@flourishaustralia.org.au)**

 /FlourishAus  /FlourishAus  @FlourishAus

Sometimes people who access our services do not wish to have that conversation or tell us they do not want family, carers or anyone else involved. We always respect that decision but we continue to work with the person to support them to connect or reconnect with those close to them in order to build their natural supports.

Subject to the person's consent, and any other legal requirements, we will ensure you are provided with information about our involvement with the person.

We are committed to involving you in individual planning processes as much as possible to ensure your information, feedback and views are considered. That may involve invitations to planning meetings, opportunities to provide written information about former plans and new ideas or just receiving a copy of the plan once it has been decided by the person you support. Each arrangement will be different, according to what works for everyone, and led and decided by the person with a lived experience of a mental health issue.





## **FEEDBACK AND COMPLAINTS**

We strive to make our services family and carer friendly and supportive. But we recognise that sometimes we fall short. If we do not perform as you think we should please let us know. Speak to the local manager or see Contact Us, below for the contact details of our Head Office. We need to hear when we do not meet people's expectations so that we can improve. We also love to hear when we do well, so we would love you to provide us with feedback about those occasions as well.

## PARTNERSHIP STANDARDS

Our family and carer practice is informed by "A Practical Guide For Working With Carers Of People With A Mental Illness", a resource developed by a range of mental health organisations that specialise in providing supports to carers of people with a lived experience of a mental health issue. The Guide sets out 6 partnership principles that guide our work with family and carers:

1. Carers and the essential role they play are identified at first contact, or as soon as possible thereafter.
2. Staff are carer aware and trained in carer engagement strategies.
3. Policy and practice protocols regarding confidentiality and sharing of information are in place.
4. Defined staff positions are allocated for carers in all service settings.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care settings.
6. A range of carer support services is available.

## OTHER ORGANISATIONS

Sometimes families and carers want more information and other contacts. There are a range of organisations that provide specialist supports and information for carers. A list with contact details can be found on our website at: <https://www.flourishaustralia.org.au/family-and-carers>

<b>Mental Health Carers NSW</b>	Ph: 1300 554 660
<b>Arafmi Queensland</b>	Ph: (07) 3254 1881
<b>Private Mental Health</b>	
<b>Consumer Carer Network</b>	Ph: 1300 620 042
<b>Mental Health Carers Australia</b>	Ph: 1300 554 660
<b>Kids Helpline</b>	Ph: 1800 551 800
<b>COPMI - Children of Parents with Mental Illness</b>	<a href="http://www.copmi.net.au">www.copmi.net.au</a>

# FLOURISH AUSTRALIA FAMILY AND CARERS POSITION STATEMENT

Flourish Australia is committed to working closely with families and carers in their important role of supporting people close to them with a lived experience of a mental health issue.

Using a family inclusive approach, we work directly and in partnership with specialist organisations to provide support and education services for families and carers.

Flourish Australia's family inclusive approach will enhance relationships between individuals and their families and carers, while providing an opportunity for the voice of families and carers to be heard, and influence, the operation and development of Flourish Australia's services. Flourish Australia's Family and Carer Strategy outlines four important areas of work:

1. Workforce and resource development
2. Communication with families and carers
3. Partnership development
4. Review and monitor strategy



## Contact us

**Freecall** 1300 779 270

**Email** [info@flourishaustralia.org.au](mailto:info@flourishaustralia.org.au)

**[flourishaustralia.org.au](http://flourishaustralia.org.au)**

 /FlourishAus  /FlourishAus  @FlourishAus

Flourish Australia receives funding from the Australian, New South Wales and Queensland Governments

(for more information visit [flourishaustralia.org.au/funders](http://flourishaustralia.org.au/funders))

© Registered Trademark. Flourish Australia Services is a Registered Business

Name of RichmondPRA Limited

(ABN 66 001 280 628) commonly known as Flourish Australia.

April 2018