

## LIVED EXPERIENCE WORKFORCE PROJECT (LEWP)

### Professional Development and Training Overview

#### Background

The identified training needs, the groups requiring training and why have been drawn from the 2015 LEWP Training Needs Analysis and LEWP NGO Mental Health LEW Standards and Guidelines. This document assumes organisational Induction and Orientation is occurring.

WHAT			WHEN	HOW		
TRAINING TYPE	NEEDED BY <i>(Group, evidence base)</i>	WHY OF VALUE	POINT AT WHICH GROUP NEEDS THIS	METHODOLOGY/ DELIVERY OPTIONS	CURRENTLY AVAILABLE? WHO DELIVERS?	WHO SHOULD OFFER/DELIVER IT <i>(e.g. across sector)</i>
<p><b>Understanding Lived Experience Workforce (LEW), Understanding Lived Experience (LE) Role, Recovery and Peer Work Principles</b></p>	<ul style="list-style-type: none"> <li>• <b>Leaders</b> (TNA)</li> <li>• <b>LEW</b> (TNA)</li> <li>• <b>Non-LE Case Managers, CSWs</b> (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• Main skill needed to effectively supervise and lead LEW</li> <li>• Embedding LEW within organization and culture</li> <li>• Clarity of role, fit within organisation, organisational expectations, boundaries</li> <li>• Effectively work alongside LEW</li> <li>• Understand role of LEWs, emotional intelligence and LE as a skill set</li> <li>• Effective utilization of LE expertise</li> <li>• Professional development</li> </ul>	<p><b>Leaders:</b></p> <ul style="list-style-type: none"> <li>• Core Training: regular, ongoing</li> <li>• At time of organisational planning</li> <li>• When new leaders are employed</li> </ul> <p><b>LEW:</b></p> <ul style="list-style-type: none"> <li>• Core Training: regular, ongoing</li> <li>• Pre-employment (ideally)</li> <li>• Soon after employment – induction and orientation</li> </ul> <p><b>Non-LE CMs, CSWs:</b></p> <ul style="list-style-type: none"> <li>• Core Training: regular, ongoing</li> <li>• Pre-employment (ideally)</li> <li>• Soon after employment – induction and orientation</li> </ul>	<ul style="list-style-type: none"> <li>• Online modules</li> <li>• Face to face – external, internal training</li> <li>• Team meeting workshop</li> <li>• Formal education</li> </ul>	<ul style="list-style-type: none"> <li>• Some NGOs – e.g. foundation training, team meetings</li> <li>• TAFE SA, RASA: units within Cert IV in MH PW</li> <li>• UCWPA ConexOz Project (Peer Genesis training)</li> <li>• Mind Australia 5 Day peer training (not yet in SA)</li> <li>• MH Pod online (predominantly clinical)</li> <li>• SANE Australia: Carers and LE forums (useful information, events, links)</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA for NGO, possibly with CALHN-SA Health partnership across both sectors</li> <li>• Organisations – utilising expertise of their own LEWs. Could share training as fee for service with other NGOs</li> <li>• RTOs (e.g. Cert IV in MH PW)</li> </ul>
<p><b>Communication, especially Difficult Conversations</b></p>	<ul style="list-style-type: none"> <li>• <b>Leaders</b> (TNA)</li> <li>• <b>LEW</b> (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• Effective leadership, support around LEW MH and wellbeing skill set</li> <li>• Better understanding of LE role, peer work and recovery</li> <li>• Greater collaboration</li> <li>• More effective working relationships</li> <li>• Reduce stigma</li> </ul>	<p><b>Leaders:</b></p> <ul style="list-style-type: none"> <li>• Core Training: regular, ongoing</li> <li>• Soon after employing LEWs (tailored to the individual employee)</li> </ul> <p><b>LEW:</b></p> <ul style="list-style-type: none"> <li>• Core Training: regular, ongoing</li> <li>• Soon after employment (tailored to the individual)</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face – external, internal training</li> </ul>	<ul style="list-style-type: none"> <li>• TAFE SA, RASA: communication and elements of difficult conversations are covered in Cert IV in MH PW</li> <li>• MHCSA/CALHN-SA Health 2017 Leadership Training sessions focusing on this</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA for NGO, possibly with CALHN-SA Health partnership across both sectors (currently delivering to Leaders of LEW)</li> <li>• RTOs (e.g. Cert IV in MH PW)</li> </ul>

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<b>Leadership</b>	<ul style="list-style-type: none"> <li>• <b>Leaders</b> (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• More effective leadership and support</li> <li>• More effective working relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Core Training: regular, ongoing Pre-employment (ideally)</li> <li>• Soon after employment – induction and orientation</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face – external, internal training</li> <li>• Formal education</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA with CALHN-SA Health partnership across both sectors</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA for NGO sector, possibly with CALHN-SA Health partnership across both sectors (currently delivering to Leaders of LEW)</li> <li>• RTOs</li> <li>• Organisations – utilising expertise of their LEWs</li> </ul>
<b>Recruitment and Retention of LEW, Workforce Development (WFD) Planning</b>	<ul style="list-style-type: none"> <li>• <b>Leaders</b> (TNA)</li> <li>• <b>LEW</b> (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce stigma, embed LEW within organization</li> <li>• Retain high % of LEWs who want to stay in LEW</li> <li>• Grow, develop the LEW</li> <li>• Support during reform/change</li> <li>• Employ right person for the role</li> <li>• Clarity of the role</li> <li>• Effective leadership</li> <li>• Support LEW participation in recruitment process for other roles</li> </ul>	<p><b>Leaders:</b></p> <ul style="list-style-type: none"> <li>• Core Training: regular, ongoing</li> <li>• At time of organisational planning</li> <li>• Prior to employment of LEWs</li> </ul> <p><b>LEW:</b></p> <ul style="list-style-type: none"> <li>• Core Training: regular, ongoing</li> <li>• Soon after employment (tailored to the individual)</li> </ul>	<ul style="list-style-type: none"> <li>• Online modules</li> <li>• Face to face – external, internal training</li> <li>• Management meeting workshop (all levels)</li> <li>• LEWs and Leaders together</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA (LEWP) through S&amp;G and WFD Strategy for NGO sector</li> <li>• MHCSA with CALHN-SA Health partnership across both sectors</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA for NGO, possibly with CALHN-SA Health partnership across both sectors (currently delivering to Leaders of LEW)</li> <li>• Organisations – utilising expertise of their own LEWs.</li> </ul>
<b>Networking</b>	<ul style="list-style-type: none"> <li>• <b>LEW</b> (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing ideas, knowledge, skills with peers (adds value to role - professional development)</li> <li>• Peer mentoring, debriefing</li> <li>• Reduce isolation</li> <li>• Build linkages, referral pathways</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing - LE-specific professional development (PD) opportunities</li> <li>• Ongoing – peer and other network participation as part of role</li> <li>• Ongoing – access to peer mentoring</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face networks, conferences, PD activities</li> <li>• Online LE forums</li> <li>• Reflective practice – e.g. in-house groups</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA with CALHN-SA Health partnership across both sectors (currently delivering PD Days, Leadership Training)</li> <li>• LEWP (Reference Group, Consumer Engagement activities, Conference, MHCSA Leadership Forums etc)</li> <li>• SANE Australia: Carers and LE forums</li> <li>• SA Mental Health Commission consumer, carer engagement opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA for NGO, possibly with CALHN-SA Health partnership across both sectors</li> <li>• Organisations</li> </ul>

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<b>Cert IV in MH Peer Work</b>	<ul style="list-style-type: none"> <li>• LEW (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• Cert IV is minimum level qualification for MH workforce</li> <li>• LE-specific competencies and application to workforce</li> <li>• Rightfully promotes LEW as a profession</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-employment (ideally)</li> <li>• Soon after employment</li> </ul>	<ul style="list-style-type: none"> <li>• Formal education</li> </ul>	<ul style="list-style-type: none"> <li>• TAFE SA (subsidised)</li> <li>• RASA (not currently subsidised)</li> </ul>	<ul style="list-style-type: none"> <li>• RTOs</li> </ul>
<b>Trauma Informed Care (TIC)</b>	<ul style="list-style-type: none"> <li>• Leaders (TNA)</li> <li>• LEW (TNA)</li> <li>• Non-LE Case Managers, CSWs (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• Leading/understanding LEW from TIC perspective</li> <li>• More appropriate and effective service delivery</li> </ul>	<b>ALL:</b> <ul style="list-style-type: none"> <li>• Core Training – regular, ongoing</li> <li>• Soon after employment</li> </ul>	<ul style="list-style-type: none"> <li>• Formal education</li> <li>• Informal, on-the-job training</li> </ul>	<ul style="list-style-type: none"> <li>• Blueknot Foundation</li> <li>• TAFE SA (within Cert IV in MH PW)</li> <li>• STTARS</li> <li>• SA Health</li> <li>• UniSA MH and Substance Use Research Group (has research available on TIC)</li> </ul>	<ul style="list-style-type: none"> <li>• RTOs</li> <li>• NGOs</li> <li>• SA Health</li> </ul>
<b>Other client-related and technical skills (e.g. AoD, customer service)</b>	<ul style="list-style-type: none"> <li>• Leaders (TNA)</li> <li>• LEW (TNA)</li> <li>• Non-LE Case Managers, CSWs (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• More appropriate and effective service delivery</li> <li>• Ability to work effectively within NDIS</li> </ul>	<b>ALL:</b> <ul style="list-style-type: none"> <li>• As needed in relation to area of service delivery/area of employment</li> </ul>	<ul style="list-style-type: none"> <li>• Formal</li> <li>• Informal</li> </ul>	<ul style="list-style-type: none"> <li>• TAFE SA (within MH Cert IV and Diploma courses)</li> <li>• Non-accredited training within some organizations, relevant to roles/programs/service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• RTOs</li> <li>• Universities</li> <li>• NGOs</li> <li>• SA Health</li> </ul>
<b>Peer Mentoring/Peer Leadership</b>	<ul style="list-style-type: none"> <li>• LEW (TNA, S&amp;G)</li> </ul>	<ul style="list-style-type: none"> <li>• Career progression, advancement</li> <li>• Peer-to-peer support and leadership for all LEWs</li> <li>• Support the role of leaders in leading LEW</li> </ul>	<ul style="list-style-type: none"> <li>• Core Training – regular, ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Formal</li> <li>• Informal</li> </ul>	<ul style="list-style-type: none"> <li>• TAFE SA, RASA (within Cert IV in MH PW)</li> </ul>	<ul style="list-style-type: none"> <li>• RTOs</li> <li>• MHCSA for NGO, possibly with CALHN-SA Health partnership across both sectors</li> <li>• NGOs</li> </ul>

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<b>Cultural Awareness</b>	<ul style="list-style-type: none"> <li>• Leaders (S&amp;G)</li> <li>• LEW (S&amp;G)</li> <li>• Non-LE Case Managers, CSWs (S&amp;G)</li> </ul>	<ul style="list-style-type: none"> <li>• Work effectively with diverse workforce and participants</li> <li>• Effective leadership</li> <li>• Organization values diversity, recognizes uniqueness and strengths in diversity</li> </ul>	<b>ALL:</b> <ul style="list-style-type: none"> <li>• Core Training – regular, ongoing</li> <li>• Soon after employment</li> </ul>	<ul style="list-style-type: none"> <li>• Formal</li> <li>• Informal</li> </ul>	<ul style="list-style-type: none"> <li>• TAFE SA, RASA (within Cert IV in MH PW)</li> <li>• MIFSA LGBTIQ training</li> <li>• Australian Migrant Resource Centre (AMRC)</li> </ul>	<ul style="list-style-type: none"> <li>• RTOs</li> <li>• Universities</li> <li>• NGOs</li> <li>• SA Health</li> <li>• AMRC</li> </ul>
<b>Board Representation Training</b>	<ul style="list-style-type: none"> <li>• LEW (TNA, S&amp;G)</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in organisation's board structure (LE voice)</li> <li>• Governance training (for LEW)</li> <li>• Constitution (for LEW)</li> <li>• Board meeting training (for LEW)</li> <li>• Organisational design input (LEW)</li> <li>• Understanding the role of LEW, recovery, stigma (for all board)</li> </ul>	<ul style="list-style-type: none"> <li>• When join board</li> <li>• Annually for all board</li> </ul>	<ul style="list-style-type: none"> <li>• Online, mentoring for LEW</li> <li>• Face to face workshop for all board</li> </ul>	<ul style="list-style-type: none"> <li>• Some NGOs</li> </ul>	<ul style="list-style-type: none"> <li>• NGOs</li> </ul>
<b>Other Advocacy/Representation Training</b>	<ul style="list-style-type: none"> <li>• LEW (TNA, S&amp;G)</li> </ul>	<ul style="list-style-type: none"> <li>• Advocacy skills development (how it works, opportunities)</li> <li>• Contribute to WFD Plan/S&amp;G implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Prior to employment (e.g. Cert IV in MH PW)</li> <li>• Periodically, as required (e.g. prior to or when joining networks, boards, groups, working with organisational design team)</li> </ul>	<ul style="list-style-type: none"> <li>• Informal – workshop</li> <li>• Formal</li> </ul>	<ul style="list-style-type: none"> <li>• Health Consumers Alliance - advocacy (board training)</li> <li>• TAFE SA, RASA (advocacy falls within Cert IV in MH PW)</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA – advocacy</li> <li>• MHCSA/LEWP – S&amp;G</li> <li>• RTOs</li> </ul>

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<b>MH Wellbeing</b>	<ul style="list-style-type: none"> <li>• <b>Leaders</b> (S&amp;G)</li> <li>• <b>LEW</b> (S&amp;G)</li> <li>• <b>Non-LE Case Managers , CSWs</b> (S&amp;G)</li> </ul>	<ul style="list-style-type: none"> <li>• Normalise MH within the workplace</li> <li>• Opens conversation</li> <li>• Self-responsibility</li> <li>• Supports own wellbeing and participants'</li> <li>• Role modeling</li> <li>• Supports WHS</li> <li>• Reduces stigma</li> </ul>	<b>ALL:</b> <ul style="list-style-type: none"> <li>• At time of employment (induction and orientation)</li> <li>• Periodically</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face</li> <li>• Through toolkit</li> </ul>	<ul style="list-style-type: none"> <li>• Unknown</li> </ul>	<ul style="list-style-type: none"> <li>• Should be individual organizations – could be offered to other organizations (fee for service)</li> <li>• MHCSA – fee for service</li> <li>• LEWs should facilitate or co-facilitate</li> </ul>
<b>Confidentiality/Boundaries</b>	<ul style="list-style-type: none"> <li>• <b>Leaders</b> (S&amp;G)</li> <li>• <b>LEW</b> (S&amp;G)</li> <li>• <b>Non-LE Case Managers , CSWs</b> (S&amp;G)</li> </ul>	<ul style="list-style-type: none"> <li>• Clarity of role, organisational expectations, Code of Conduct</li> <li>• Clarifies LEW purpose, choice of when/what/how/who re disclosure of own LE</li> <li>• Clarifies boundaries and limitation of roles and relationships (within workplace and between worker-participant)</li> </ul>	<b>ALL:</b> <ul style="list-style-type: none"> <li>• Core Training – regular, ongoing (will be different for Leaders)</li> <li>• Soon after employment (induction and orientation)</li> </ul> <b>LEWs ONLY:</b> <ul style="list-style-type: none"> <li>• Pre-employment – specific to utilizing LE skill set/own narrative</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face – in-house</li> </ul>	<ul style="list-style-type: none"> <li>• TAFE SA, RASA (Cert IV)</li> <li>• UCWPA ConexOz Peer Genesis</li> <li>• Some NGOs (e.g. MIFSA Foundation Training, HYP A Ethical Practice)</li> </ul>	<ul style="list-style-type: none"> <li>• RTOs (pre-employment for LEWs), facilitated by LEWs with support from NGO reps/MHCSA</li> <li>• NGOs (post-employment – relevant to the individual workplace context). Could be fee for service and opened to other organisations</li> </ul>
<b>Facilitator Training</b>	<ul style="list-style-type: none"> <li>• <b>LEW</b> (S&amp;G)</li> </ul>	<ul style="list-style-type: none"> <li>• Training co-design and facilitation skills</li> <li>• Facilitating groups</li> <li>• Meeting participation e.g. chairing</li> <li>• Adds value to role, organization</li> <li>• Professional development</li> </ul>	<ul style="list-style-type: none"> <li>• After employment (if fits with role and organisational need)</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face -(facilitator training</li> <li>• Shadowing - meeting training)</li> </ul>	<ul style="list-style-type: none"> <li>• SALHN RC facilitator training for LE facilitators</li> <li>• MIFSA/BCSA PWP had this</li> <li>• RTOs (Cert IV in Training)</li> <li>• UniSA (Dip/Degree)</li> <li>• WEA, community programs</li> </ul>	<ul style="list-style-type: none"> <li>• MHCSA (LEWP)</li> <li>• RTOs</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>• <b>Leaders</b> (TNA)</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting all staff through sector reform and organisational restructure</li> </ul>	<ul style="list-style-type: none"> <li>• Whenever change is proposed – early on</li> </ul>	<ul style="list-style-type: none"> <li>• Structured process</li> <li>• Consultation, involve staff</li> <li>• Ongoing process of information sharing and feedback</li> <li>• 'Small bites', not all at once</li> </ul>	<ul style="list-style-type: none"> <li>• NGOs in house (organisational specific)</li> </ul>	<ul style="list-style-type: none"> <li>• NGOs in house (organisational specific)</li> </ul>