Including family, friends and carers in mental health practice

Stakeholder information kit

Minds Together An EVERYMIND program

Background

Family, friends and carers play a vital role in supporting someone experiencing mental health concerns or suicidal distress. Their involvement can improve communication, strengthen collaboration and lead to better outcomes. However, in many health settings, carers are not consistently recognised or included as part of routine care.

Health professionals often report limited training, confidence and practical guidance on how to engage family, friends and carers in ways that are safe, respectful and aligned with legal and organisational requirements. This gap makes it difficult to meet policy expectations, including collaborative care models and the recognition of carers under the NSW Carers (Recognition) Act 2010.

About this kit

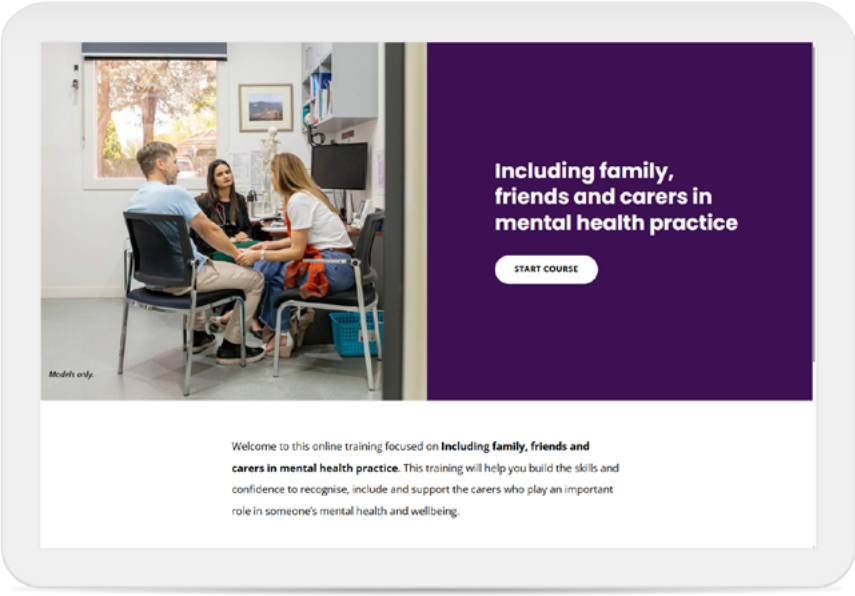
This kit provides an overview of the free online training *Including family, friends and carers in mental health practice*. It outlines why the training was developed and why involving family, friends and carers is essential to safe, inclusive and coordinated mental health care. It also summarises what the training offers, who it is designed for and the impact it can have on everyday practice in primary care, allied health and mental health settings. Resources and promotional collateral are also included to make it easy to share information about the training.

Contact

If you have any questions or enquiries about this kit, you can email Everymind: everymind@health.nsw.gov.au

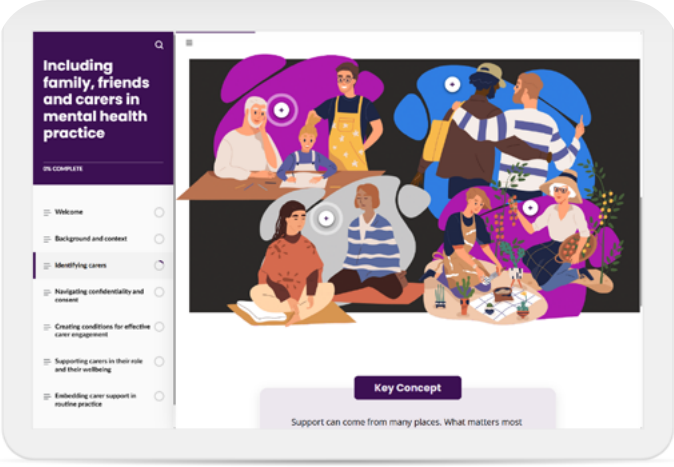
Why this training was developed

This training was created to build the skills, confidence and knowledge that health professionals need to meaningfully include family, friends and carers in everyday practice. It responds to a clear need for practical, culturally responsive and strengths-based approaches that can be applied across primary care, allied health and mental health settings.



Why this training is important

When health professionals know how to identify and engage a person's support network, care becomes more coordinated and inclusive. This training helps bridge the gap between policy expectations and everyday practice so health professionals can engage family, friends and carers with confidence.



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:** Simple ways to strengthen communication, engagement and collaboration.

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:** Scenarios, practical tips and tools to build confidence across different health settings.

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 45-60 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.

Shareable resources

Promotional and information material is listed below. These can be easily accessed, used and distributed among different users interested in learning more about the training.

Please contact everymind@health.nsw.gov.au to request printed materials.

Resource title and link	Preview
A4 information sheet Click here to view resource.	
DL flyer Click here to view resource.	
A4 poster Click here to view resource.	

Suggested channels for sharing

- Staff newsletters and bulletins
- Professional networks and sector groups
- Local health district or service intranets
- Team meetings, supervision sessions and education calendars
- Conferences, webinars and training events.

Social media posts

These posts about the *Including family, friends and carers in mental health practice* training can be used on social media channels, with ready-to-use copy and images available to make sharing easy.

Copy	Image
Including family, friends and carers in mental health practice leads to better outcomes. A new online training developed by Everymind helps primary care, allied health and mental health professionals build confidence in carer-inclusive support. The training supports health professionals to identify, engage and support the important people in someone's life, using practical and inclusive approaches that can be applied in everyday practice. Share this opportunity with your teams and networks: https://mindstogether.org.au/including-carers-in-mental-health-practice/	Click here to save image.
We're encouraging services to share this free online training developed by Everymind to help build more inclusive and coordinated mental health care. The training supports professionals to build their capability by focusing on the following key areas: • Understanding why the involvement of family, friends and carers matters • Recognising diverse relationships, backgrounds and experiences • Including carers appropriately while meeting legal, ethical and organisational requirements • Applying practical approaches for respectful conversations • Developing an understanding of stress, burnout and strengths-based ways to respond • Working through real world scenarios, practical tips and tools that build confidence across different health settings. Please share this resource with your teams and networks: https://mindstogether.org.au/including-carers-in-mental-health-practice/	Click here to save image.
Looking to strengthen how you identify, engage and support family, friends and carers in mental health care? Everymind has developed a free online training to support health professionals to work more effectively with family, friends and carers. It includes videos, practical tools, scenario-based activities and tips you can apply straight away. This training is ideal for anyone working with people experiencing mental health concerns or suicidal distress across primary care, allied health or mental health services. Learn more and access the training: https://mindstogether.org.au/including-carers-in-mental-health-practice/	Click here to save image.

Newsletter and website content

Provided below is ready-made content for newsletters and websites to help health professionals become aware of the training and how to learn more.

Heading and body copy	Image
Including family, friends and carers in mental health practice: Free online training Everymind has been funded by the NSW Department of Communities and Justice to develop a free online training to help health professionals strengthen how they engage family, friends and carers in mental health care. Including family, friends and carers can lead to improved experiences of care, more open communication and more coordinated support. This training provides practical guidance to help health professionals recognise support networks, navigate consent and confidentiality, use culturally responsive approaches in everyday practice, and provide appropriate support to family, friends and carers. The training is suitable for anyone working in primary care, allied health or mental health settings who supports people experiencing mental health concerns or suicidal distress. To learn more or access the training, visit: https://mindstogether.org.au/including-carers-in-mental-health-practice/	Click here to save image.
Including family, friends and carers in mental health practice: Free online training A new online training from Everymind is available to help strengthen carer-inclusive approaches. Funded by the Department of Communities and Justice, the training focuses on effective engagement with family, friends and carers - the people who often provide essential emotional, cultural and practical support outside of formal services. The course includes videos, practical tools, lived experience insights and scenario-based activities to help professionals: • identify and recognise diverse support networks • apply culturally responsive approaches • hold safer and more inclusive conversations • support the wellbeing of family, friends and carers • meet legal and ethical requirements around consent and information sharing. We encourage services to share this resource with clinical and non-clinical staff who provide mental health support.	Click here to save image.

For additional newsletter and website content, please email everymind@health.nsw.gov.au

Email

Provided below is a general email example to help share information about the training and the resources available.

Subject line and body copy
Subject: Online training to support carer inclusive mental health practice Good [morning/afternoon], I am sharing a free online training that is relevant and beneficial for staff and can build confidence and support best practice in your role. Developed by Everymind, the training supports primary care and mental health professionals to recognise, engage and support the family, friends and carers of someone experiencing mental health concerns or suicidal distress. When family, friends and carers are recognised and included in care, 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, and more coordinated and well-rounded support. This online, self-paced training takes 45-60 minutes to complete and will support staff to embed carer inclusive and person-centred practices. The training was developed through the NSW Department of Communities and Justice Carers Investment Grant program. You can find out more about the training, how to access it as well as promotional resources here. If you would like further information or resources to support with sharing the training, please contact the team at Everymind via their email: everymind@health.nsw.gov.au Kind regards, [Manager name]

Proudly funded by NSW GOVERNMENT

Minds Together

An EVERYMIND program

Access training

mindstogether.org.au/including-carers-in-mental-health-practice