

How can I see a Consumer Consultant or Carer Consultant?

- Ask your contact nurse to make an appointment
- Speak to the Consumer or Carer Consultant in person during community meetings
- Email TMCCConsumer.Consultants@healthscope.com.au

You do not need a referral to see a Consumer or Carer Consultant.

Consumer Consultant led groups in the Living Well Program include:

- LGBT+ space
- Rejecting Stigma
- Building Resilience
- Returning to work
- A guide: How to tell your story
- Friendship, Isolation and Mental Health
- Let's talk about heading home.

Patients can also have 1:1 conversations with Consumer Consultants about these topics tailored to their needs.



The Melbourne Clinic

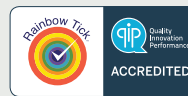
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The Melbourne Clinic

Consumer and Carer Consultants

**Peer Support, Advocacy
and Feedback**

Information for patients, carers,
family and support persons



What is Peer Support and Advocacy?

Sometimes it can be hard to describe what you are going through and it can help to talk to other people who have experienced similar issues.

Peer support workers have a lived experience of mental illness and recovery. Our peer support workers, referred to as Consumer and Carer Consultants at The Melbourne Clinic, have completed external training specific to working with their peers in the mental health environment. They provide an opportunity for patients to feel empowered to be actively involved in their care.

Advocacy is the process of supporting an individual to be heard. This is a person centred approach aimed at maximising patient participation and collaboration in decisions affecting their care.



Peer support can be provided in different ways, such as:

- Providing assistance for first time patients at The Melbourne Clinic
- Conversation about how patients are coping with their care
- Providing reflective and empathetic support
- Discussing your recovery goals
- Helping with your discharge planning and transition home
- Providing advice or advocacy if you wish to provide feedback about a concern you have.

What are Consumer and Carer Consultants?

- People with a lived experience of mental illness and hospital services as a consumer – either as a patient or carer
- Experience in working with other consumers/patients to improve services
- An understanding of the private hospital system.

The role of the Consumer and Carer Consultant is to:

- Provide 1:1 peer support
- Provide patients with an opportunity to talk with an independent person about any concerns they have about their admission
- Encourage patients to speak out, ask questions and be actively engaged in their journey towards wellness
- Provide clarification about the hospital's processes
- Promote knowledge and understanding of patient rights, responsibilities and privacy
- Participate in Unit Community Meetings
- Offer a bridge between patients and The Melbourne Clinic
- Deliver advice to The Melbourne Clinic on how to improve services based on consumer feedback
- Represent patients on The Melbourne Clinic's committees
- Participate in Family and Carers Information Evenings
- Contribute to service planning and quality improvements projects based on hospital KPI's.
- Using their lived experience, provide training to staff on patient perspective and experiences
- Review publications and patient information