

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 EQiPNational Standard 2.

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



Other important information



Interested in becoming a Consumer or Carer Representative?

Contact the Consumer Consultant:

t: 07 5687 7079

m: 0466 749 345

Contact the 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.

Consumer and Carer Representatives

Perspectives from people with a lived experience

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



About Consumer or Carer Representatives

Consumer and Carer Representatives are people with lived experience of mental illness and recovery or caring for someone with a mental illness who want to make a difference and improve Gold Coast Mental Health and Specialist Services.

Consumer and Carer Representatives represent the voices of consumers and/or carers on Gold Coast Mental Health and Specialist Services' committees, working groups, staff training, staff recruitment and special projects.

Consumer and Carer Representatives are engaged on a non-contractual, fee-for-service basis as required and are remunerated for their involvement in engagement activities.

Consumer or Carer Representative Opportunities

Gold Coast Mental Health Services often has opportunities for Consumer or Carer Representatives to participate in a range of activities including, but not limited to:

- staff training or education
- working groups
- committee meetings
- forums
- planning days
- selection and recruitment panels
- reviewing documents
- service evaluations.



Consumer or Carer Representative skills and experience

Consumer and Carer Representatives do not need formal qualifications in mental health but they must have:

- lived experience of mental illness, recovery and service-use or a personal lived experience of providing care and support to someone who has used mental health services
- an understanding of issues and concerns for consumers and carers
- an approachable and respectful manner and attitude
- good communication skills
- ability to participate on a regular basis in engagement activities which primarily take place on weekdays during work hours.
- willingness to share their experiences with mental health service staff.

Consumer or Carer Representative Responsibilities

Consumer and Carer Representatives must be committed to regularly participating in engagement activities. These primarily take place during the working week.

It is the responsibility of Consumer and Carer Representatives to:

- utilise their lived experience perspective during engagement activities
- represent the interests of consumers or families/carers
- network with other consumers and/or carers to identify broader issues affecting consumers, families or carers
- comply with privacy and confidentiality requirements of Gold Coast Health
- attend recommended training opportunities
- attend the monthly Gold Coast Peer Workforce Network meetings.

