**Mental Health and Addiction Services**

Our care is: person-centred, recovery oriented, evidenced-based and inclusive of family and carers.

**Consumers, carers & families:**

Have your say

We would like to hear from consumers and carers who can suggest ideas about ways to encourage consumer and carer participation within the Mental Health & Addiction Service.

If you have received or are receiving a service from the Sunshine Coast Hospital Mental Health Service we would like to hear your views on the service that we provide.

**Who do I speak to?**

The Consumer Participation Facilitators (Bernie Waterhouse and Michael Burbank) or the Carer Consultant (Judy Davidson)

**Who are the Consumer Participation Facilitators?**

We are both individuals with a lived experience of mental illnesses. It is this experience that assists us to see a mental health service through the eyes of a consumer.

**Who is the Carer Consultant?**

Having a "lived experience" means I have accessed the mental health system and can help other carers navigate through and understand the mental health service.

**What are their roles?**

Carer Consultants are employed by the health service to listen to your views about the service that you receive from the Sunshine Coast Mental Health and Addiction Service and present them effectively to management.

In line with the National Standards for Mental Health Services 2010, National Safety and Quality Health Service Standards 2011 and the Mental Health Consumer, Carer and Family Participation Framework 2010, the Carer Consultant will encourage consumer, carer and family participation in the planning, delivery and evaluation of this service.

**Your feedback will help us to:**

- Promote consumer, carer and family participation within this service
- Present your ideas about how to improve the service to management
- See that your rights are respected.

**How to get in touch:**

Consumer Participation Facilitators – Phone: (07) 5452 4431 or (07) 5452 4430
Email: bernie.waterhouse@health.qld.gov.au or michael.burbank@health.qld.gov.au

Carer Consultant – Phone: (07) 5452 4459
Email: judy.davidson@health.qld.gov.au