

Contact the Consumer Consultant if:

- you identify as a person with lived experience and:
 - you would like to find out more about peer support for consumers
 - you would like to learn more about the Consumer, Carer and Family Participation Team and consumer participation in mental health
 - you are interested in becoming a Consumer Representative.
- you are employed as a clinician or manager working in Gold Coast Mental Health and Specialist Services and wish to consult on any aspect of consumer participation.



Other important information



For further information, please contact:

Consumer Consultant

t: 07 5687 7079

m: 0466 749 345

For 24 hour emergency Mental Health Services call the Acute Care Team on:

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.

Consumer Consultant

Support from someone with a lived experience

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



What is a Consumer Consultant

- Consumer Consultants are people with a lived experience of mental illness and recovery.
- Consumer Consultants are employed to consult with consumers and advocate on their behalf for service improvements. This is called systemic advocacy.
- Consumer Consultants have specialised training in peer support, mental health and recovery.

The role of the Consumer Consultant is to:

- build effective partnerships with consumers and consumer networks
- advocate for consumers to be included in all aspects of mental health service provision
- promote consumer-focussed, recovery-orientated service delivery with consumers as partners in their own care
- manage the consumer workforce (Peer Recovery Support Workers, Consumer Companions and Consumer Representatives).



The Consumer Consultant:

- promotes consumer participation in all levels of decision-making, from an individual level to a state/national level
- advocates for consumers on a variety of Gold Coast Mental Health and Specialist Services' committees and working groups to enhance the provision of consumer-focussed, recovery-orientated service provision
- identifies and participates in initiatives that promote a positive experience for consumers
- develops resources and information for consumers
- offers consumer education and support programs
- develops training and education for staff from a lived experience perspective
- establishes and maintains active partnerships with consumer groups and community organisations
- coordinates the Consumer Representative Program.

Involving consumers

Consumer participation in all levels of decision-making is fundamental for the improvement of mental health services and crucial to improving the lives of people with a mental illness.

The continued participation and engagement of consumers in the development, implementation, delivery and evaluation of services is essential for mental health reform.

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.

