

“

Thank you, thank you to everyone that  
picked up that phone and assisted. You  
don't know how much you helped.

”

Mind acknowledges that Aboriginal and Torres Strait Islander peoples are the Traditional Custodians of the lands on which we work and we pay our respects to Elders past, present and emerging.

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Interpreters can be arranged if English is not your first language.

Nếu tiếng Anh không phải là tiếng mẹ đẻ của quý vị, chúng tôi có thể sắp xếp thông dịch viên.

يمكن توفير المترجمين في حال لم تكن الإنجليزية لغتك الأم.

अगर अंग्रेजी आपकी पहली भाषा नहीं है तो दुभाषियों की व्यवस्था की जा सकती है।

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İngilizce ana diliniz değilse, kendi dilinizde tercümanlar organize edilebilir.

We respect the role and expertise of family, friends and carers in supporting a loved one's recovery from mental illness. We listen to and involve you.



Help, hope and purpose

**Mind Connect**

1300 286 463

**Carer Helpline**

1300 554 660

[mindaustralia.org.au](http://mindaustralia.org.au)

[mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)



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**Registered NDIS provider**

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# Family and carer services



# How we help

At Mind, we recognise that caring for someone living with mental health issues can be stressful, and that sometimes you need support yourself. We offer a range of carer supports and can help you identify what works best for you.

**We understand what carers go through and we are here to provide help and support.**



## The Carer Helpline

When you call our helpline, we will listen to you and provide you with advice on the best available options for your situation. The helpline is a great source of information, guidance and referral. Health professionals and other interested groups may also use this service to find out about supporting families and carers in the community.

**Call the Carer Helpline 1300 554 660 or email: [carers@mindaustralia.org.au](mailto:carers@mindaustralia.org.au)**

## Online carer forum

Accessed via Mind's website, the online carer forum is a place where mental health carers can share information, experiences and offer each other support.

**Go to: [mindaustralia.saneforums.org](http://mindaustralia.saneforums.org)**

## Support groups

Peer support and sharing of learned wisdom have been recognised by many families and carers as essential in their caring journey. Our varied groups aim to increase carers' social connection, learning and self-care.

**Go to: [mindaustralia.org.au/resources/carers](http://mindaustralia.org.au/resources/carers)**

**Mind welcomes carers to get involved and provide feedback. Contact our carer consultant for more information on [participation@mindaustralia.org.au](mailto:participation@mindaustralia.org.au)**

## Support services

Mind offers a range of additional carer and family support services, including:

### Advice and support

A helpful starting point to better understanding, self care, mapping supports and getting help. Meeting directly provides an opportunity for you to express your concerns and develop your own goals.

### Education

We know carers have a need for knowledge about mental health and how best to support their loved one. We provide carer education, led by experienced carers. The focus is on helping build your skills and resilience.

### Short term in-home respite

Having a skilled mental health worker provide additional support to your loved one can really assist you to take time out. You can choose how short term support could work for you – whether it is assistance with the everyday, community linkage or social support – we come to you.

### Recreation days and events

We deliver a range of activities and events for carers and for consumers that are designed to increase connection, improve social and emotional wellbeing, and provide a break.

**Call the Carer Helpline 1300 554 660 or email: [carers@mindaustralia.org.au](mailto:carers@mindaustralia.org.au)**

*Note: not all services are available at all Mind locations.*