




**The Victoria
Clinic**
by Healthscope

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People shown in photographs in this brochure
are not actual patients of The Victoria Clinic.

Consumer Consultants

Assistance, support and advocacy
for you during your stay



Community
of Care

 **The Victoria Clinic**
by Healthscope

What are Consumer Consultants?

Consumer Consultants have been patients at The Victoria Clinic or other Healthscope sites. They have a lived experience of mental distress and recovery.

Their role is to help the hospital to be responsive to patient needs. Consumer consultants:

- Provide advice to The Victoria Clinic, based on patient feedback
- Represent consumers on the Quality Committee
- Promote patient rights, responsibilities and privacy
- Support patients who would like to make a complaint
- Review publications and patient information
- Contribute to service planning and quality improvements.

Depending on their interests, skills and training, consumer consultants may also:

- Provide 1:1 peer support
- Facilitate groups
- Train staff in patient-centred care and the lived experience.



What is Peer Support?

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 the lived experience of mental illness and are also trained to work in mental health.

They can provide support in different ways:

- General chat and companionship
- Provide help if you are a first-time patient at this clinic
- Discuss your recovery goals
- Help with your discharge planning
- Provide advice or advocacy if you have a concern about the clinic.

How can I see a consumer consultant or peer support worker?

If you have some feedback or a concern you would like to raise with a consumer consultant, or if you would just like a supportive chat, you can make an appointment by:

- Asking your nurse to make an appointment
- Speaking to the Consumer Consultant in person

Additional resources

These resources might be helpful if you require external peer advocacy for an issue you are having at this clinic.

Victorian Mental Illness Awareness Council (VMIAC)

VMIAC is the peak Victorian non-governmental body representing people with lived experience of mental health or emotional issues. They can provide information, advocacy and support.

Phone: 03 9380 3900
www.vmiac.org.au

Independent Mental Health Advocacy (IMHA)

IMHA supports people who are receiving compulsory psychiatric treatment to have as much say as possible about their assessment, treatment and recovery.

Phone: 1300 947 820
www.imha.vic.gov.au

Centre of Excellence in Peer Support (CEPS)

CEPS provides a centralized, online resource centre for mental health peer support.

Phone: 1300 237 199
www.peersupportvic.org.au