

### Why PIR is needed?

The ultimate objective is to improve the systems that people with severe and persistent mental health concerns with complex needs may choose to access.

### PIR will do this by:

- Working with services to improve coordination of supports using a recovery oriented approach.
- Assisting to strengthen partnerships and build better links within our community.
- Working with individuals, service providers and the community to promote recovery oriented ways of working that nurture recovery and wellbeing.
- Gathering information to inform change.

### Who is eligible?

#### PIR Gold Coast will support people:

- From Coolangatta to Stapleton, and west to Canungra.
- Who have a mental illness that is severe and persistent.
- Who have complex needs that can't be addressed by just one support service.
- Who are willing to work with PIR.

**Recovery oriented practice acknowledges that an individual is the expert of their own life and their experience of mental health. The individual controls their own recovery journey and chooses the paths they wish to take.**



### How to access PIR?

Call PIR on **1300 130 339**.

The PIR intake line is open:

Monday to Thursday	9am to 7pm
Friday	9am to 4pm

Individuals are welcome to call PIR directly. Services, carers and family members must have the consent of the individual before calling regarding the PIR program.

### For 24-hour specialist mental health care Advice. Referrals. Crisis. Support.

Call Gold Coast Health (Queensland Government)  
**1300 64 2255**  
**1300 MH CALL**

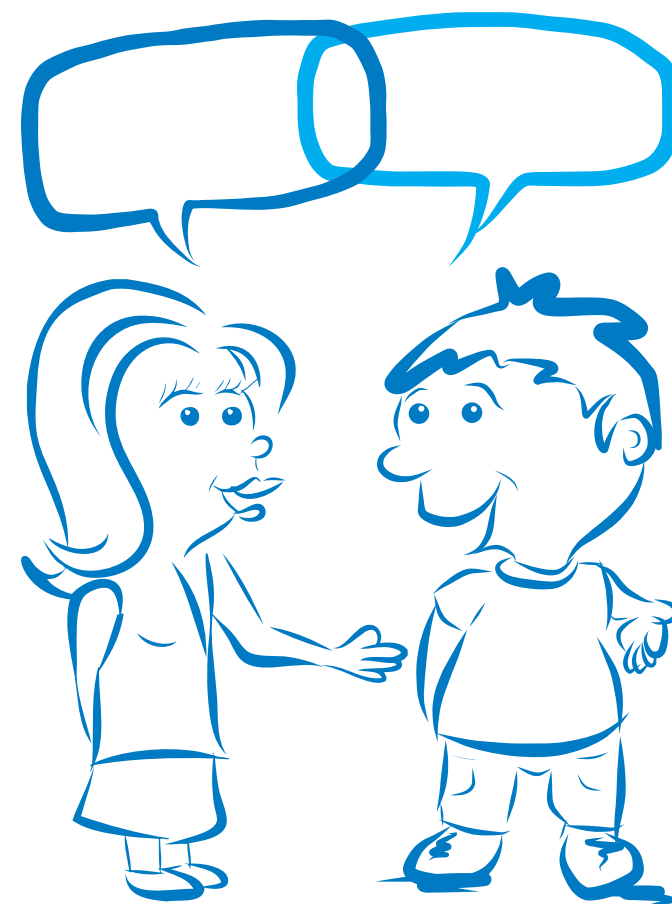
### PIR is a Federally funded program

Gold Coast Medicare Local | Ozcare | Aftercare | FSG Australia  
Mental Illness Fellowship Queensland | Mental Health Association



**PARTNERS  
IN RECOVERY  
GOLD COAST**

**'.... Your invitation  
to create change'**



Intake Line **1300 130 339**  
**[www.pirgoldcoast.com.au](http://www.pirgoldcoast.com.au)**

**Partners in Recovery (PIR) invites individuals, services and the community to work with us to find ways to better support mental health and wellbeing on the Gold Coast. Our aim is to change systems so that individuals can easily access the services they need.**

#### How PIR works:

- PIR will help connect services and individuals with prolonged mental health concerns with complex needs who have been unable to get the support they require in their journey of recovery.
- PIR will provide a facilitator to work with the individual, their family, friends and carers to identify barriers to service. We then walk alongside the individual, helping them draw on their own strengths and natural resources, assisting and teaching them to access the necessary community support and navigate the system for their recovery.
- PIR will invite all services to join in integrated recovery oriented practice to promote system change to benefit individuals in their recovery and promote mental health wellbeing for all.
- PIR will assist the community to open the doors to better understand individuals with lived experience of mental health concerns and create greater connections to their community.

#### What PIR does not do:

- PIR is not a crisis or emergency response service.
- PIR acknowledges great services already exist and won't duplicate services already available.
- PIR won't fund long term gaps.
- PIR doesn't pretend to have all the answers. We will need help and time in many instances to explore options and find answers.

## The Partners in Recovery Journey

