



# Arafmi Newsletter | Dec 2018



## *A message from the CEO*

The last few months have been exciting for Arafmi. We held our first AGM as a new company – electing our new board of directors to guide us over the next three years.

Arafmi was also saddened by the news that our President Claire Lees has stepped down from the Arafmi Board after nearly 30 years of dedicated service to Arafmi - thank you Claire for your dedication and hard work.

On October 17, we had our Annual Carers forum at the Brisbane Exhibition & Convention Centre. It was during the forum that we were proud to launch Carer Coach, a five module training series that Arafmi has developed to help mental health carers and the people they care for navigate the NDIS. Carer Coach will be delivered through face-to-face workshops, booklets and online.

During the forum we also launched our Becoming Visible Campaign, a campaign designed to capture the voices and experiences of carers.

As we head into Christmas I hope everyone has the opportunity to slow down and give thanks to those people and things which are important to us. We understand that the festive period can be a stressful time. If you need support please remember we are here 24 hours a day.

Wishing everyone a safe and happy Christmas and New Year.



**Gary Bourke**  
CEO

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## Carers Forum | Wed, October 17<sup>th</sup>

Our 4th Annual Carers Forum was delivered in partnership with [CaringFairly.org.au](http://CaringFairly.org.au) in October, and once again was held at the Brisbane Convention & Exhibition Centre.

It was a thought provoking, interactive day with the opening by Arafmi's CEO, Gary Bourke, speaking about the recent transformation of Arafmi Ltd, from our early beginnings starting in Stone's Corner to 40 years later offering support services Queensland wide and becoming an NDIS provider.

We heard from a number of guest speakers, including John Foley from MIND Australia, who kindly gave his time to talk about the National Caring Fairly Campaign. Arafmi Ltd has joined a coalition of over 30 organisations across Australia to lobby for changes to the supports of mental health carers across Australia. To find out more go to [caringfairly.org.au](http://caringfairly.org.au)

Sarah Roxburgh, your new Queensland Carer Representative on the National Consumer and Carer forum, was also invited to speak. Sarah will be representing your views so let us know what you want to say by emailing us at [info@arafmi.com.au](mailto:info@arafmi.com.au)

To help carers navigate the NDIS, we revealed for the first time, 'Carer Coach', our exciting new training program specifically tailored to the needs of mental

health carers and the people that they care for. There is more on Carer Coach on page 4.

We were also proud to announce the launch of a new campaign called Becoming Visible. On the day, carers were given the opportunity to share their experiences and stories as part of a new campaign which aims to promote recognition for the contributions carers make and, the meaning of inclusion in policy discourse and improvements to both the NDIS and broader health services.

We will be releasing more information in the new year with details on how you can participate in the Becoming Visible campaign... stay tuned!





## NDIS Q&A Panel

During the Carers Forum we asked carers in the audience about their experiences with the NDIS and if they had questions for some of our NDIS co-ordinators, the response was overwhelming and we want to continue the conversation with you all as the NDIS continues to rollout across Queensland.

Some of the key points raised on the day include:

### Gathering evidence

We discussed the importance of gathering as much information (evidence) as possible to take to the NDIS planning meeting. Arafmi workers have also found that more evidence is better than not enough – ideally you want to provide evidence from each health professional and/or support service your loved-one regularly sees.

### Planning Meetings

If the NDIA suggests that the Planning Meeting should happen over the phone, it is best to say no to this and request a face-to-face Planning Meeting.

A face-to-face meeting will mean the NDIS Planner will be able to gain a more holistic understanding of the person you care for. You may also consider bringing along as many support providers as you would like in the room to corroborate your evidence.

### The NDIS language

The NDIS will use language that might be unfamiliar to you and the person you care for. However, it is important that you and the person you care for try your best to use NDIS language throughout this process.

Using NDIS language will help the NDIS understand how the person you care for meets their eligibility requirements.

### Where to go for help?

If you're in doubt, or if you have questions about accessing the NDIS, it's important to ask for help from a professional. If you have any further questions, call **07 3254 1881** to speak with one of our experienced staff or email us at [ndis@arafmi.com.au](mailto:ndis@arafmi.com.au)





# Carer Coach

Arafmi has been running a range of Carer Coach workshops throughout South East Queensland over the last two months. We've had some really great feedback from the carers who have attended these workshops.

We wrapped up our Carer Coach workshops for this year but hope to deliver more in 2019. If you would like to see one in your area in the new year, please register your interest online:

[www.arafmi.com.au/carers-coach/ccrequest/](http://www.arafmi.com.au/carers-coach/ccrequest/)

We've also got a stack of Module Two booklets printed and ready to go. Module Two will take carers through supporting the person they care for to make an NDIS access request (making an access request is how someone applies to be a part of the NDIS).

It also goes through the kinds of documentation and evidence the person you care for might need to provide.

If you would like a free Module Two booklet, please email [ndis@arafmi.com.au](mailto:ndis@arafmi.com.au) to arrange pick up or post. Module Three & Four are in the process of being printed and will be ready to go at the end of the year.

If you want to keep up-to-date with all things Carer Coach, please visit the new section on our website: [www.arafmi.com.au/carers-coach](http://www.arafmi.com.au/carers-coach)

## Module One

A brief introduction to the NDIS and mental illness

## Module Two

Making an NDIS application

## Module Three

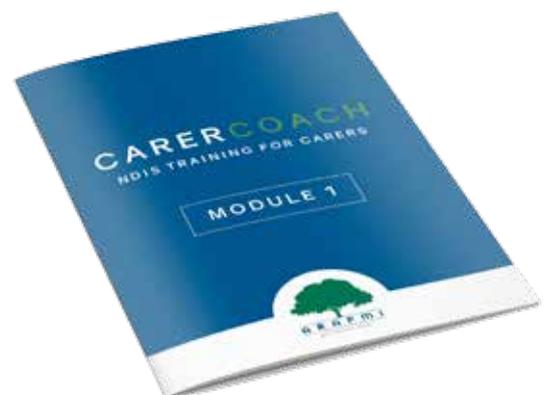
Getting ready for the planning meeting

## Module Four

Supporting someone to make the most of their NDIS plan

## Module Five

Preparing for a plan review





# Carer Support Groups

## Who are they for?

Arafmi Carer Support Groups are open to anyone who is caring for or about a relative or friend with a psychosocial disability. They are run by Carer Facilitators who have been trained in facilitation skills.

## What to expect?

Arafmi Carer Support Groups provide a safe place for carers to come together on a regular basis to:

- Share their feelings
- Socialise & connect with others
- Offer comfort & support
- Share helpful coping skills

Confidentiality is essential and all participants are encouraged to keep personal information shared within the group.

## How to join a support group?

Support Groups meet in various locations in Brisbane and regional Queensland. All carers are welcome. Please don't worry if you forget to book or let us know you are coming, just turn up.

Support Group times/dates are to subject to change. Please contact the Arafmi office on **07 3254 1881** or for regional areas, please phone **1800 35 1881** to confirm.

### CARINDALE

Carindale Library Meeting Room  
Westfield Carindale, Carindale  
**1st Monday of each month from 11.30am**

### CLEVELAND

RDCOTA Cottage  
Weippen Road, Cleveland  
(In the hospital grounds)  
**4th Monday of each month from 10am**

### INALA

The Hub Neighbourhood Centre  
76 Corsair Avenue, Inala  
**3rd Monday of each month from 10am**

### INDOOROOPIILLY

Indooroopilly Library Meeting Room  
(next to cinema), Westfield Indooroopilly  
**1st Thursday of each month from 1.30pm**

### IPSWICH

EACH Building  
24 East Street, Ipswich  
**Second Tuesday of each month from 10am**

### LOGAN

Logan Central Library  
26 Wilbur Street, Logan Central  
**2nd Wednesday of each month from 10am**

### NEW FARM

ARAFMI House  
76 Merthyr Road, New Farm  
**Last Saturday of each month from 10am**  
*\*Please note, for the month of December it will be on the 15th.*

### REDCLIFFE

1 Lamington Drive, Redcliffe  
**3rd Friday of each month from 10am**



## Workshops | New Farm

Our workshops are open to those who care for or about a relative or friend with a psychosocial disability.

### What to expect?

The interactive workshops are designed to help carers understand the impact of mental illness on their loved one; how to improve their relationship; how to develop caring skills, and how carers can keep themselves well emotionally in the long run.

There's also an opportunity to connect with other carers who may be experiencing similar issues and learn from each other.

### How to register?

For registration and more information about our workshops, please call **07 3254 1881** or email [carereducation@arafmi.com.au](mailto:carereducation@arafmi.com.au)

### View our upcoming workshops online:

[www.arafmi.com.au/family-carers/workshops/](http://www.arafmi.com.au/family-carers/workshops/)

“ As a Carer it is easy to focus on the person with the mental illness. Despite believing in my own self-care, it is good to see a broader aspect. ”

Carer, New Farm

### DECEMBER

**Tuesday 18<sup>th</sup> (9:30am – 1:00pm)**  
Understanding and Supporting Recovery

### JANUARY

**Monday 14<sup>th</sup> (9:30am – 1:00pm)**  
Coping Skills for Carers

**Tuesday 22<sup>nd</sup> (9:30am – 1:00pm)**  
Effective Communication

**Wednesday 30<sup>th</sup> (9:30am – 1:00pm)**  
The Power of Personal Boundaries

### FEBRUARY

**Saturday 9<sup>th</sup> (9:30am – 12:30pm)**  
Dual Diagnosis

**Tuesday 19<sup>th</sup> (9:30am – 1:00pm)**  
Grief & Beyond

**Wednesday 27<sup>th</sup> (9:30am – 1:00pm)**  
Bouncing Back - Building Resilience

### MARCH

**Tuesday 5<sup>th</sup> (9:30am – 1:00pm)**  
Let's Talk About Suicide

More workshops to be announced. Please call for more information.



## Understanding & Supporting Recovery | Dec 18<sup>th</sup>

Does your loved one know that after the arrival of mental illness there is a possibility to thrive, not just survive?

With appropriate, ongoing support and treatment, a good majority of people with mental illness are able to recover well and lead fulfilling lives in the community.

It often starts with carers understanding the recovery process and exploring ways in which you can help support someone with a mental illness through this journey. Small things can make a big difference. Simply being there to listen and to support your loved one is one way to make a big difference.

Another is by learning as much as possible about the mental illness and any treatments, and also understanding how your role as a carer can be a fundamental piece of the recovery process. Recovery is an ongoing experience of personal growth and learning, taking risks, falling and trying again and being able to live with oneself and with others and belonging to a community.

The last workshop for December will focus on understanding and supporting mental health recovery. It offers suggestions on how carers can

avoid common pitfalls and how to best support their loved ones on their journey of recovery. Carers, come along to help you give hope to your loved ones for wellness connection, meaning and purpose.

### When?

Tuesday 18<sup>th</sup> of December, 9:30am – 1:00pm

### Where?

Arafmi, 76 Merthyr Road, New Farm QLD 4005

### How to register?

To register for this workshop or to find out more, please call us on **07 3254 1881** or email [carereducation@arafmi.com.au](mailto:carereducation@arafmi.com.au)

“

*When 'i' is replaced  
by 'we' even illness  
becomes 'wellness'*

”



## Final Note

### Good News Story

The Arafmi Women's Group has been set up to provide women with a safe space to come together and form friendships. The group also allows the participants to provide support to each other as women who have previously or are currently experiencing similar circumstances or who can provide an extra listening ear.

The group runs activities which leaves participants feeling pampered and spoiled with activities such as making our own face masks, doing our nails, doing our makeup, decorating cupcakes, movie mornings and doing our hair.

For the month of November, the Arafmi Women's Group was featured at the **Newmarket Grill'd** Local Matters Jars which allowed three local organisations to receive some extra funds to put towards their group and be able to afford new equipment and necessary items - and, lucky for us, we came in second place and received a wonderful \$100 donation from Grill'd!

The Women's Group were very excited and thankful to be featured in the local matters and appreciate the opportunity to grow our collection of makeup, hair products and little bits and bobs that keep the group running.

### Help us give you information that matters

Whether you have a question about something in this newsletter or a suggestion for the next edition, we'd love to hear from you.

**Call us:** 07 3254 1881

**Email us:** [info@arafmi.com.au](mailto:info@arafmi.com.au)

**Visit us online:** [www.arafmi.com.au](http://www.arafmi.com.au)

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### Do you know about our 24/7 Helpline?

When you need to talk to someone who understands, we will be there - at any hour.

**Call us:** 07 3254 1881

**24/7 National Helpline:** 1300 554 660

**Regional Queensland:** 1800 35 1881  
Free call from landline (Carer support only)

**Join the 24/7 online forum:**

<https://arafmiqld.saneforums.org/>