



# Arafmi Newsletter | Mar 2019



*Our first quarterly newsletter for the year..*

Welcome to our first newsletter of 2019. It has certainly been a busy start to the year for all of us at Arafmi Ltd and we're sure we're not alone in that feeling.

In March we were pleased to partner with Mind Australia and bring you a Caring Fairly roundtable event at the Hamilton Town Hall. It was so great to see a lot of our carers take time out of their day to attend this important event.

We acknowledge that some of you had to travel quite a distance to be there and we thank you for that. We would also like to thank those who shared their stories with us. It takes great courage to do what you did and it was much appreciated. The event has helped give you, our carers, a voice and will work towards educating others and helping to improve carer support.

Last week, our CEO Gary Bourke, attended the Mental Health Australia Members Policy Platform with a number of other great member organisations. Many important topics were raised including the availability of psychosocial support services and the intake process for those who are not eligible for NDIS.

We have included a copy of our carer survey within this newsletter. If you could take a few minutes to fill out this survey and return it to us we'd be very grateful, full details are inside the newsletter. The information received will be used to assist us in providing you with the best services possible.

Finally, from all of us at Arafmi Ltd, we wish you a happy, safe and chocolate-filled Easter break. Please note, the Arafmi Head Office will be closed over the main public holidays, however our 24/7 Carer Helpline (07 3254 1881) will still be available should you need to contact us during this time for carer support.

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## Caring Fairly Roundtable | Wed, March 6<sup>th</sup>

On Wednesday, 6<sup>th</sup> of March under the Hamilton Town Hall roof, *Caring Fairly*, a national campaigning coalition, hosted a roundtable of 60 people to discuss the issue of informal and unpaid carers.

Federal politicians, Queensland carers and staff from Mind Australia, Arafmi Ltd, Carers QLD & Eating Disorders Queensland came together for a couple of hours to discuss better support for our carers across the state.

There are an estimated 494,200 unpaid carers in Queensland, which breaks down roughly to one in eight people. An estimated \$8.3 billion in resources would be required annually from the government's health and community sector to replace the work carried out by these unpaid carers.

Dr Sarah Pollock from Mind Australia lead the roundtable, asking questions and drawing some of our politicians in for comment.

Several of our carers were brave enough to stand, take the microphone and share their stories and journey through the mental health process.

Most of these stories moved many to tears and a heartfelt thanks go out to those who shared these private and often deeply emotional moments of their lives.

We found it extremely beneficial to have the federal politicians in attendance and know that those who were present left with a deeper knowledge and understanding of the struggles that are faced in a carer's everyday life.

We hope that the needs of our unpaid carers have been heard and will be taken into account in this lead-up to the federal election in May.

We issued each of our carers with information on the different carer services we offer in Queensland, as well as the Caring Fairly toolkit which details different ways for our Queensland carers to advocate for change.

If you were unable to attend the event and would like to access a copy of these materials, please contact us on **07 3254 1881** or email [info@arafmi.com.au](mailto:info@arafmi.com.au) and we will gladly post you a copy.

Remember, you are not alone. We understand the difficulties that mental health carers face and provide 24 hour phone support to anyone who is caring for or about a relative or friend with a psychosocial disability.

You can call our Arafmi team any time of the day on **1300 554 660** or **07 3254 1881** and speak to someone who understands.





# Carer Coach

Carer Coach is a five module training series developed by Arafmi Ltd to help mental health carers and the people they care for navigate the NDIS.

The training will walk you through the NDIS process, breaking it down into manageable steps that are easy to understand.

We recognise that everyone learns differently, that's why we've put together a number of flexible learning options to fit in with your caring role and your lifestyle:

- Join an upcoming workshop
- Learn at your own pace online or;
- Have the workbooks posted to you

Remember, the training is FREE to access with help only a phone call away!

If you would like to view our upcoming workshops, register for the online training or request copies of the workbooks, please get in touch.

Visit our new website: [www.carercoach.com.au](http://www.carercoach.com.au) or speak to our friendly Arafmi team on **07 3254 1881**.

A brief introduction to the NDIS and mental illness

Making an NDIS application

Getting ready for the planning meeting

Supporting someone to make the most of their NDIS plan

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**

### INDOOROOPILLY

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

### 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**

### 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

### APRIL

**Tuesday 2<sup>nd</sup> (9:30am – 1:00pm)**  
Coping Skills for Carers

**Monday 8<sup>th</sup> (9:30am – 1:00pm)**  
Effective Communication

**Wednesday 17<sup>th</sup> (9:30am – 1:00pm)**  
The Power of Personal Boundaries

### MAY

**Saturday 4<sup>th</sup> (9:00am – 12:30pm)**  
Grief and Beyond

**Tuesday 21<sup>st</sup> (9:30am – 1:00pm)**  
Dual Diagnosis - Mental Illness & Substance Abuse

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

### JUNE

**Tuesday 4<sup>th</sup> (9:30am – 1:00pm)**  
Let's Talk about Suicide

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



# The Power of Personal Boundaries | Apr 17<sup>th</sup>

## The Power of Personal Boundaries

Boundaries help us to maintain a sense of ourselves as individuals and separate from others. By doing this we are able to take responsibility for what we think, feel and do.

Without this sense of ourselves, we cannot maintain our own values and goals while encountering the influences and emotions of others.

We set boundaries with others and we set boundaries with ourselves, sometimes at the same time, once we decide what we will not accept. Healthy boundaries should neither be weak or overly strict and inflexible.

The purpose of setting boundaries is not to control another but to let them know of what you will not allow. Healthy and clear boundaries are based on respect, peace and justice and these qualities create a sense of freedom where people know what to expect and are able to be themselves.

The purpose of setting boundaries is to take care of ourselves. Being forced to learn how to set boundaries is a vital part of learning to own, respect and love ourselves. If we never have to set a boundary, then we will never get in touch with who we really are outside of our role in the

relationship with the other and we may not be able to communicate to others that we have self-worth.

Carers, come along and learn the power of personal boundaries, connect with others and learn new skills to help you in your caring role.

### When?

Wednesday 17<sup>th</sup> of April, 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)

“  
What you allow is  
what will continue.  
”



# Carer Survey & Carer Stories

## We invite you to take our Carer Survey

Arafmi is proud to have a long history of advocating on behalf of carers and families to healthcare professionals, the government and the wider community.

Mental health services and carer support services have undergone some profound changes over the last few years. To help ensure that we are accurately representing the experiences and priorities of mental health carers throughout these changes, we want to hear from as many Queensland carers as possible. (Please see the survey enclosed with this newsletter.)

We want to know what is important to you. How have these changes impacted you? What changes should the government make to better look after carers? What additional support services would help you in your caring role? If you could change anything about the support carers receive and/or the mental health system, what would it be?

Please note, you do not have to share any information which is distressing or upsetting. You can also choose not to answer any question that makes you feel uncomfortable. However, if you do experience distress or discomfort following this survey please contact;

- Arafmi 24-Hour Telephone Carer Support on (07) 3254 1881 or 1300 554 660.
- If you live in regional Queensland you can call 1800 35 1881 (free call from landline).
- Lifeline Australia on 13 11 14.

Arafmi will maintain your privacy by removing any identifying information about you, your family or friends that you share. The information you share via this survey will be used to inform Arafmi's advocacy and policy work.

This survey is for people who care for a friend, family member or loved one with a mental health condition.

## Expressions Of Interest: Would You Like To Share Your Carer Story?

We're on the lookout for carers who would like to share their story for publication in the *City North News*. They would like to hear your story of being a carer, the challenges and the rewards.

Sharing your story with others might help other carers out there understand that they're not alone and that they can seek help with Arafmi Ltd.

To express your interest, please contact us at [leanehardcastle@arafmi.com.au](mailto:leanehardcastle@arafmi.com.au)



## Out and about with our Arafmi Support Workers

### Bribie Island Day Trip

Thank you to the team at Adina for sharing some beautiful photos from their recent outing to Bribie Island. If you'd like to find out more about our upcoming day trips for NDIS participants in the Moreton Bay Region, call Adina (Narangba) on **(07) 3385 7222**.



### Fun Times at Karinya

Thanks to the Karinya team who have shared these photos with us from some recent events they've hosted - it's fantastic to see everybody having such a good time! Call the Karinya team (Ipswich) on **(07) 3812 3358** to find out more about our upcoming activities and programs!





# Fun Fridays at Coolibah are back!

## Fun Fridays at Coolibah are back!

Back due to popular demand, our **Coolibah** Arafmi team are running Fun Fridays again!

Our fun-filled days are the perfect outing for people experiencing mental illness or have a psychosocial disability.

We design the days around their needs and allow our participants to:

- Catch up with old friends
- and make some new ones
- Experience nature
- Discover new places
- Learn new skills
- Spend a day relaxing or join us for a more energetic outing
- Listen to live music
- Watch a movie
- But most of all... have fun!

If you'd like to have a chat about the person you care for and their suitability for our upcoming activities, or if you would like to book, please call our 'Coolibah' team on **07 3857 0377** or email our team at [info@arafmi.com.au](mailto:info@arafmi.com.au).





## Five Ways to Say 'No'

In our Mental Health Carer Workshop **“The Power of Personal Boundaries”**, we discuss a very important topic, the power of saying ‘no’. This one small word can pack quite a punch and understandably, we sometimes find it difficult to utter this word.

Too often we feel like we have to say ‘yes’ and end up over-committed, stressed and resentful. And many times this is a direct result of never being taught how to hone this very handy skill.

Saying ‘no’ is definitely a skill worth learning and practising. It’s worth noting that often times when we say yes to other people, we’re saying no to ourselves. But why and to what end? While it can seem easier to say yes, this can sometimes be not only unfair to ourselves, but to the other person.

Your time is important and respecting yourself sometimes will mean you have to say no. Putting yourself first is not something to feel guilty about; it’s merely a matter of learning the skills and practising it.

If you remain unconvinced, how about thinking of your ‘yeses’ as a commodity? Your yes should mean something – it should be special and the less you give them out, the more value they will hold.

What do you think – do you think you could work any of these into your “no thank you” arsenal? If you’ve got a better way to say no (that’s clean and polite),

we’d love to hear it! We might be able to add it into our workshop notes to help other carers and family members as well.

To help you get started on your training, we’ve compiled five different ways that you can say no. There are countless ways to convey this message to people, but these should get you started:

1. Thanks for thinking of me, but I can't this time.
2. I'd love to, but I've already got plans.
3. Maybe next time.
4. I don't want to say no but I have to.
5. It sounds like a great idea, but I just can't commit to it right now.

“  
“No” is a  
complete  
sentence  
”



## Stay Connected

### Social Media

Are you following us on Facebook, Twitter or LinkedIn? Follow us and stay ahead of our news!

### Subscribe to our newsletter

Did you know we send out carer newsletters in hard copy as well as via email? If you'd like to subscribe to one or the other, please contact us at [leanehardcastle@arafmi.com.au](mailto:leanehardcastle@arafmi.com.au)

### Suggestion Box

What else would you like to see in these newsletters? We want to make sure you're getting what you want. Please email us at [leanehardcastle@arafmi.com.au](mailto:leanehardcastle@arafmi.com.au).

“  
*Taking care of yourself  
doesn't mean me first,  
it means me too.*”  
L.R Knost

### 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/>