

Metro South Addiction and Mental Health Services

Carer Peer Worker and Service Integration Coordinator a blending of the roles

SERVICE INTEGRATION COORDINATOR - Shanon Cooper



Acknowledgement of Country

Metro South Health recognises and pays respect to the traditional custodians of the land and waters — the Yugambah, Quandamooka, Jaggera, Ugarapul, Turrbal and Mununjali peoples — and to Elders, past, present and emerging.

Working within two different roles across two separate Hospital regions within MSAMH, I have managed to streamline my two roles to ensure that the Carers voice is heard and the opportunity for systemic change is possible across a wider sector.



Acknowledgement of Lived Experience

We acknowledge the lived experience of those impacted by mental health issues, substance use disorders and suicide, and the contributions made by families, friends, and carers towards their recovery..

My personal carer journey led me to a role as a Carer Peer Worker with MSAMHS to provide hope and encouragement to vulnerable carers/families. My qualifications were not required for this role just the ability to connect with carers and provide guidance, support and encouragement.

I have worked across two roles within Metro South Health over the last 7.5 years

1. **Advanced Carer Peer worker** within a Community MDT (Multi Disciplinary Team) that utilised a shared care approach to treatment.
1. The **Service Integration Coordinator** focusing on supporting organisations to increase their skills and knowledge for the provision of appropriate shared care and support for consumers and their carers

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One of my roles as a Carer Peer worker includes advocating on behalf of the family/carer with the mental health teams

Families/carers supporting a person with mental health concerns have the right to be involved and participate in the care planning processes for themselves and the person for whom they care, whilst still respecting the rights of the person receiving health care.

- Being a carer can be emotionally and physically demanding.
- Many carers find it difficult to focus on their own needs, and often don't have time to think about their own health, until they become unwell themselves often called "Carer Burnout" .



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- When developing a patient's care plan, a medical team takes relevant information and utilises this to guide their care plan. Therefore, utilising a carers perspective to gather relevant data/information regarding the patient, helps clinicians to understand, not just what is happening but why.

NOW... TAKE A LOOK

AT THE BIGGER

PICTURE.

- A Carer Peer Worker provides support and guidance to the clinical teams to utilise “*Recovery Orientated Language*” skills when working on health/recovery plan for the patient and their carer.
- A carer peer worker provides advocacy, and feedback to the medical team and relevant stakeholders regarding the needs of the carer. This is to ensure that the carer’s voice is heard, and that the carers perspective has an impact on the decisions made in the health careplan for the person they care for.

Utilising my lived experience as a parent/carer, I am able to support parents and their families to access, information, and resources within the community to overcome stigma and facilitate engagement with mental health support services. This includes connection to Government and non-Government supportive agencies that are not directly associated with mental illness, thus reducing the stigma attached to seeking help

I support Carers to make positive changes towards recovery by identifying strengths and goals and facilitate access to resources to achieve these goals. By supporting the carers with some of these external worries and concerns they are better equipped to engage in therapeutic work with the medical team.

Helping carers to create ways in which they can strengthen their resilience and individual cognitive functioning in relation to their parenting/caring skills and offer a self-reflection space by fostering hope, building on their self-esteem, improving their self-confidence as a carer.

I coordinate the sharing of information across the sector to improve the knowledge of services across the sector, assist services to connect with each other so that they may form sustainable meaningful partnerships.

INFORM - CONNECT - PARTNERSHIPS



I Identify emerging themes, trends, needs and gaps in service delivery and filter this information upwards to Leadership and BSPHN partners to ensure awareness and advocacy is raised on these issues..

I work closely with the QLD Metro South Mental Health community teams and I am dedicated to linking families and carers with the appropriate supports at the right time in their community.

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QUESTIONS