

## Including family, friends and carers in mental health practice

### Frequently asked questions

#### What is this training about?

*Including family, friends and carers in mental health practice* is a free online training that supports health professionals to identify, engage and support the people involved in someone's mental health care.

#### Who is the training for?

The training is targeted towards primary care and mental health professionals who work with people experiencing mental health concerns or suicidal distress as part of their role.

#### Where can I access the training?

The training is available for health professionals based in NSW through the Mental Health Professional Online Development learning portal. You can find links and information on how to access this platform by [clicking here](#).

#### What does the training cover?

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

- **Background and context:** Why the involvement of family, friends and carers matters
- **Identifying family, friends and carers:** Recognising diverse relationships, backgrounds and experiences
- **Navigating confidentiality and consent:** Including carers while meeting legal, ethical and organisational requirements
- **Creating conditions for engagement:** Practical approaches for respectful and culturally responsive conversations
- **Supporting carer wellbeing:** Understanding stress, burnout and strengths-based ways to respond
- **Applying inclusive practice:** Scenarios, practical tips and tools to build confidence across different health settings

#### What does the training include?

The training utilises a variety of tools to strengthen how you work with family, friends and carers across primary care, allied health and mental health settings.

- **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, 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 with confidence
- **Carer specific resources:** Materials recognising the diverse needs and experiences of family, friends and carers
- **Tips for inclusive practice:** Simple ways to strengthen communication, engagement and collaboration

The videos and scenarios offer examples of inclusive communication and collaboration. They show how other professionals approach carer involvement and provide practical strategies that can be applied immediately in everyday work.

#### How long does the training take?

It is self-paced, allowing participants to complete it at a time and speed that suits their workload. If completed in one sitting the training will take approximately 60-90 minutes.

#### How can this training be shared with others?

This training can be shared across health services, professional networks and community settings to support wider awareness and uptake. The following resources are available to help promote the program and can be downloaded by [clicking here](#).