

# FAQ: Delivering Minds Together face-to-face in the community in NSW

This resource provides information to support New South Wales service providers to deliver the *Minds Together* program to family, friends and carers in their local community.

## **Who should my service invite to attend face-to-face sessions?**

Invite family, friends and carers supporting someone experiencing suicidal distress or following a suicide attempt.

## **Where can my service deliver face-to-face sessions for family, friends and carers?**

Face-to-face sessions can be delivered in places that are convenient for staff and family, friends and carers. Choose locations that are accessible, calm and welcoming, that also offer a level of privacy.

For group sessions, consider:

- meeting rooms at your service
- local libraries
- council-owned halls or community spaces
- venues available through your local health district or Primary Health Network.

For one-on-one sessions, ask the participant to suggest a suitable space. This could be their home, a café or another private setting where you can use a laptop to guide program delivery.

## **When should my service deliver face-to-face sessions for family, friends and carers?**

The program is designed to be delivered as three 2-hour sessions. But this can be adapted to suit staff and participant availability such as:

- Six 1-hour sessions
- Three 2-hour sessions
- One full-day session.

Make sure your service allows the team to deliver face-to-face sessions at the time and day that best suits participants' availability.

Ask interested participants what times and days suit them. This may include evenings or weekends. Offer several date and time options when inviting participants and confirm the preferred option with all attendees.

When scheduling your sessions, ensure you book enough time to stay for 10 minutes after each session to answer questions and provide support.

Once scheduled, use [this promotional poster](#) to promote the sessions to other family, friends and carers.

Confirm the date and time for consecutive face-to-face sessions during the initial session with participants.

### **What tools and resources does my service require to deliver face-to-face sessions?**

*Minds Together* trained facilitators require:

- their Facilitator Manual
- the program PowerPoint slide decks
- a Participant Workbook for each family member, friend and carer
- a co-facilitator for group sessions where possible
- a screen with audio suitable for the size of the group. Please test videos and audio on the equipment prior to the session.

Refer to pages 4–6 of the Facilitator Manual for full details.

### **What if we only have one trained facilitator available at our service?**

Consider partnering with nearby organisations to co-facilitate the face-to-face sessions. Please contact [mindstogether@health.nsw.gov.au](mailto:mindstogether@health.nsw.gov.au) to be put in touch with other trained facilitators in your area.

### **How can my service obtain additional copies of Participant Workbooks?**

Please contact [mindstogether@health.nsw.gov.au](mailto:mindstogether@health.nsw.gov.au).

### **How can my service promote face-to-face sessions?**

Consider sharing an Expression of Interest (EOI) with family, friends and carers to initially promote the program to your local community and identify suitable times for participants.

Once details are confirmed, you can promote face-to-face sessions through:

- [this promotional poster](#) at your service, local noticeboards and other services
- client intake and discharge packs
- mental health and social service newsletters
- council newsletters
- interagency or network meetings
- flyers shared with service users
- social media including local Facebook groups
- carer groups
- local hospitals
- direct emails or text messages to family, friends and carers.

### **Is refresher facilitator training available for service staff?**

Please contact [mindstogether@health.nsw.gov.au](mailto:mindstogether@health.nsw.gov.au) to discuss your training requirements.

### **Can service staff deliver face-to-face sessions if they have not received facilitator training?**

No, only certified *Minds Together* facilitators can deliver face-to-face sessions for family, friends and carers.

Please contact [mindstogether@health.nsw.gov.au](mailto:mindstogether@health.nsw.gov.au) if you would like to become a *Minds Together* facilitator.