



## Other important information



The Consumer Companions visit the in-patient mental health wards at the Gold Coast University Hospital and Robina Hospital.

For further information contact the Consumer Consultant:

t: 07 5687 7079

m: 0466 749 345

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 Companions

### Support from someone with a lived experience

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



## What is a Consumer Companion?

- Consumer Companions are people with a lived experience of mental illness and recovery.
- Consumer Companions provide peer support, interaction and companionship to people on the in-patient mental health wards at Robina Hospital and the Gold Coast University Hospital (GCUH).



## How can we support you?

We can:

- offer you support and companionship
- listen
- talk to you
- share our own experiences with you
- help you find your way around the ward
- support you to get involved with ward activities
- engage in activities with you.

**Personal recovery is not managing illness, it is about discovering wellness. Recovery is not fixing what's broken, it's about building a life that is satisfying, fulfilling and enjoyable.**

## 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.**

