

# Mental Health Consumer, Carer and Family Participation Team

The Gold Coast Health Mental Health and Specialist Services' Consumer, Carer and Family Participation Team is a lived/living experience team.

The team provides a responsive program of recovery-oriented peer connection, 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:

- Senior Leadership Positions
- Senior Peer Coordinator
- Senior Carer Peer Coordinator
- Advanced Peer Workers
- Advanced Carer Peer Workers
- Peer Workers
- Carer Peer Workers
- Peer Assistants

Consumer and Carer participation is supported by Standard 3 of the National Standards for Mental Health Services, 2010, and EQuiPNational Standard 2.

## Peer Workers and Carer Peer Workers are:

- People with a lived/living experience of mental health challenges, mental health service use and personal recovery.
- People who care for someone who has a lived/living experience of mental health challenges, mental health service use and personal recovery.
- Employed by Gold Coast Mental Health Service to provide non-clinical peer connection and 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 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 personal and family recovery
- Encouraging you on your recovery journey
- Focusing on strengths, resilience and wellness
- Promoting your right to participate in decisions regarding 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 and education sessions. Our groups and sessions run on the in-patient mental health units and in the community.



## Benefits of peer connection and connection

Peer Workers provide recovery-oriented, empathetic and respectful support based on the core values of peer work:

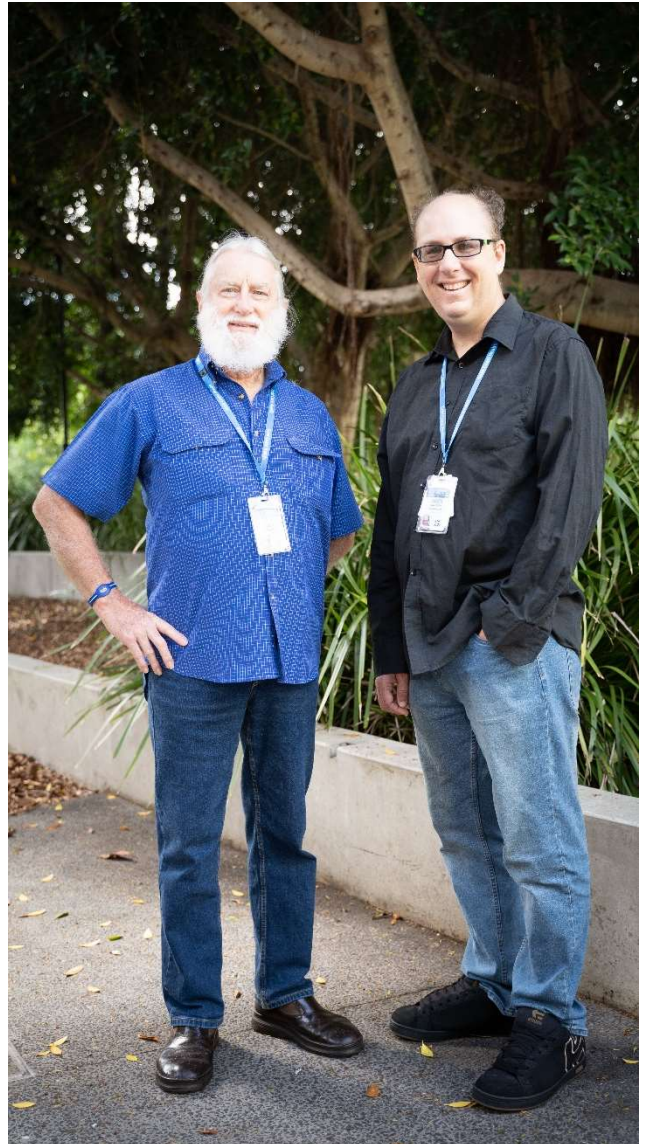
- Voluntary engagement
- Empowerment
- Self determination
- Mutuality and equality
- Reciprocity
- Recovery and hope

Peer connection and support offers a space for self-reflection.

Peer connection and support can:

- Foster hope
- Build self-esteem
- Improve self-confidence
- Increase ability to cope with mental health challenges
- Reduce stigma

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



For further information or to talk with a member of The Consumer, Carer and Family Participation Team please contact us Monday to Friday between 8am and 4.30pm:

☎ (07) 5687 7062

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

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