

## USEFUL CONTACTS

Police/Fire/Ambulance **000**

Mental Health Central Intake  
**(02) 4320 3500**

Gosford Hospital **(02) 4320 2111**

Wyong Hospital **(02) 4393 8000**

Lifeline **13 11 14**

Drug and Alcohol **1800 422 599**

Grow NSW **1800 558 268**

Central Coast Carers Respite Services  
**1800 059 059**

Gosford Emergency Accommodation  
**(02) 4325 3540**

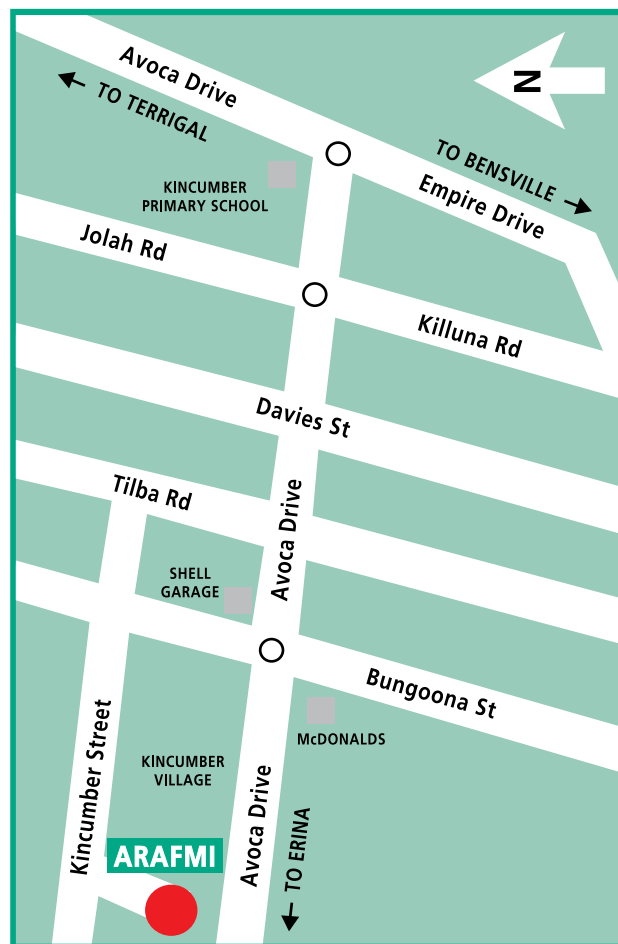
Mental Health Information Service  
**1300 794 991**

Mens Line **1300 789 978**

Anxiety Disorders Information Line  
**1300 794 992**

Youth Services (Y Central) **4304 7870**

**Mental illness can mean many things,  
including Anxiety, Depression,  
Bipolar Disorder, Personality Disorder,  
Schizophrenia and other illness.**



**Mental Health Carers**  
ARAFMI NSW CENTRAL COAST



Kincumber Cottage  
Unit 6/20-22 Kincumber Street  
Kincumber NSW 2251  
PO Box 6159 Kincumber 2251  
Phone: (02) 4369 4233 Fax: (02) 4363 1069  
Website: [www.ccarafmi.org.au](http://www.ccarafmi.org.au)  
Email: [ccarafmi@bigpond.net.au](mailto:ccarafmi@bigpond.net.au)  
Offices at: Bateau Bay, Gosford and Kincumber.

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**Mental Health Carers**  
ARAFMI NSW CENTRAL COAST



# Family Support Program



## *Focusing on Carers*

*Providing education, information, advocacy  
and support to carers and friends of people  
with a mental illness or disorder*

**(02) 4369 4233**

THE FAMILY SUPPORT PROGRAM IS FUNDED BY  
THE NSW HEALTH DEPARTMENT

## ABOUT MENTAL HEALTH CARERS CENTRAL COAST ARAFMI

Mental Health Carers ARAFMI has been operating on the coast since 1976 and was established to address the needs of parents, siblings, children and friends who care for someone with a mental illness. Mental Health Carers ARAFMI is a community based organisation managed by a committee with members from a wide section of the community. Our primary focus is still to support carers.

### WE OFFER SUPPORT BY PROVIDING:

- Telephone Support
- Centre Appointments
- Education Programs
- Regular Family Support Meetings
- Information
- Advocacy
- Referral
- Home Visits

### OPERATING TIMES

Mental Health Carers ARAFMI is open Monday to Friday from 8.30am to 5pm and covers both the Gosford and Wyong Areas. Please leave a message on our answering machine if the office is unattended or if ringing outside these hours. We will respond to your call as soon as practicable. Who is this service for?

### WHO IS THIS SERVICE FOR?

Mental Health Carers ARAFMI provides support to carers. Carers may be family, friends, neighbours, work colleagues or anybody who knows or cares for someone with a mental illness or mental disorder. You do not have to live in the same house, or be directly responsible for the care of the person with the illness to use this service.

### HOW DO I ACCESS THE SERVICE?

Anyone can make a referral to our service. You can access the service directly. Alternatively another organisation may make a referral with your permission. Usually a phone call is all that is needed. You can also drop into our centre at Kincumber or Gosford to make an appointment or to talk to someone if a worker is available.



### APPOINTMENTS

Appointments with Support Workers are normally one hour in length. If you have no way to attend our office we can arrange to meet with you in your home or at another location of your choice. A brief record is kept of all people using the service. This is an open record which you can view at any time.

### WHAT CAN I EXPECT OF THE SERVICE?

- Confidentiality
- Trained professional workers
- A safe and comfortable environment
- Respect and non-judgmental attitude

We also need to know what has worked for you. When you finished with our service please tell us the things you have found particularly useful. This will help us continue to meet the needs of the carers in the future.

### WHAT SHOULD THE SERVICE EXPECT FROM ME?

- Punctuality - if you have made a time to see a worker and cannot attend, please let us know so we can make another time.
- Respect for workers and other clients of the service.

### WHAT IF I'M NOT HAPPY WITH THE SERVICE I RECEIVE?

Mental Health Carers ARAFMI aims to meet the support needs of carers in the most appropriate way. If for any reason you are unhappy with the service you receive we encourage you to tell us.

You could:

- Talk with the Family Support Worker.
- Speak to the Service Manager over the phone or make an appointment to come into the office, or
- If you feel the issue was not resolved to your satisfaction you could write to the President of the Management Committee at PO Box 6159, Kincumber NSW 2251.



### OTHER ARAFMI PROGRAMS INCLUDE:

**CHILD AND ADOLESCENT SUPPORT:** Provides support, education, advocacy and respite for children and adolescents up to 18 years of age who have a family member experiencing a mental illness or disorder.

**RECREATION AND LEISURE PROGRAM:** Provides an extensive range of leisure and recreation activities for people with a mental illness or mental disorder.

### THE FOLLOWING SERVICES ARE ALSO AVAILABLE TO ARAFMI MEMBERS:

**COMPUTER:** A computer is available to members to use for writing up documents.

**INTERNET ACCESS:** Broadband internet access is available to find information and send and receive emails. Assistance can be provided if needed.

**FAX:** A fax machine is available for your use if you need to send or receive faxes.

**PHOTOCOPYING:** Members may also use our photocopier.

*For any of the above services, please ring beforehand and book a time.*

**LIBRARY:** We have a wide range of books available on most areas of mental health. Members may borrow books for up to three weeks.

### HOW MUCH DOES THE SERVICE COST?

Our service is free of charge. However you can become a member of Mental Health Carers ARAFMI for a small annual fee. This will entitle you to the use of our services and quarterly newsletter.

