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Mental Health for Culturally and Linguistically Diverse (CALD) people

Carer support groups

If you feel like connecting with other families:

- Transcultural Mental Health Centre:
www.dhi.health.nsw.gov.au/transcultural-mental-health-centre-tmhc/community/carers
- WayAhead: Where on the website can I find CALD support groups? Use search bar with CALD and postcode Search Results | WayAhead Directory:
www.directory.wayahead.org.au
- Carer Gateway: www.carergateway.gov.au/translated-resources

Further Information

- **NSW Mental Health Line:**
 - > 24 hour phone service:
1800 011 511
 - > Transcultural Mental Health Centre:
(02) 9912 3850
Monday – Friday 8:30am – 5:00pm
tmhc@health.nsw.gov.au
 - > The Transcultural Mental Health Line:
1800 648 911
Monday – Friday 9:00 am – 4:30 pm
- The Transcultural Mental Health Line is a telephone service to support people who live in NSW and who are from culturally and linguistically diverse communities.

- **Family and Carer Mental Health Program:**
<https://www.health.nsw.gov.au/mentalhealth/Pages/services-family-carer.aspx>
- **Lifeline: Toolkit for carers:**
https://www.lifeline.org.au/media/wyjpzxw5/web_sept_11-4pp-tool-kit_help-someone-at-risk-of-suicide.pdf

Call Lifeline if someone is experiencing a personal crisis or distress or is thinking about harming themselves: 24 hours phone service 13 11 14

- **Beyond Blue:**
www.beyondblue.org.au/get-support/support-someone/look-after-your-mental-health-and-wellbeing-as-a-supporter
- **Carer Gateway:**
1800 422 737
www.carergateway.gov.au
- **Carers NSW:**
02 9280 4744
www.carersnsw.org.au
- **Safe Havens Cafes:**
A NSW Health initiative for people with suicidal thoughts www.health.nsw.gov.au/towardszerosuicides/Pages/safe-haven.aspx

Helpful Information

This brochure provides information for people from a culturally and linguistically diverse background. This information can help you to support someone that you care for who is feeling unwell, anxious or stressed out.



**Mental Health
Carers NSW**

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Is someone you care for feeling sad, worried or unwell?

It is normal to feel sad with the ups and downs that happen in life. But if the person you care for has low wellbeing over a longer period, has difficulty managing their daily life, has sudden changes of mood or if they talk about hurting themselves, then it is important to get them help, and support for yourself.

To find other information on the signs that the person you care for may be struggling, scan the QR code on the back of this brochure to see the resource, 'Supporting Someone through a Mental Health Crisis'.



What can I do?

Talk to your doctor. Your doctor will ask questions about the wellbeing of the person you care for and then create what is called a Mental Health Plan. A Mental Health Plan covers all aspects of their life, health, connectedness, spirituality and emotional wellbeing.

Sometimes the doctor will refer the person you care for to specialist mental health supports, such as counsellors, psychologists, and psychiatrists.



What are my rights as a carer?

You should expect to enjoy the following rights:

- Having your culture recognised and receiving culturally safe support where you feel comfortable and understood.
- Receiving respect for your culture and identity.
- Having your questions clearly answered.
- Assistance to speak to a person with a similar background, for example someone who is male or female, or who speaks your language.
- Translation and interpreting:
 - > You can ask for an interpreter and have materials translated in your own language for the benefit of everyone, even if you or anyone else in your family has knowledge of English.
- Privacy and confidentiality:
 - > You have a right to privacy and confidentiality. The doctor cannot share anything you have shared about the person you care for without your permission to them or to anyone.
 - > The Translating and Interpreting Service (TIS) also provides you privacy and confidentiality.

The person you care for has a right to privacy and confidentiality. This means you might not receive information from health professionals about the person you care for.

It may be helpful for the person you care for to complete a Designated Carer form with you so that doctors have their permission to speak to you about their treatment and medication:
www.health.nsw.gov.au/mentalhealth/legislation/Documents/nh606713a.pdf



Helpful hints

Even though the person you care for may speak English now, when unwell they might prefer being addressed in their own language.

If you or the person you care for prefer not to physically visit services, ask if you can speak to someone online or have a home visit.



Where can I get information about translation and interpretation?

Translating and Interpreting Service: Immediate phone interpreting | Translating and Interpreting Service (TIS National)

www.tisnational.gov.au/en/Our-services/interpreting-services/Immediate-phone-interpreting

Phone:
131 450 (inside Australia)
+61 3 9268 8332 (outside Australia)

