

# A Practical Guide

## for working with carers of people with a mental illness

Practical training with solutions on how to positively engage with carers to support staff, patients and carers during their recovery journey.

### What does the Carer's Guide training include?

#### Organisational Level

Please contact our friendly intake team who will arrange a meeting with Head of Community Engagement, Taryn Houghton, to discuss what is required to implement the partnership standards and training into your service.

#### Staff Level

Four (4) modules each approximately 30 minutes (2 hours in total):

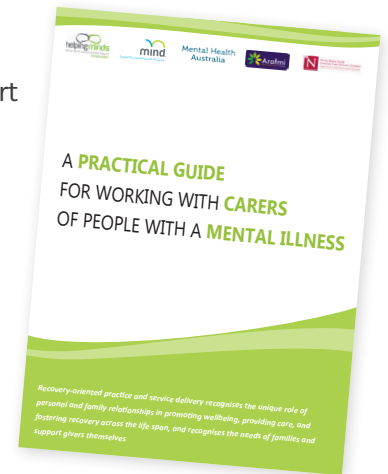
- Module 1:** Identifying carers
- Module 2:** Confidentiality and information sharing
- Module 3:** Acknowledging carers within your service
- Module 4:** Services for carers

The modules cover the 6 Partnership Standards:

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

These standards align with National Mental Health Standards, National Safety and Quality Health Service Standards, Carers Recognition Act, National Mental Health Standards.

**"The 2.4 million people who care for those with a mental illness, and those who work with these carers, have been, to a large extent, the unsung heroes in mental health in this country. They will remain the bedrock of the system."** Allan Fels



**Get in touch**

(08) 9427 7100

info@helpingminds.org.au

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**I WOULD LIKE TO BOOK THE FOLLOWING TRAINING:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PLEASE COMPLETE THE DETAILS BELOW:**

Training location and address: \_\_\_\_\_

Number of attendees (approx.): \_\_\_\_\_ Time: \_\_\_\_\_

Date(s)\*: \_\_\_\_\_

\* If more than one date please advise of specific dates, times and programs in an email with this completed form attached

Email: \_\_\_\_\_

Organiser's name: \_\_\_\_\_

Organiser's phone: \_\_\_\_\_

Contact name/number on the day (if different from above): \_\_\_\_\_

**HOW DID YOU HEAR ABOUT OUR TRAINING?**

- Facebook    School    Newspaper    Poster / flyer    HelpingMinds correspondence    Hospital
- HelpingMinds promotional event: When \_\_\_\_\_ Where \_\_\_\_\_
- Other: \_\_\_\_\_

**HAS YOUR WORKPLACE USED HELPINGMINDS' SERVICES BEFORE?**

- Yes    No

If yes, please give details: \_\_\_\_\_

\_\_\_\_\_

## HELPINGMINDS REQUIREMENTS

To host training sessions we require a projector/TV/smartboard with sound. If unavailable, please advise as soon as possible.

Please forward your completed booking form to [info@helpingminds.org.au](mailto:info@helpingminds.org.au)