



Scoping a Lived Experience (Peer) Workforce Association Rapid Consultation

Project Update Webinar
6 September 2022



Acknowledgement of Country

We acknowledge we are meeting on Whadjuk Noongar boodja - in the beautiful city of Boorloo – Perth. We pay respects to Elders past and present. We extend respect to all Aboriginal and Torres Strait Islander peoples across this vast state and country.



Acknowledgement of Lived Experience

We acknowledge the importance of the Lived and Living Experience voice of health consumers and family members/ significant others to be at the table.

We acknowledge the value the Lived Experience voice brings to how we design, deliver and evaluate our mental health, AOD and suicide prevention services.

We thank those that have come before us, who have spoken even though their voice shook, and shared personal stories and partnered to create positive change.

Update from Sara Walsh, Mental Health Commission

Guiding Principles





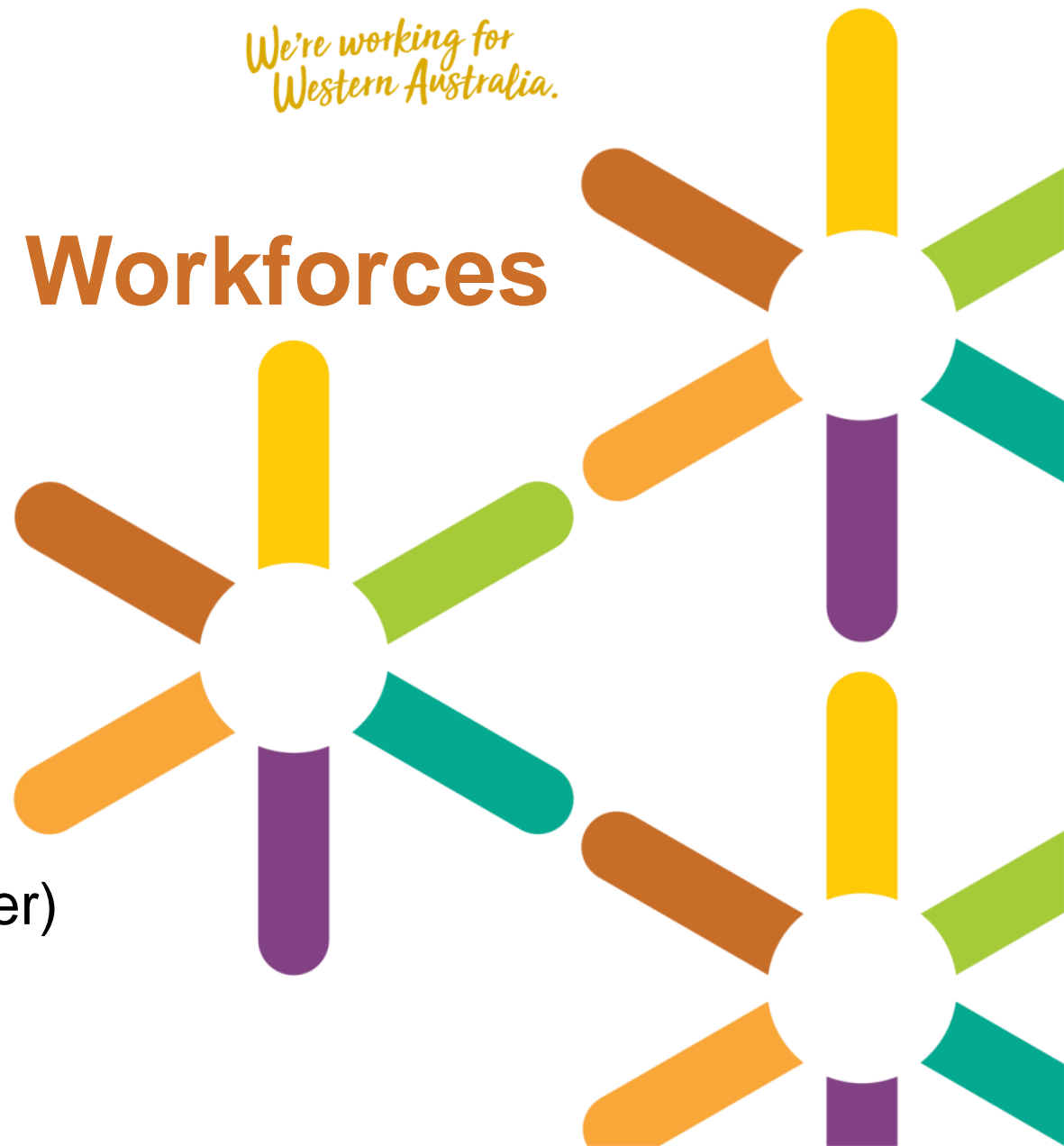
Government of Western Australia
Mental Health Commission

*We're working for
Western Australia.*

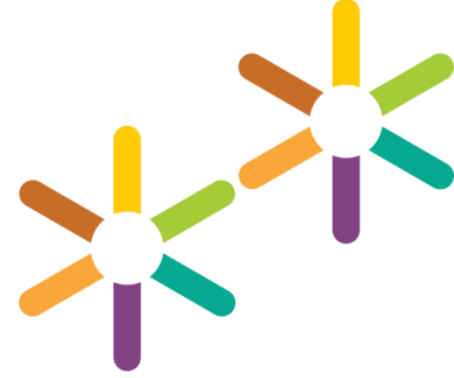
Lived Experience (Peer) Workforces

Status Briefing

Mental Health Workforce Planning Project
Update for Scoping a Lived Experience (Peer)
Workforce Association Project
6 September 2022



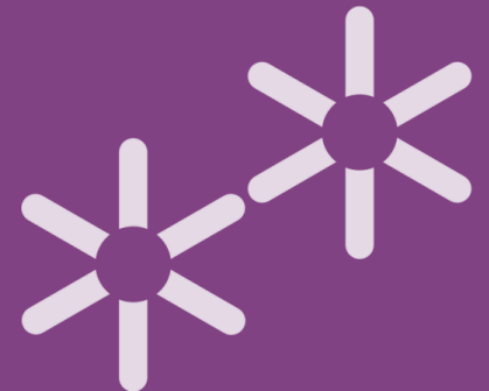
Points covered:



1.	Lived Experience Peer Workforces
2.	WA MHC Lived Experience Strategy
3.	WA HSP Lived Experience Workforces Development
4.	WA Lived Experience (Peer) Framework
5.	Next Steps & Q&A



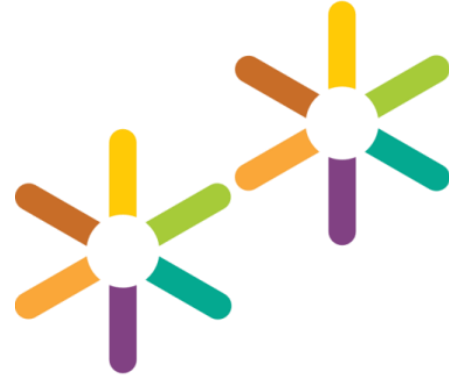
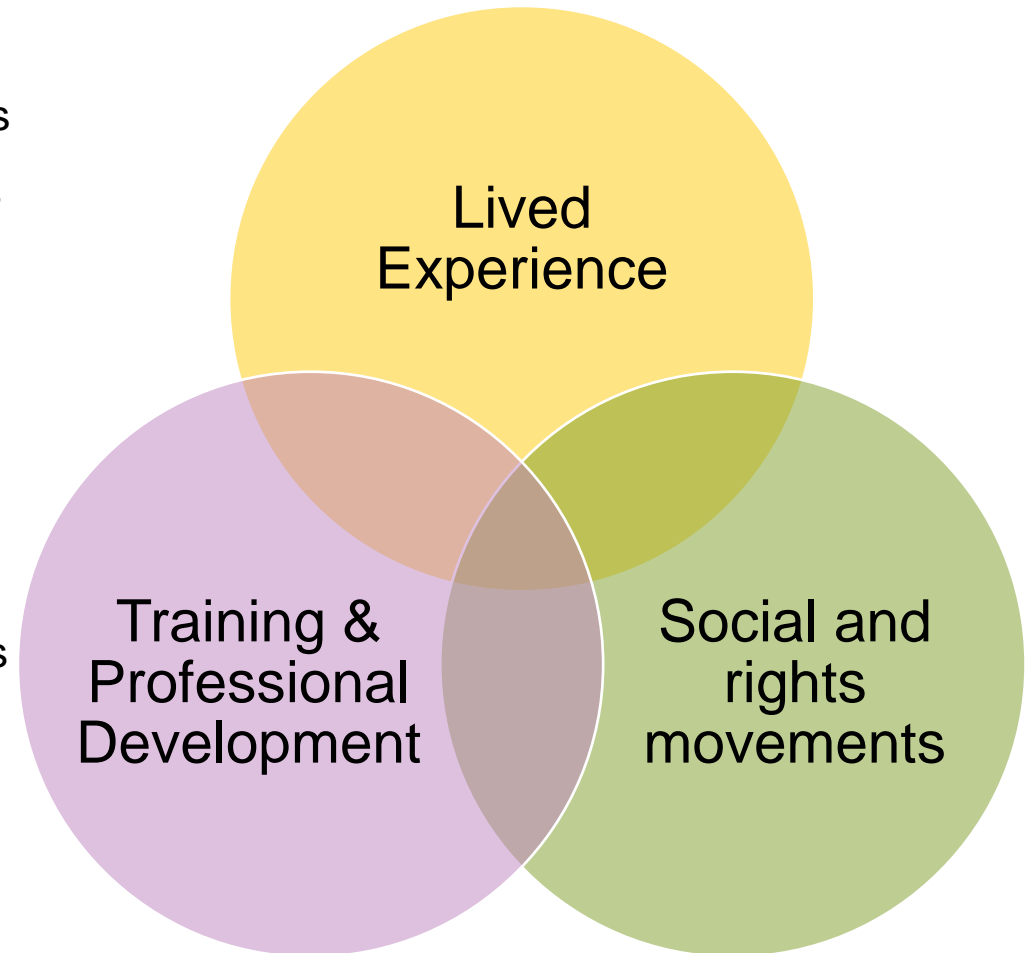
— Lived Experience (Peer) Workforces



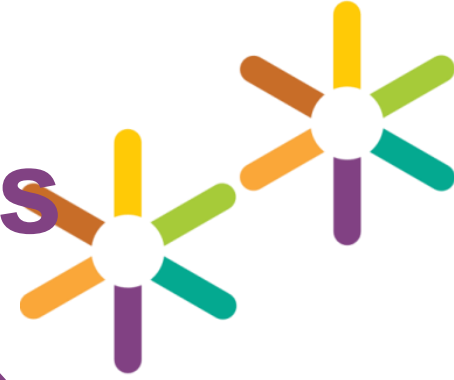
Lived Experience (Peer) Workforces

A **Lived Experience (Peer) worker** is an *individual* who has had a personal life-changing experience of mental health, alcohol and other drug challenges and or suicidal thoughts or feelings or **a family member or significant other** who has or is caring for or about someone with these experiences or who has been bereaved by suicide.

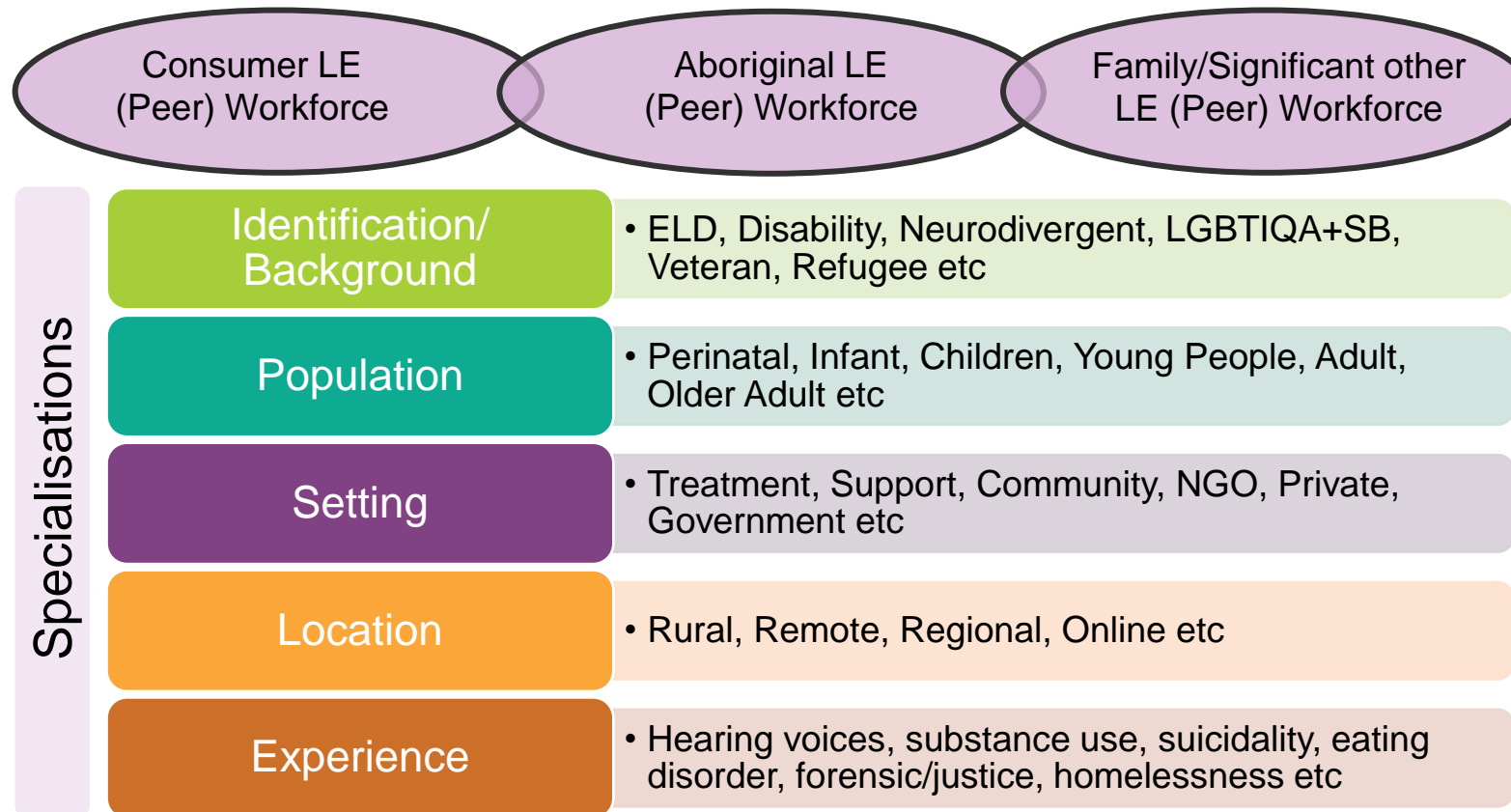
Individuals in **designated** Lived Experience roles are required to use their Lived Experience expertise which is drawn from their experience plus training and development in peer work and understandings of the broader social and civil rights movements. This Lived Experience expertise is the primary lens through which the person will approach the role.



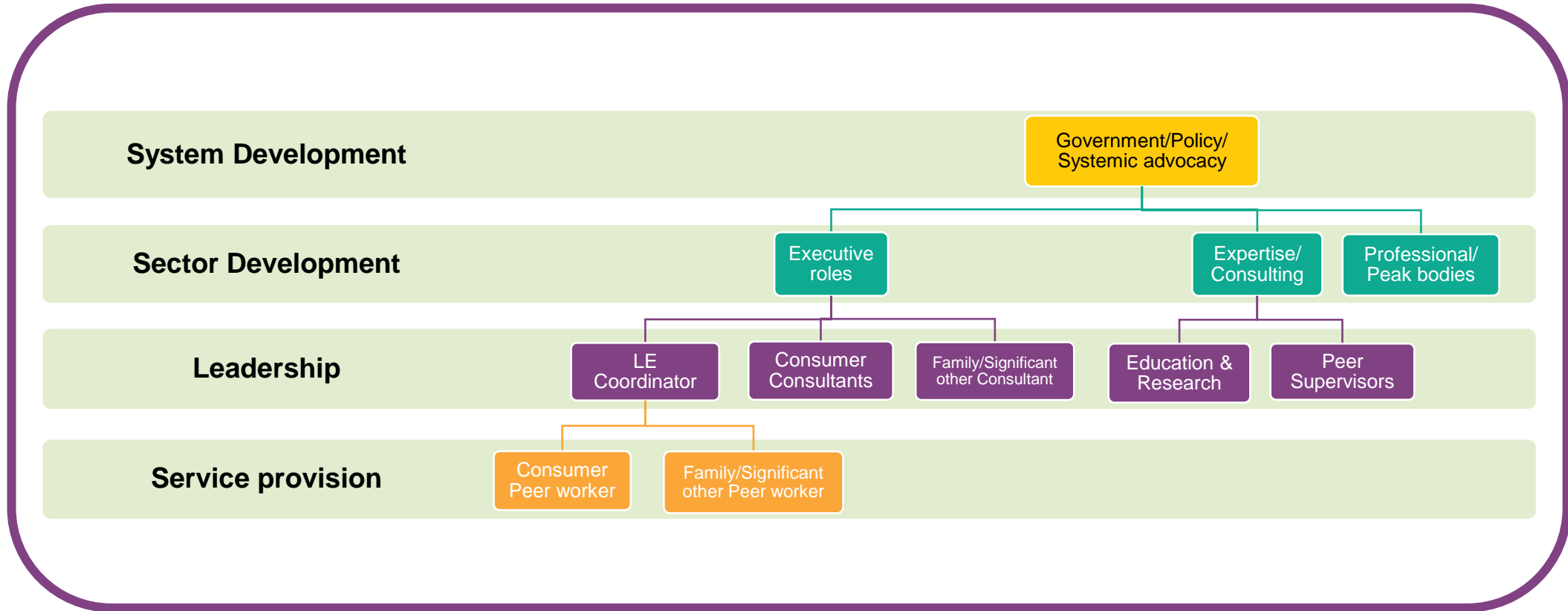
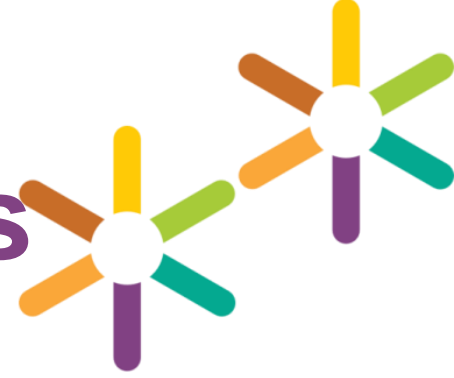
Lived Experience (Peer) Workforces



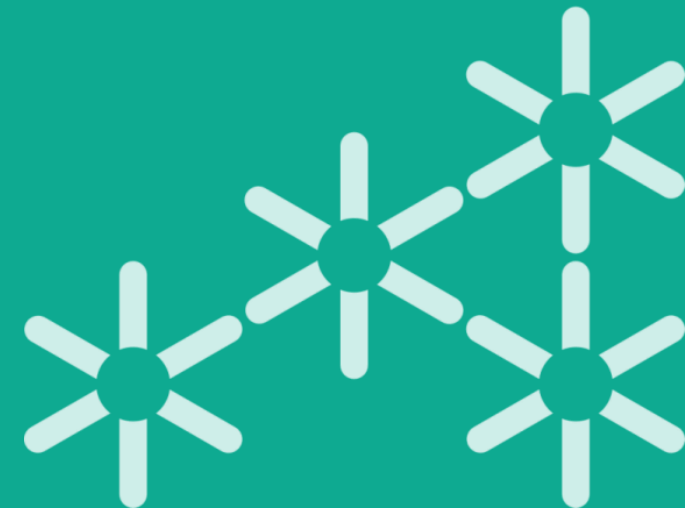
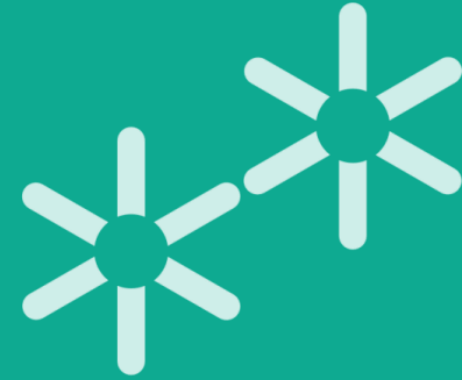
Lived Experience (Peer) Workforces



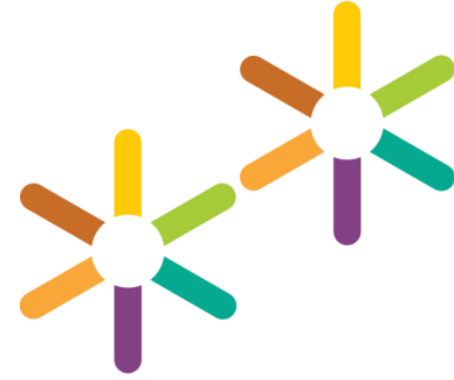
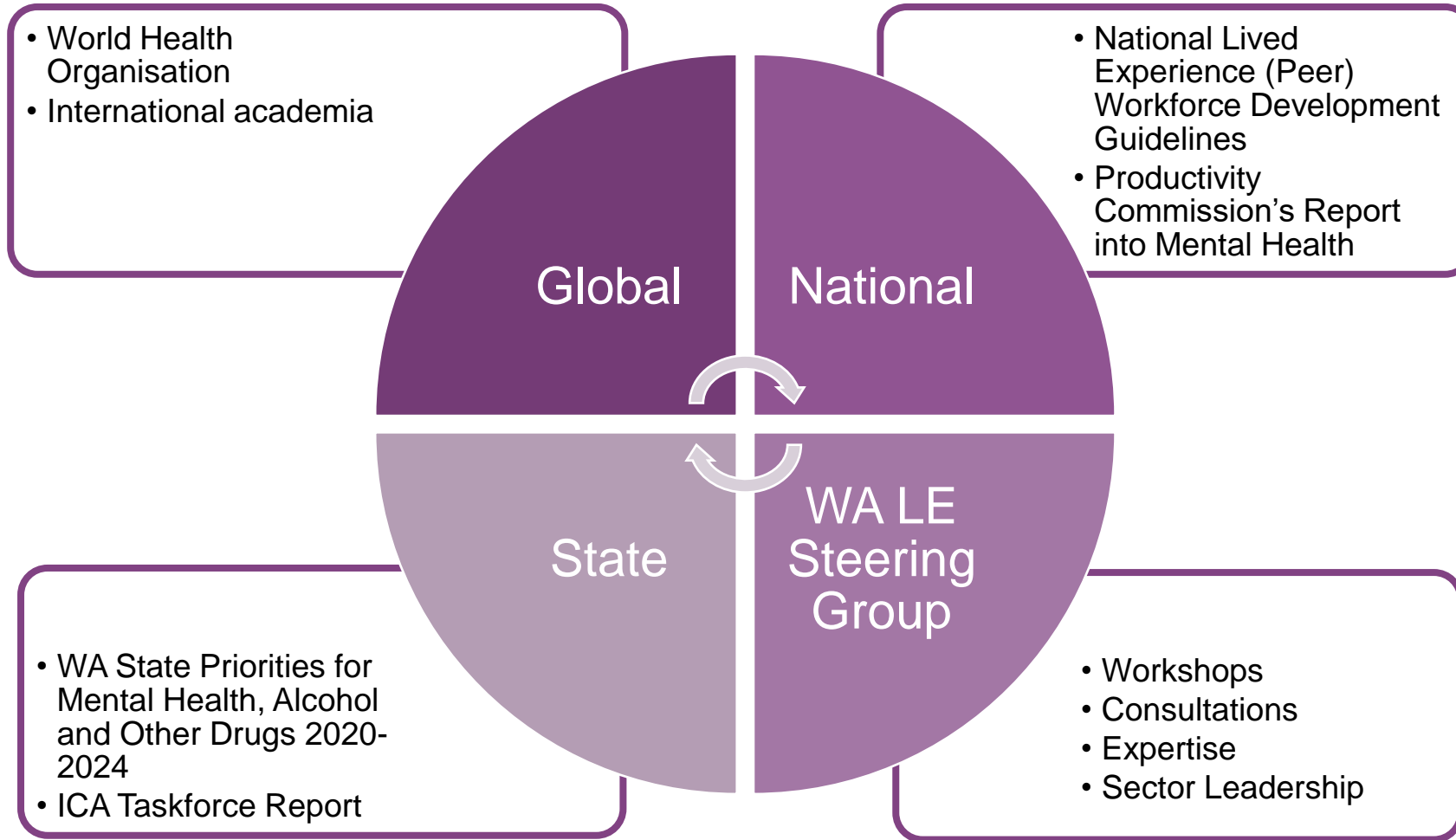
Lived Experience (Peer) Workforces



— WA MHC Lived Experience Strategy



Guiding the Strategy Initiatives

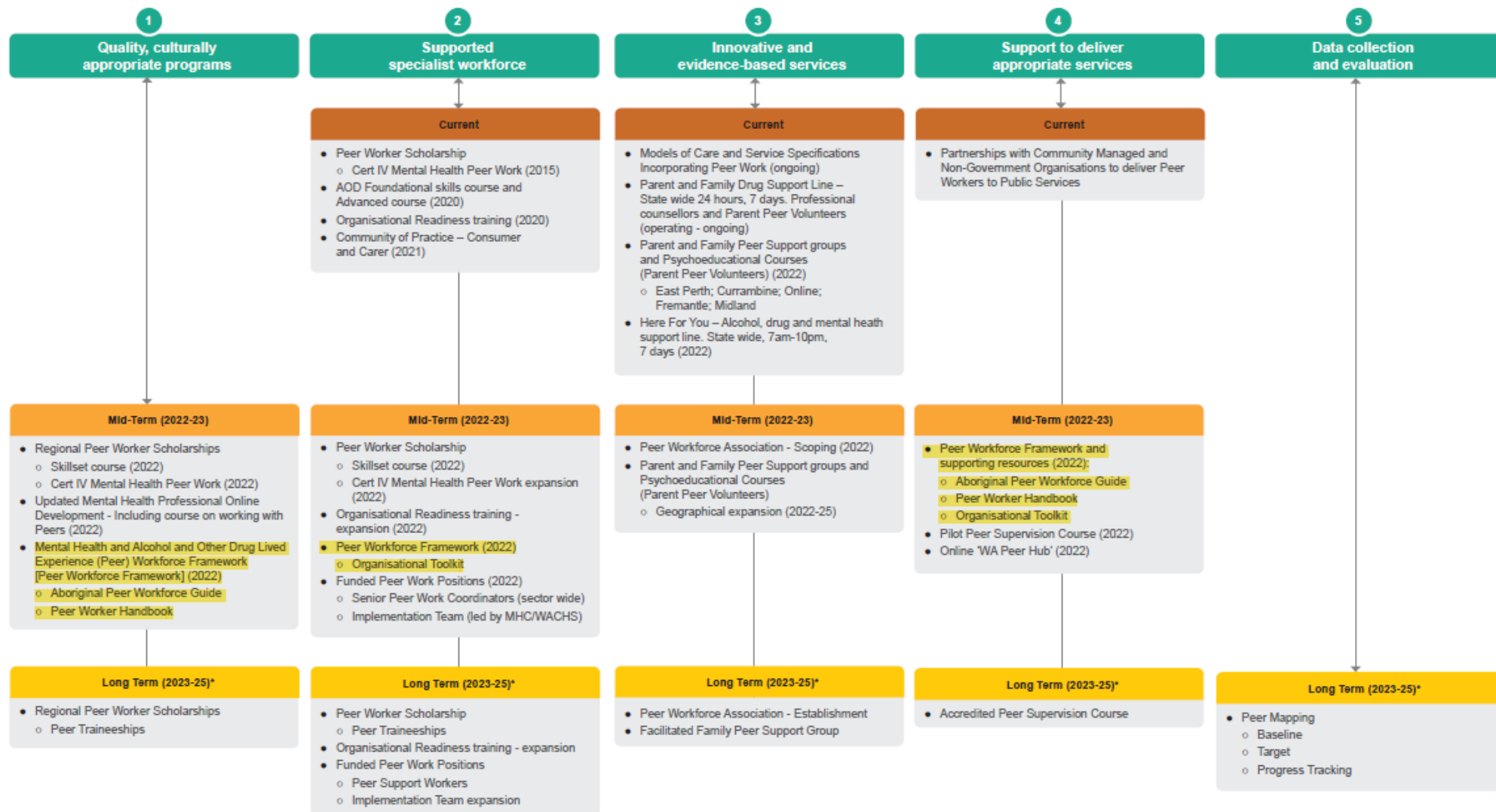




Strategy for Building and Supporting the Lived Experience (Peer) Workforce

The Mental Health Commission is committed to building the capacity of the Lived Experience (Peer) workforce across the mental health and alcohol and other drug (AOD) sectors.

The actions and initiatives within this Strategy are aligned to the priority areas of the
Mental Health Commission's Mental Health, Alcohol and Other Drug Workforce Strategic Framework: 2020-2025 (Workforce Framework).



1. Quality, culturally appropriate programs



Mid-Term 2022-23

- Regional Peer Worker Scholarships (2022)
- Updated MHPOD
- Framework
- Aboriginal Workforce Guide
- Peer Worker Handbook

Long Term 2023-25

- Regional Peer Worker Scholarships
 - Peer Traineeships

2. Supported, Specialist Workforce



Current

- Peer Worker Scholarship (2015)
- AOD Foundational Skills Course (2020)
- Organisational Readiness Training (2020)
- Community of Practice – Consumer and Carer (2021)

Mid-Term 2022-23

- Peer Worker Scholarships
- Organisational Readiness Training Expansion (2022)
- Peer Workforce Framework (2022)
- Funded Peer Work Positions (2022) – Senior PW Co-ord

Long Term 2023-25

- Peer Worker Scholarships
- Organisational Readiness Training – Expansion
- Funded Peer Work Positions (2022)
 - Peer Support Workers
 - Implementation Team Expansion

3. Innovative and Evidence-based Services



Current

- Models of Care and Service Specs
- Parent and Family Drug Support Line
- Parent and Family Peer Support Groups
- Here for You – MHAOD support line

Mid-Term 2022-23

- Peer Workforce Association Scoping – (2022)
- Parent and Family Peer Support Groups and Psychoeducation classes – Geographical expansion (2022-25)

Long Term 2023-25

- Peer Workforce Association Establishment
- Facilitated Family Support Group

4. Support to deliver appropriate services



Current

- Partnerships with Community Managed NGOs to deliver Peer Workers in public services

Mid-Term 2022-23

- Peer Workforce Framework (2022)
- Aboriginal Workforce Guide
- Peer Worker Handbook
- Pilot Peer Supervision Course (2022)
- Online “WA Peer Hub” 2022

Long Term 2023-25

- Accredited Peer Supervision Course

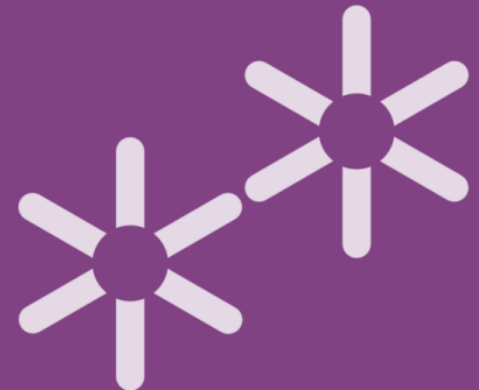
5. Data Collection and Evaluation



Long Term 2023-25

- Peer mapping:
 - Baseline
 - Target
 - Progress tracking

— Lived Experience (Peer) Workforces Development



WA LE (Peer) Workforces Development

Benefits

- Experience of care/recovery
- Economic
- Systemic

Implementation Risks

- LE (Peer) workforces
- Clinical and other workforce
- Organisational
- Service users

Organisational Readiness



WA Lived Experience (Peer) Workforce Development



Organisational Development

MHC Led LE (Peer)
Implementation Team
(July 2022)

WA LE (Peer)
Framework

WA LE (Peer)
Organisational Toolkit

Implementation
meetings (bi-monthly)

HSP Funded Positions

LE (Peer) Coordinators (13 FTE)
(January 2023)

LE (Peer) Workers (TBC)
(July 2023)

HSP Commitment

Commitment to embed
LE (peer) workforces

Executive sponsor to
champion locally

LE (Peer) Profession Development

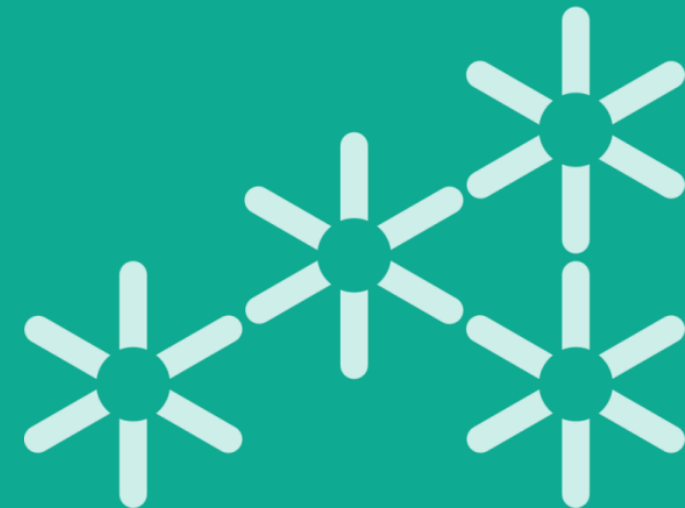
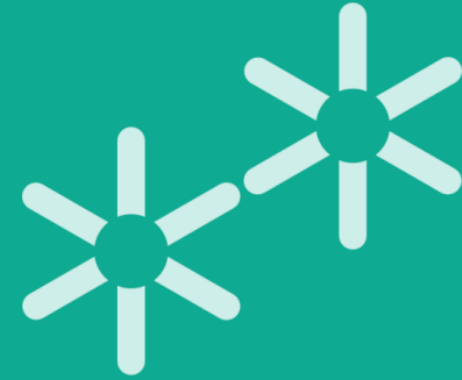
LE Peer work Cert IV
training places

LE Peer Supervision
Training

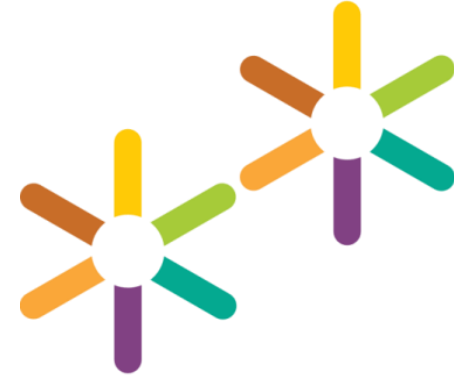
WA LE Peer
Association

Group Reflective
Practice
(LE (Peer) Coordinators)

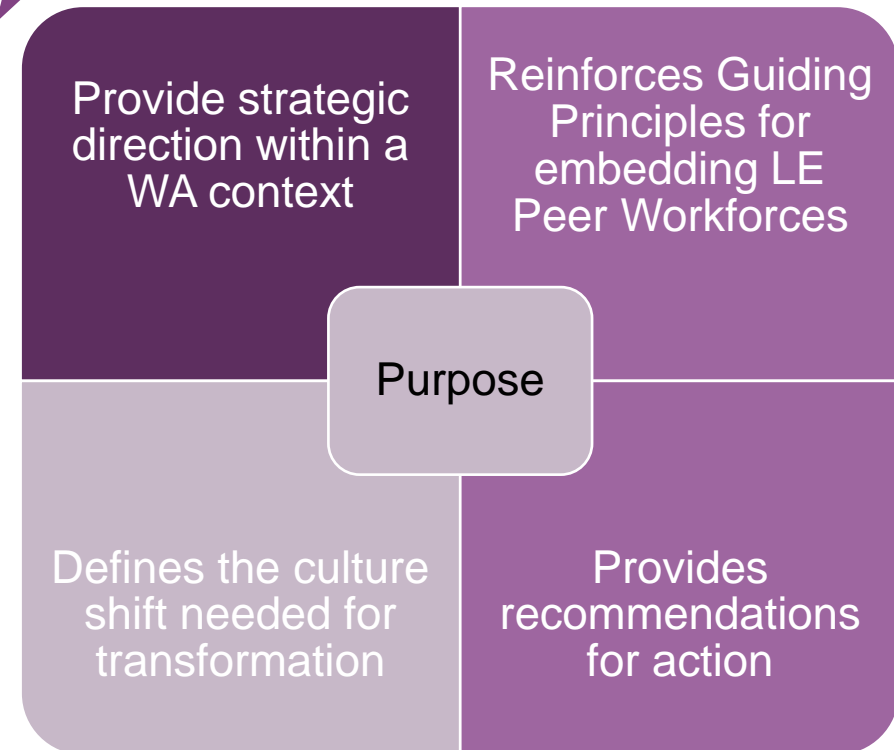
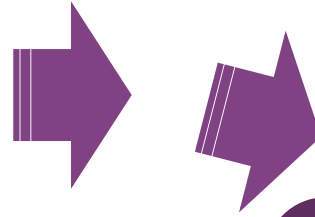
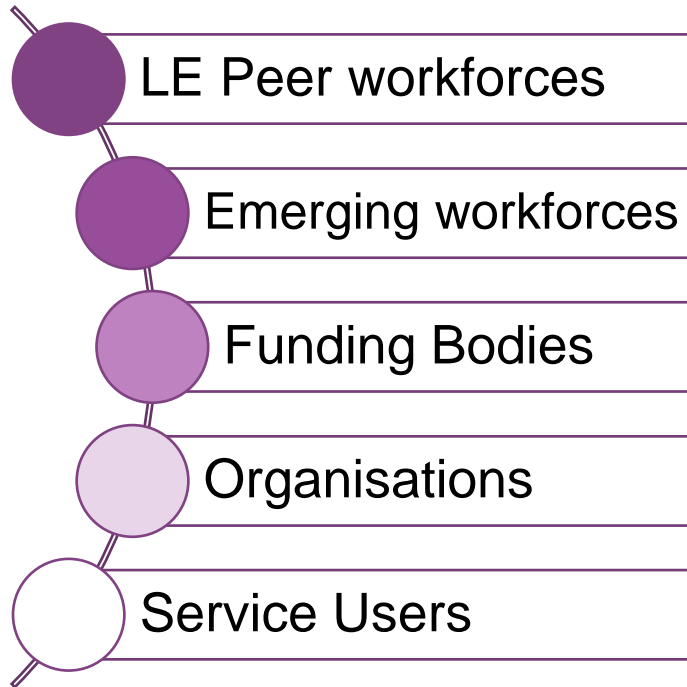
— WA MHC Lived Experience (Peer) Framework



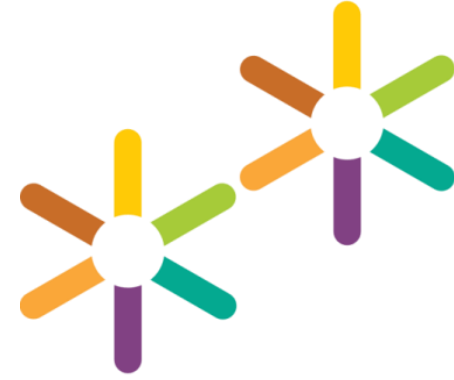
WA LE (Peer) Framework



Is designed for:



WA LE (Peer) Framework



Framework includes:

- Contemporary Lived Experience (Peer) Workforces
- What is Lived Experience (Peer) Work
- Qualities of Lived Experience (Peer) work
- Consumer Peer Work
- Family/significant other Peer work
- Aboriginal Peer Work
- Guiding Principles
- Benefits of Lived Experience (Peer) Work
- History of Lived Experience (Peer) Work
- Organisational Development
- Recommendations

* due for completion end of July followed by Ministerial approval



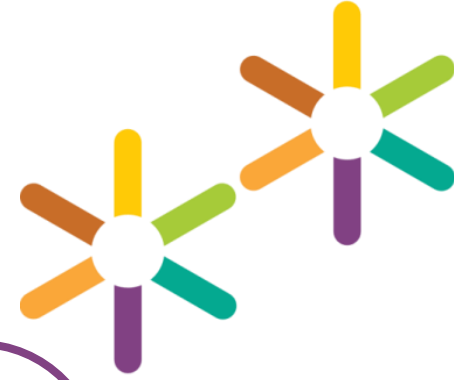
Supporting Documents

- Organisational Readiness Toolkit
- Peer Worker Handbook
- Aboriginal Lived Experience (Peer) Work

*under construction due for completion Oct 2022



Next steps



- The Framework is with the Minister for Mental Health for approval with a formal launch expected sometime in September - TBC
- The supporting resources, including an online platform to house the framework and other helpful resources, is being developed. With expected release of the supporting documents toward the end of 2022.
- Organisational readiness in partnership with MHC Implementation team is commencing within HSPs as we need to start with these organisations to support the FTE funded through the ICA Taskforce outcomes.

Comments, questions, discussion....





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Mental Health Commission

*We're working for
Western Australia.*



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Additional key performance indicators may be developed over the life of the Strategy as needed that focus on priority groups, drugs of concern and emerging issues.



Scoping a Lived Experience (Peer) Workforce Association Rapid Consultation

What we've heard





Aim:

To provide a report to assist the Mental Health Commission in creating a Business Case to establish a Lived Experience (Peer) Workforce Association



There was a lot of interest in the project and passion about the work

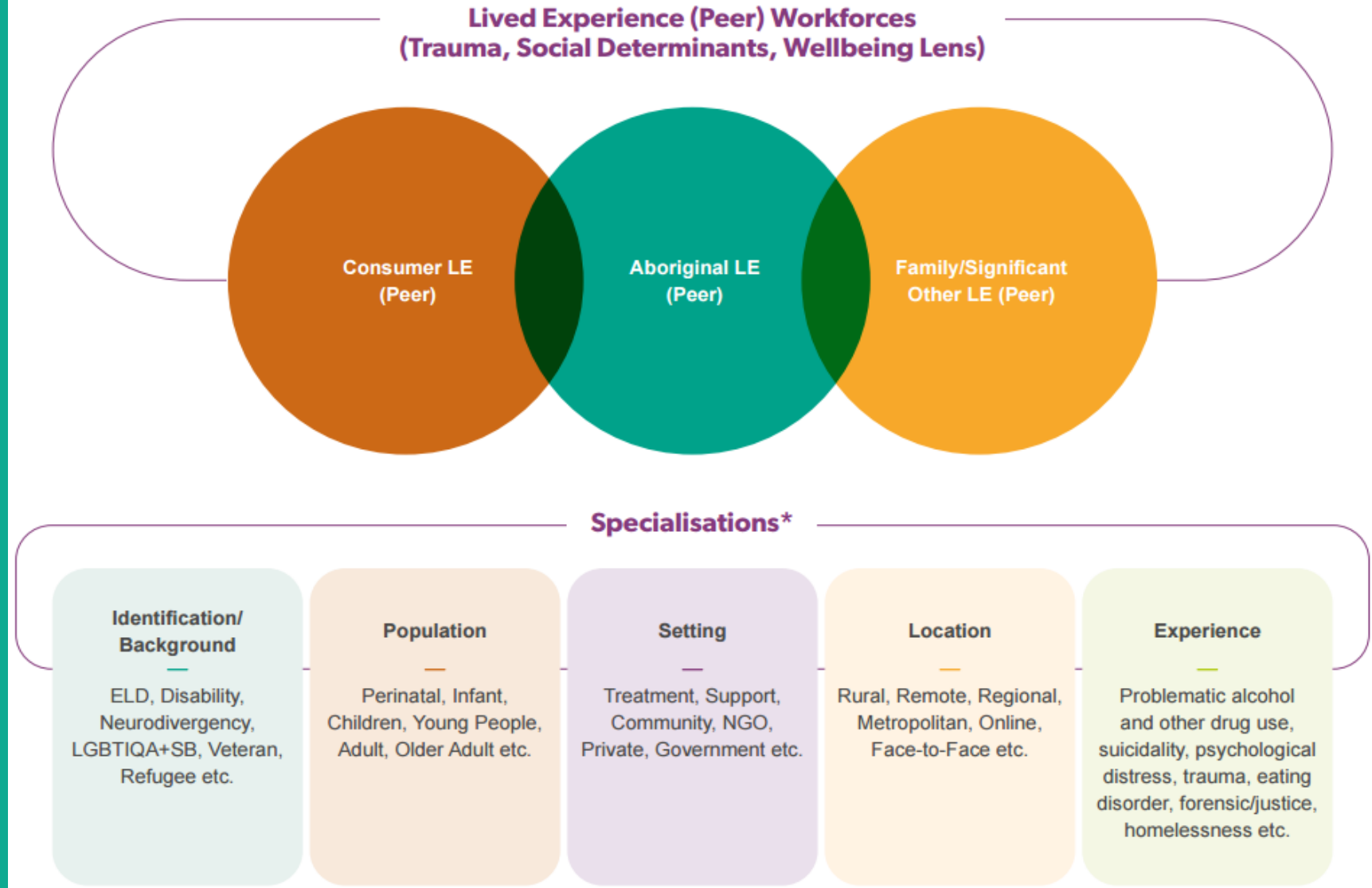
"I personally started my recovery journey 6 years ago after many failed attempts, and attribute much of the success I had to the connections I developed with workers who had their own lived experience... I had never developed that kind of trust or rapport with other counsellors or facilitators."

– Comment from one of the EOIs

**40+ EOIs in a very short time-frame
50/50 MH and AOD**

From the Western Australian Lived Experience (Peer) Workforces Framework

Figure 5: Lived Experience (Peer) Workforces and Specialisations



*This list of specialisations is for illustrative purposes and is not exhaustive.

“

Reflection on Aboriginal Lived Experience (Peer) Workforces/ Mentors

“Every Aboriginal person regardless of their role has lived experience whether a consumer or a family member. They all have lived experience and they see it embedded in everything we do. It doesn't matter what service, when they are a part of the service, they come in with lived experience, whether it's an AOD, mental health, DV, housing and homelessness. They don't really see it as a separate thing, because it is still living experience. And at the root of the lived experience is colonisation. And they continue to live that everyday.”

”

From the
Western
Australian
Lived
Experience
(Peer)
Workforces
Framework

Figure 2: Sample Lived Experience Roles					
The following roles are ALL Lived Experience roles (but may have different role titles e.g. Family-Carer Peer Support Worker, Aboriginal Mentor, Consumer Consultant etc). These roles may be within government, NGO ^a , private hospitals and agencies, as well as groups or individuals as Owners/Directors of their own businesses ⁴ .					
Frontline Peer Worker	Leadership Roles	Advocacy	Education (Across academia, community and organisations)	Policy	Research and Evaluation
Peer Support Worker Senior PSW	Board Director	Representative	LE (Peer) Trainer, Facilitator, Educational assessor	Planning	Reviewer, Assessor
Peer Mentor	LE CEO including of a peer-led organisation	Consumer Consultant, Family-Carer Consultant	LE Educator	Advisor	Planning
Aboriginal Mentor	Senior Executive	Advisor (design, delivery, LE Governance)	Cert IV Peer Support LE Educator	Writer	LE Researcher
Traditional Healer ⁵	Director Cultural Advisor	Strategic Advisor	Aboriginal Cultural Educator	LE HR Advisor on recruitment, retention	LE Research Assistant Associate Researcher
Peer Specialist	Manager, Coordinator	Indigenous Procurement Strategist	Developer, Designer		
Peer Group Facilitator	Team Leader	Independent Lived Experience Consultant	Lived Experience Academic (Consumer / Family Member)		
Aboriginal Consumer Participation Coordinator	Supervision Facilitator	Advocate	Peer Group Facilitator		
Aboriginal Liaison Officer, Cultural Advisor	Independent Peer to Peer Supervisor	Champion	Independent Lived Experience Academic		

The aim is to
have the
whole
elephant!





It needs to be Lived Experience Led

“Developing a Shared Understanding is important – many conversations have been had national about mental health but this is a broader conversation”



Front Line Lived Experience Workers Need Support Now!

“Right now, a lot of damage is being done by Employers employing Peers who don’t really understand Peer Work.”

(Survey Response)



Organisations need support

“I've seen so many people in health that are great clinicians, and all of a sudden, they're shoehorned into a management position, and given absolutely no support to really make that massive gear shift. And then they are given the peer worker to manage, when it should be the most experienced and versatile manager who is better able to support the peer. Not the new manager who is still finding their feet”

A silhouette of a person with curly hair, seen from the side, with their arms raised high in the air. They are positioned against a bright, hazy sky at sunset or sunrise, with a body of water visible in the lower part of the frame. A large, curved white line separates the image from the dark grey text area on the right.

Exciting Possibility

Queensland Lived Experience
Network report that the work
on incorporating travels as
fast as the funding...

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Industry Consultation: We need to have hard conversations...

“It needs to be an open and honest conversation. And everyone thinks that they do that, and everyone thinks that they're up for honest conversations, until they actually do it”

*“Everyone will have to lower their bar **and focus on the vision** of supporting and developing the Lived Experience Voice – a collaborative model rather than a model of “someone’s going to win this tender.”*



There isn't a model to replicate

"We need to actually just do it and learn from it and then iterate."

(Industry Interview)



This is relational...

*“Lived Experience
(Peer) Work is about
connection.”*



Next Steps

Final Report in September to MHC and over to them to do the Business Case. If it's approved, it goes out to Tender.

Landing page on Helping Minds Website – this replay and reports.

<https://helpingminds.org.au/peer-workforce-association-scoping/>