

THE RECOVERY JOURNEY

Consumer & Carer Services are dedicated to supporting consumers in their Recovery Journey. Recovery means that people with mental health issues can take control of their lives and live in a positive and fulfilling way in the community.

People on their Recovery Journey actively participate in all aspects of life – work (volunteer or paid), home, social, and hobbies, with a focus on health and happiness.

People on the Recovery Journey may need to continue to take medication, and they may occasionally have relapses, but they use these experiences to learn, grow and prosper.

People on the Recovery Journey work in equal partnership with their treating team to take control of their mental health issues.

The Recovery Journey is about a positive mindset and a belief that we can live happy and fulfilling lives despite mental health issues.

There are five principles that underpin Recovery:

- 1 Hope** – The limitless belief that things do not have to remain the same
- 2. Personal responsibility** – My ability to make active choices to meet my needs
- 3. Connectedness** – with social supports and with the community, a feeling of belonging.
- 4. Discovery** – learning more about myself, my illness and its impact on my life.
- 5. Active Sense of Self** – awareness of personal qualities eg, determination, courage and resilience.

For more information about Recovery, see the “Recovery” Brochure.

ADVOCACY

The feedback we receive from you will enable Consumer Services to help you in many ways:

- To see that your rights are respected.
- To help you participate in decisions about your personal recovery and medical treatment.
- Discuss your concerns and needs with the Nurses and Doctors who care for you.
- To present your ideas about how to improve the service to management.
- Help you to use the Compliments and Complaints process.

HOW TO GET IN TOUCH

Please contact
Consumer or Carer Consultants

Phone:
3114 0803

Email:
rbwh_consumerandcarerservices
@health.qld.gov.au



Queensland Government



Consumer & Carer Services

WHO ARE WE?

All of the workers in Consumer & Carer Services have personally experienced mental health issues, or caring for someone with a mental health issue.

Through our own journeys of recovery we are able to relate, in a unique way to your personal issues, needs and concerns.

We offer empathy and support that compliments the clinical support you receive from the hospital.

We are employed by the Mental Health Service to provide information on the service, and to assist you in participating in your recovery.

We will offer support wherever we can.

Consumer Services consists of:

- Consumer Consultants
- Carer Consultants
- Recovery Support Workers
- Consumer Companions

Consumer Consultants

Consumer Consultants promote consumer and carer participation and provide expert advice to the Mental Health Services in the planning, delivery and evaluation of a consumer and carer focused service.

Carer Consultants

Carer Consultants specifically focus on the needs of families and carers of people with a mental illness, and on influencing change to better involve these groups in the treatment and recovery of the person with a mental illness.

Recovery Support Workers

Recovery Support Workers (RSWs) utilise their understanding of the lived experience of mental illness to assist consumers and mental health service staff to achieve the best outcomes. Their knowledge of the mental health system is used to support consumers, their families and carers to access appropriate services and to understand the intricacies of the mental health system. RSWs may act as a bridge between the treating team and the consumer.

Consumer Companions

Consumer Companions are consumer workers who provide companionship and social support to consumers within inpatient mental health services. Consumer Companions provide positive role modelling and evidence that recovery is possible.

WHAT WE DO

- Organise monthly meetings and quarterly forums, for you to have a say in improving the service, and for you to hear about topics of interest.
- Listen to your ideas and present them to management.
- Help you to get information about your treatment program and to have a say in how you are treated.
- Provide peer support and positive feedback.

PRIVACY AND CONFIDENTIALITY

We value and respect your privacy, not only is it Hospital Policy - it is your right!

We adhere to hospital confidentiality guidelines.

If you are concerned that others may overhear what you say we can arrange to talk with you in a separate area.



HOW TO GET INVOLVED Consumer / Carer Planning Meetings.

Held on the third Thursday of the month at the Valley Clinic, 162 Alfred Street, Fortitude Valley from 1 pm to 3 pm.

Quarterly Forums

The forums run from 10.30am to 3pm, and are held in the Education Centre of the Royal Brisbane and Women's Hospital. We hear from several speakers on a theme, discussing issues that are relevant to mental health. Morning tea and lunch are provided. Public transport travel costs to and from the meeting can be reimbursed.

Attendance is open to all consumers of the Mental Health Service, carers and other interested parties.

Suggestion Boxes

There are feedback boxes on every ward where you can anonymously register your thoughts and feelings. The feedback is collated then raised with management.

Without your feedback, it is harder to lobby for change. Please provide us with your constructive feedback. It really does make a difference.