

Contact the Carer Consultant if:

- you identify as a family member, carer, friend or other supporter of a person receiving care from Gold Coast Mental Health and Specialist Services and would like to find out more about support for carers and families
- you are employed as a clinician or manager working in Gold Coast Mental Health and Specialist Services and wish to consult about any aspect of family/carer inclusion
- you are involved in supporting individuals, families and carers affected by mental illness in the community and would like to learn more about family/carer support and participation in mental health
- you are interested in becoming a Carer Representative.



Other important information



For further information, please contact:

Carer Consultant

t: 07 5687 7078

m: 0403 449 208

For 24 hour emergency Mental Health Services call the Acute Care Team:

t: 1300 642 255



Interpreter services

Gold Coast Health provides interpreter services for patients attending the hospital who are from non-English speaking backgrounds. If you require the assistance of an interpreter, please indicate this on your registration form and advise the hospital prior to any medical appointments.



Interpreter services are provided free-of-charge to all patients who require the service, including non-Medicare patients.

Carer Consultant

Support from someone with a lived experience

Consumer, Carer and Family Participation Team,
Mental Health and Specialist Services



What is a Carer Consultant?

- Carer Consultants are people with a personal lived experience of providing care and support to a person living with mental illness.
- Carer Consultants are employed to consult with families and carers and advocate on their behalf for service improvements. This is called systemic advocacy.
- Carer Consultants have specialised training in carer peer support, mental health and recovery.

The role of the Carer Consultant is to:

- build effective partnerships with carers and carer networks
- advocate for the respectful inclusion of families and carers in all aspects of mental health service provision
- promote family and carer specific education and support programs
- manage the carer workforce which comprises of Carer Peer Support Workers and Carer Representatives.



What does a Carer Consultant do?

Carer Consultants:

- advocate for families and carers on a variety of Gold Coast Mental Health and Specialist Services' committees and working groups
- build service capacity to respond to the needs of families and carers
- develop resources for families and carers
- offer family and carer education and support programs
- develop family and carer inclusion training and support programs for staff
- establish and maintain active partnerships with community organisations who support families and carers
- coordinate the family and carer representative program.

Involving family, carers and other support persons

“To the greatest extent practicable, family, carers and other support persons of a person who has a mental illness are to be involved in decisions about the person’s treatment and care, subject to the person’s right to privacy.”

Principle 5, Mental Health Act 2016

About the Consumer, Carer and Family Participation Team

Mental Health and Specialist Services' *Consumer, Carer and Family Participation Team* is a lived experience team.

The team provides a responsive program of recovery-orientated peer support, education and information for consumers, families and carers.

The team's goal is to increase consumer, family and carer participation in the planning, delivery and evaluation of mental health services.

Members of the team include:

- a Consumer Consultant
- a Carer Consultant
- Peer Recovery Support Workers
- Carer Peer Support Workers
- Consumer Companions
- Consumer and Carer Representatives.

Consumer and Carer participation is supported by Standard 3 of the National Standards for Mental Health Services, 2010, and EQuiPNational Standard 2.

Our lived experience is our most important attribute and is the foundation of Peer Work.

