

## 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.**



## Other important information



**To talk to a Peer Recovery Support Worker, please contact:**

m. 0411 794 951 or 0428 282 754  
or 0418 966 993

**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.**

## Peer Recovery Support Workers

**Support from someone with a lived experience**

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



## What is a Peer Recovery Support Worker?

- Peer Recovery Support Workers are people with a lived experience of mental health challenges and recovery.
- We are employed by Gold Coast Mental Health Service to provide non-clinical peer support.
- The support we provide is based on the key principles of peer support: respect, shared responsibility and mutual agreement of what is helpful.
- Peer Recovery Support Workers have specialised training in peer support, mental health and recovery.

## Our role is:

to walk beside you and support you on your own personal recovery journey.



## We can support you by:

- listening to your experiences
- sharing our own experiences
- having conversations with you about recovery
- encouraging you on your recovery journey
- focussing on strengths, resilience and wellness
- promoting your right to participate in your treatment and care
- assisting you with self-advocacy skills
- providing you with information about other services available to support you, your family and/or your friends.

## We can support you in person or over the phone.

## We also facilitate peer-led support groups. Our groups run on the in-patient mental health wards and in the community.

*“The peer-led support group has been a tremendous growth experience for me. It has allowed me to gain confidence in expressing opinions without fear of being right or wrong... It is a totally different approach and listening to the other members has strengthened my resolve to carry on a new life which I enjoy a great deal... I am a new person!”*

– Philip (peer-led group participant)

## Benefits of peer support

Peer Recovery Support workers provide recovery-orientated, empathetic and respectful support based on the core values of peer work:

- voluntary engagement
- empowerment
- self determination
- mutuality and equality
- reciprocity
- recovery and hope.

Peer support offers a space for self-reflection. Peer support can:

- foster hope
- build self-esteem
- improve self-confidence
- increase ability to cope with mental health challenges
- reduce stigma.

