

Family and carers

Families, carers and supporters (including children) of a person receiving mental health and wellbeing services are to be **supported in their role in decisions about the person's assessment, treatment and recovery.**

Consistently and inclusively identify carers, families, supporters and kin including young carers. Recognise that family looks different for everyone, and may include family of origin or choice, extended family, important members of a person's community, and kin. Regularly review and update details.

Explore how the consumer would like to involve their carer, family, supporter or kin in their care. Discuss the benefits of involving carers, families, supporters or kin, what kinds of information the consumer agrees to or prefers not to share, and revisit preferences over time.

Proactively involve families, carers and supporters in care and treatment discussions - for example, family meetings, care planning meetings and discharge planning. Welcome ongoing dialogue. Ask about and use carer, family, supporter and kin insights into the consumer's strengths, history, preferences, communication style, early warning signs, and protective factors.

Explain information sharing, privacy and confidentiality clearly to consumers, families and carers - for example, share Tandem's resources about [information sharing with families and carers](#).

Maintain and support relationships between consumers and their carers, families, supporters and kin where safe and appropriate to do so.

Share information in accordance with Act requirements: For example, share information with the consumer's consent, or share general information or information needed to provide care after considering the consumer's views and preferences about sharing that information. Inform and notify carers and give them copies of compulsory orders and statement of rights at key points including when a temporary treatment order is made, varied, revoked or expires, when a treatment order is applied for, or a restrictive intervention is used.

Accept information from carers even if the consumer has not consented to information being shared with the carer. Have clear processes for identifying and protecting any information shared in confidence.

Screen for and respond to family violence:

Ask consumers, carers and families sensitively about how they experience key relationships, including what works well and any concerns.

Support family and carer wellbeing: Proactively check in with families and carers about their own wellbeing regularly - not just at crisis points. Ensure their needs are actively considered and addressed in care planning including discharge planning. Refer to carer peer support and practical assistance like respite, system navigation support, and carer support services.

Where there are differences in opinion between a consumer and a carer, uphold the consumer's preferences as far as possible, while respecting and supporting the carer's role. For example, by hearing their views and concerns, providing the information they need to provide care and connecting them with supports. See also [dignity of risk](#) principle.

