

# Mental Health Lived Experience (Peer) Workforce

## Peer Workers

- Peer Workers are people with a lived/living experience of mental health challenges and recovery
- We are employed by Gold Coast Mental Health Services to provide non-clinical peer support
- The support we provide is based on the key principles of peer work: respect, shared responsibility and mutual agreement of what is helpful
- Peer workers have specialised training in peer support, mental health and recovery
- Our lived/living experience is our most important attribute and is the foundation of Peer Work.

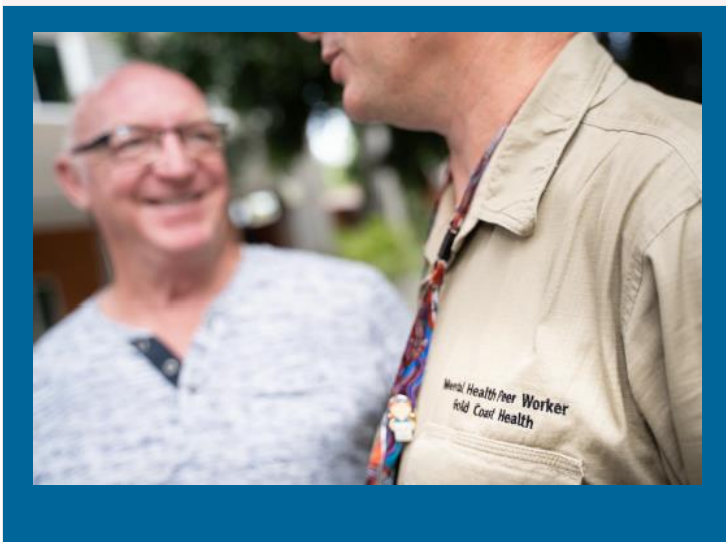


### Our role is:

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
- Focusing on strengths, resilience and wellness
- Promoting your right to participate in your treatment and care
- Assisting 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 groups. Our groups run on the inpatient mental health units.



## Benefits of Peer Support

Peer Workers provide recovery-oriented, 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



## Core Values of Peer Work:

- Mutuality
- Reciprocity
- Respect
- Hope – that recovery is possible (evidence: they are living proof)
- Understanding – shared lived/living experience
- Connection – to people, systems, community
- Role model – to overcome prejudice and discrimination
- Experience – practical application of skills



For further information or to connect with a member of the Lived Experience (Peer) Workforce Team

 [LivedExperienceTeam@health.qld.gov.au](mailto:LivedExperienceTeam@health.qld.gov.au)

Our Service is available

Monday to Friday 8am to 4.30pm

Gold Coast Mental Health Referral and Triage Services (for people who are not in a crisis):

 (07) 3186 4000

24-hour Mental Health Crisis Support:

 1300 MH CALL: 1300 642 255