

# Mental Health Consumer and Carer Representative Program

## Consumer and Carer Representatives

- Consumer and Carer Representatives are people with “lived/living experience” who want to make a difference and improve Gold Coast Mental Health and Specialist Services.
- Consumer and Carer Representatives share their perspectives on Gold Coast Mental Health and Specialist Services’ committees, working groups, staff training, staff recruitment and special projects.
- Consumer and Carer Representatives are volunteers who are reimbursed for their involvement in Gold Coast MHSS activities.

### Mental Health

#### Consumer and Carer Representatives



### Consumer or Carer Representative Opportunities

Gold Coast Mental Health and Specialist Services offer 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/living experience of mental illness, personal recovery and service-use or a personal lived/living experience of providing care and support to someone who has used Gold Coast Mental Health and Specialist Services
- An understanding of issues and concerns for consumers and carers
- An approachable and respectful manner and attitude
- Good communication skills
- Willingness to share their experiences with mental health and specialist services 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 your lived/living 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 (Code of Conduct)
- Attend recommended training opportunities
- Attend the monthly Gold Coast Mental Health Peer Workforce Network meetings.



If you are interested in becoming a Consumer or Carer Representative, please contact:

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