



Three Step Carer Identification, Conversation and Options Tool

This tool is to assist staff to identify and support carers.

Step 1. Identification

Identify if there is a Carer through discussion with the consumer.

Introduction conversation: "It is important to find out who supports you (the consumer/patient) so they (the carer/family/supporter) can be included in developing treatments for you, and be informed of services they can access to get support for themselves". Ask the consumer:

Who helps you?

How would you feel about that person getting help with supporting you?

Who do you live with?

Who does/helps you with your clothes washing and other household activities?

Who gave you a lift here?

Who takes you to appointments?

Who pays for the doctor?

Who do you call when you need help?

Step 2. Conversation

Once you've identified that the person has a carer/family/support person ask the consumer:

Can we contact . . . name. (the person(s) identified as the carer above)

Contact details:

Yes [] No []

Can we discuss anything with your carer(s) or would you prefer we only discuss information that you agree for us to share?

Anything

Yes []

Specific information

Yes []

No information

[]

Can we let them know you are safe?

Yes [] No []

Can we let them know that you are here?

Yes [] No []

If no, can we let them know you are at a health facility?

Yes [] No []

Can we tell them what we think has happened to you?	Yes [] No []
Can we tell them what treatment we will be using?	Yes [] No []
Can we tell them how long we think you'll be here/at a health facility?	Yes [] No []
Can we ask them for any information that may assist us to assist you?	Yes [] No []
What other information would you like us to tell your carer?	Yes [] No []
What information would you like us to NOT tell your carer?	Yes [] No []
What about in the case of an emergency? Eg. You have been hit by a car and are in a hospital. Can we inform your carer of this?	Yes [] No []
There are times when confidentiality may need to be broken due to factors such as risk issues etc Do you understand?	Yes [] No []
What support would you like your family to receive?	
Be informed when you are in hospital?	Yes [] No []
Receive written information about your mental condition?	Yes [] No []
Be referred to a general or educational support group?	Yes [] No []
To be referred to their own individual or group support sessions Eg. MH Connect Centre, Family Drug Help etc	Yes [] No []
Call my treating team if they are concerned or have a question?	Yes [] No []

Step 3. Options

Provide carer support information to the carer (directly, if possible, if not supply consumer with information to provide to their carer). Ask the carer/family/supporter:

Would you like me to explain your/their condition and how we plan to treat it? Ie. Psycho education about the condition, treatments and relapse prevention etc.	Yes [] No []
Would you like to know about services that may be able to support you? Carer support lines and services (ie see CCA webpage QR code below).	Yes [] No []
Can I take you through a resource that might assist you to ask questions of the treating team and assist you with information to assist your caring role including support services for you? If yes, provide a copy or link to the CCA.	Yes [] No []
Would you like to set up a carer/family/supporter meeting to do this? It's important to include carer/family/supporter as early as possible in the consumers' contact with the service.	Yes [] No []

