



# Including family, friends and carers in mental health practice



Learn how to include family, friends and carers in mental health practice in a free online training that helps you identify, engage and support the people involved in someone's mental health care.

## Why is the training important

When family, friends and carers are recognised and included in support it can lead to:

- improved outcomes for the person being supported
- better adherence to care and support plans
- open communication and information sharing
- care and support outside of formal healthcare settings
- more coordinated and well-rounded support.

The training equips you with the skills and knowledge to apply inclusive approaches in everyday practice so you can work confidently with a person's support network.

## What you will learn

The training includes six sections which walk you through key information needed to better identify, engage and support family, friends and carers.

1. **Background and context:** Why the involvement of family, friends and carers matters
2. **Identifying family, friends and carers:** Recognising diverse relationships, backgrounds and experiences
3. **Navigating confidentiality and consent:** Including carers while meeting legal, ethical and organisational requirements
4. **Creating conditions for engagement:** Practical approaches for respectful and culturally responsive conversations
5. **Supporting carer wellbeing:** Understanding stress, burnout and strengths-based ways to respond
6. **Applying inclusive practice:** Simple ways to strengthen communication, engagement and collaboration.

## Who is this training for

The training is designed for primary care, allied health and mental health professionals who support people experiencing mental health concerns or suicidal distress.

## How you will learn

The training is completed through an online learning portal and uses a range of engaging learning components to build knowledge and strengthen how you work with family, friends and carers. Key features of the training include:

- **Practical strategies:** Evidence informed approaches you can use in everyday practice
- **Videos from real people:** Stories and insights from health professionals, people with lived and living experience of mental health concerns and suicidal distress, and family, friends and carers
- **Scenario based activities:** Guided examples showing how to apply inclusive, safe and supportive practice
- **Downloadable tools:** Quick guides, worksheets and resources you can use effectively
- **Carer specific resources:** Materials recognising the diverse needs and experiences of family, friends and carers
- **Tips for inclusive practice:** Scenarios, practical tips and tools to build confidence across different health settings.

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## Access training

[mindstogether.org.au/  
including-carers-in-mental-  
health-practice](https://mindstogether.org.au/including-carers-in-mental-health-practice)