

## Contact the Carer Peer Support Workers if:

- you identify as a family member, carer, friend or other supporter of a person receiving inpatient or community care through Gold Coast Mental Health and Specialist Services
- you would like support from a carer peer support worker
- you would like to receive our 'Carers Pack' containing information about self-care, support groups, mental health educational workshops and other useful resources
- you would like to be added to our mailing list to receive ongoing email notifications about community events and opportunities.



## Other important information



For further information, or to talk with a Carer Peer Support Worker:

m: 0419 989 201 or 0418 858 422

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.**

# Carer Peer Support Workers

## Support from someone with a lived experience

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



## What is a Carer Peer Support Worker?

- Carer Peer Support Workers have personal experience of caring for a loved one with mental health concerns. We are open to sharing our own experience in order to reduce stigma and remind people that recovery from mental illness is possible.
- We understand everyone is unique. As such, we support families and carers by connecting with them respectfully to identify their individual needs and perspectives.

## Our role is to:

- provide peer support to people actively caring for consumers accessing Gold Coast Mental Health and Specialist Services
- increase the confidence and capacity of families and carers to maintain their own wellbeing while providing care and support to their loved one
- connect families and carers to community services and supports for carers.



## What does a Carer Peer Support Worker do?

Carer Peer Support Workers can:

- engage with families and carers to provide recovery oriented, person-centred, ethical peer support
- foster hope and encourage families and carers to access services and supports that will assist them to maintain their personal wellbeing
- advocate for the inclusion of family and carer perspectives in the treatment and care of the person you are supporting
- attend family meetings with families/carers as an additional support
- provide individual support and advocacy
- make referrals to family/carers specific services and supports
- liaise between family/carers and the treating team.

## Involving family, carers and other support persons

The Queensland Carers Charter, 2014 states:

*Carers should be recognised for their unique knowledge and experience; and as individuals with their own needs.*

*The relationship between a carer and the person they care for should be respected and honoured.*

## 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.**

