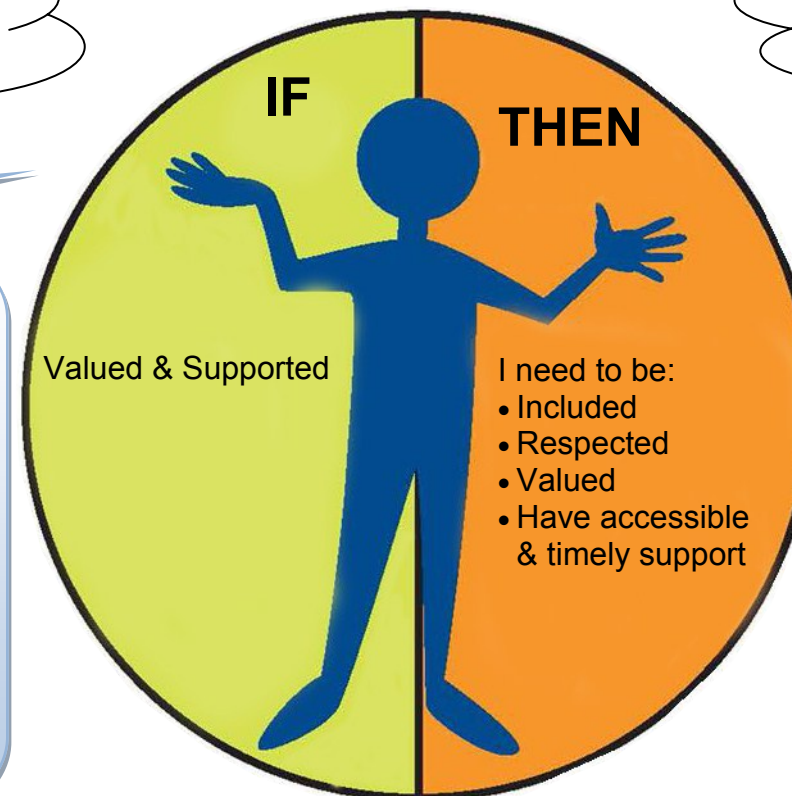


Family Inclusive Services Tool Kit for Service Providers of Community Managed Mental Health Services

Families and carers play a key role in the design, delivery and evaluation of services

- What are we doing today that acts as a barrier to family members and carers fully participating with us and the person they love? What would we need to change?
- How do we demonstrate to family/carers that they are welcomed and that their views and opinions matter?
- What would it take for us to employ and fully support people with a lived experience in our workforce?
- Are we providing the scope, type and frequency of respite that families really value? When was the last time we asked them?
- What would it take for us to plan, implement and continuously improve the best possible services for people with special needs?



Services enhance the wellbeing of families & carers

- What would it take for our service to be fully committed to the principles of recovery and full citizenship for everyone we support? How would we know we were achieving this?
- Family carers rely on the same things we all do to live a good life (a safe home, enough money to live on etc) What specifically do we do in our organisation to explore the hopes and dreams of family members for a better life?
- Are we developing recovery focussed, personalised plans with carers? How effective are they?
- How could we better respond to the isolation and loneliness often experienced by families? (change our services/ approach or re-direct resources?)
- What do we need to learn and change to better support children of parents with a mental illness?

Families and services work in partnership

- How do we demonstrate to families that they are welcomed and that their views and opinions matter?
- How can we better partner/collaborate to join up services and supports?
- In what ways do we contribute to, or guard against practices that require family/carers to repeat their stories?
- Families listen to other families. What can we do to better connect families with one another?
- How can we ensure our culture, policies and practices robustly adhere to the principles of the Carers Recognition Act?