



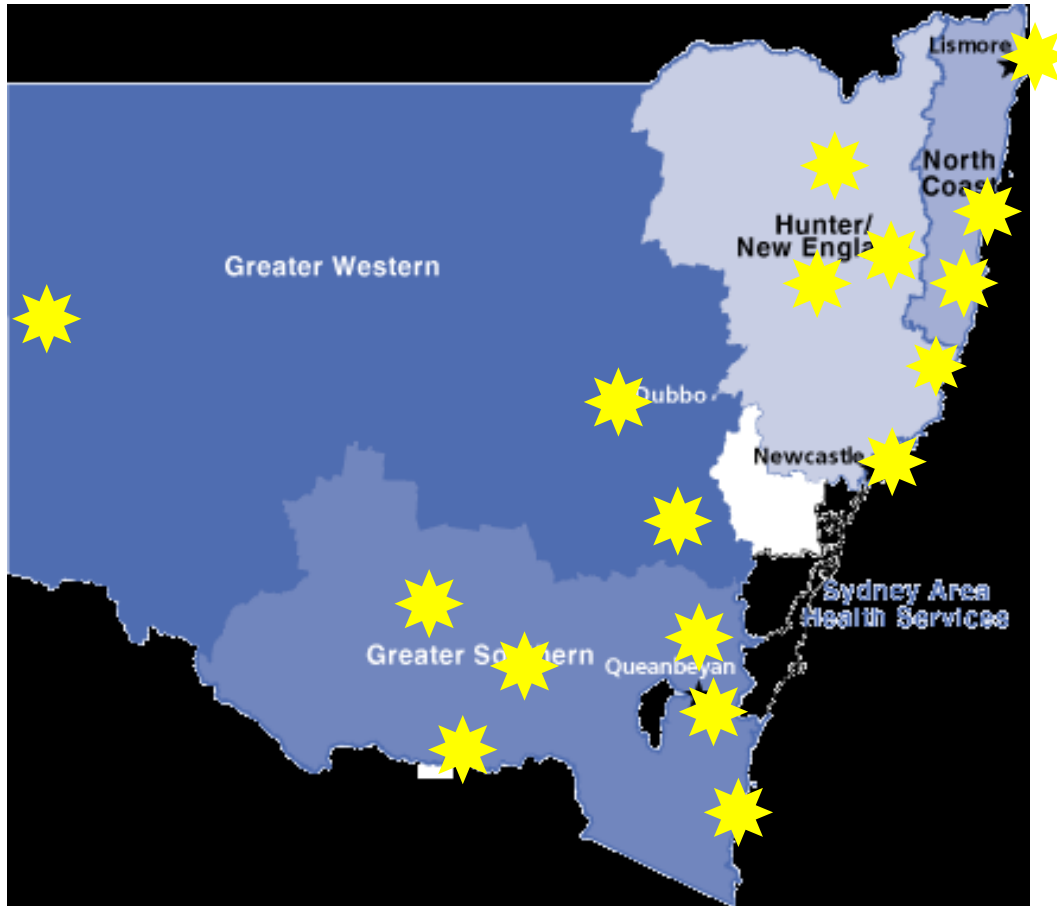
Working in Partnership for Families and Carers: Government and non- Government Agencies

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Key Partners

- All Area Mental Health Services
- Successful non-Government Organisation tenderers
 - Carer Assist (SFNSW) – GSAHS, HNEAHS, SSWAHS
 - Carers NSW- GWAHS, NCAHS, SESIAHS
 - ARAFMI – NSCCAHS
 - Uniting Care MH - SWAHS

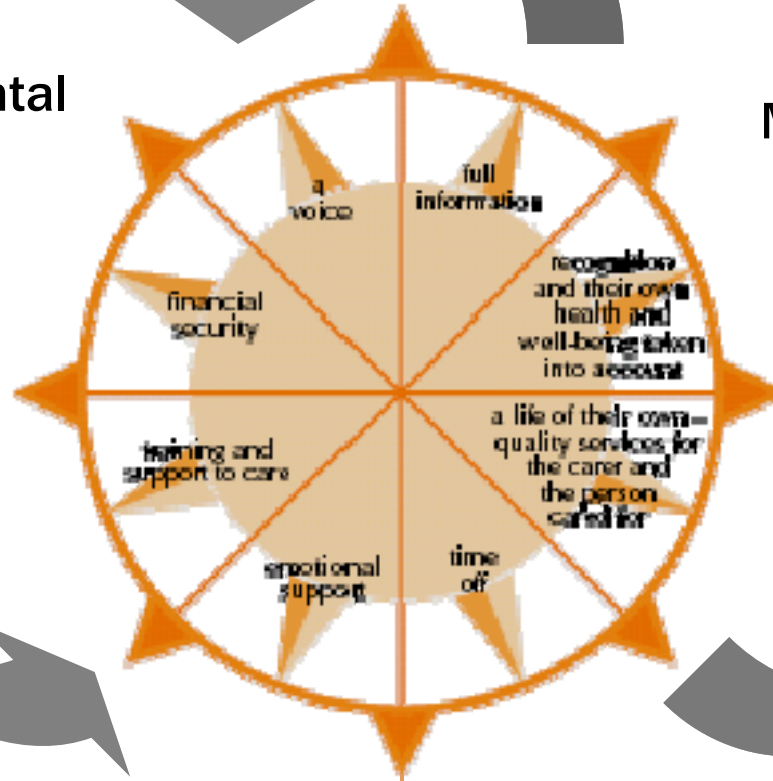
NGO locations



Service Model

Family friendly mental health services

Mental health family and carer support programs



Carer Needs

Generic family and carer supports and programs

Mental Health Service Responsibility

- Education & training to carers & families
- Information for carers on their rights & responsibilities
- Improved access & referrals to other services
- Involvement in assessment, treatment and discharge planning
- Intensive family support
- Local systemic participation
- Workforce Development



Mental Health Family and Carer Support Programs Service Delivery

- Individual support and advocacy
- Education and training programs
- Peer support groups



Generic Family & Carer Support Service Delivery

- Counselling
- Respite
- Financial support
- Planning ahead
- Carer Support Workers (AHS)

Improved Outcomes for Families and Carers (Program)

- Consultation and regular contact between partner services
- Joint projects - staff & carer training
- Strengthening appropriate referral pathways
- Service level agreements
- Specialist clinical consultation
- Comprehensive range of support services for carers and families
- Having mutual goals and an understanding of carer issues and a commitment to improving services

Improved Outcomes for Families and Carers (NGO)

- All NGOs meet regularly including Annual Staff Development day
 - Consistency of service and support across NSW
 - Easy access to information
 - Increased educational opportunities
 - Improved social access (support groups and information sessions)
 - Linking of families into program across NSW

Aims of the Program

- Working inclusively with families and carers we can achieve the following:
 - Enhanced clinical outcomes for the consumer, resulting in reduced admission rates & demands on acute services
 - Improved assessment, treatment and care in the community for the person with a mental illness
 - Strengthening, resilience & coping skills in families and carers
 - Increased understanding of mental illness, resulting in de-stigmatisation & community acceptance

Challenges for Health Services

- Changing a culture in health: “Carer Inclusion As True Partners Is Really Necessary”
- Breaking down the myth: “Carer Work Doesn't Create Extra Work in the Long Run”
- Jumping the Hurdle of Confidentiality: Carers Have the Right to Provide (& receive certain information as per the MH Act)
- Eradicating the label of “difficult” carer: “Understanding & Recognising Carers Emotions”
- Building a sustainable delivery of service: “Carers are Everyone’s Responsibility”

Carer enters service by AHS

CALD client (wife & mother of 2 young children, recently immigrated) first presentation to IPU – treatment resistance resulting in lengthy admission. Provisional diagnosis of schizophrenia. Referral to both NGO & Family & Carer Consultant

- NGO provided referrals/advocacy for practical assistance to husband e.g. child care, credit worthy, crisis coping strategies, ongoing support to family as required
- Family/Carer Consultant provided liaison between carer & treating team, mental illness specific education, assessed family needs (including potential risk)

Carer enters service via NGO

- Mary calls local NGO and is very stressed. David, her son is about to be discharged and she has concerns for her personal safety. David is also considered at risk of harm to himself.
- The NGO worker contacted the psychiatrist and this resulted in David remaining in hospital.
- A request was made for a discharge planning meeting including David's case manager, psychiatrist, family members and the NGO worker.
- Mary and her family were then able to relax knowing that David was in hospital until he was more stabilised

The Future

- The partnerships continue to flourish
- The number of families and carers included in treatment planning and service provision continues to grow
- Increased ability of families and carers to manage their caring role effectively