

1) Volunteer to paid Lived Experience Worker

A volunteer, who has lived experience but no relevant qualification, wants to move into a paid Lived Experience role and obtain the Certificate IV in Mental Health Peer Work.

**How can the organisation support the person?
What does the journey look like?**

Things to consider:

- Cost and commitment of training
- Organisation's view of the Lived Experience role:
 - Motivation to recruit – part of Workforce plan? Required contractually – what level of support in policy?
 - Strengths or risk/illness view?
- Securing a commitment from both the person and the organisation:
 - If invest in person prior to recruitment, no guarantee they will stay with the organisation. Recruit first
 - Sign employment contract and commit to supporting the person to obtain the Certificate IV in Mental Health Peer Work
 - Co-payment from person (e.g. towards RPL process or undertaking study)

Pre and at Recruitment

- Implement LEWP NGO MH LEW Standards and Guidelines
- Policy reflects best practice regarding LEW
- Clarity of role (JD etc.)
- Understand peer work principles, values, practice, recovery
- Authentic approach
- Transparent process: Applications open to all volunteers; respectfully follow up with any volunteers whose application was not successful
- Ask applicants to have, be working towards or willing to work towards Cert IV in MH Peer Work
- Take into account assumed knowledge - own Lived Experience: some knowledge of mental illness, recovery, management, learning
- Strengths, skills, prior experience
- Interview questions include 'how will you use your LE in your role'? (Learnings into work practice)

Growing in the Role

- LEWP NGO MH LEW Standards and Guidelines well embedded
- Effective orientation and induction process
- Consultation with each LEW re organisation needs, team/program needs and person's strengths, skills
- Co-design JD (revisit more often than at contract renewal)
- Reasonable adjustments
- Education for all staff around LE expertise
- Support LEWs to obtain qualification if not done prior or RPL from non-LE MH qual to Cert IV in MH Peer Work: study leave, paid study; support to undertake RPL process; traineeship
- On the job non-accredited training: buddying/shadowing; regular – technical skills as well as LE specific; skills for career advancement e.g. leader
- Supervision, peer mentorship, mentorship: trauma informed; foster link with peer and other networks; create peer reflection opportunities
- Support LEW self-responsibility, growth: encourage regular self-care assessment and planning (Supervision conversation?); professional practice forward planning

Desired Outcome

- LEWP NGO MH LEW Standards and Guidelines well embedded: understood by all and regularly reviewed in consultation with LEW
- LEW has Cert IV in MH Peer Work
- Receives effective supervision: including LE skill set specific; engages in peer mentoring and reflection regularly
- Feels supported, valued, wants to stay and grow with organisation
- Receives ongoing professional development including lived experience skill set specific
- Supported to be driver of own self-care with support as needed and directed
- Feels confident, encouraged and supported to self advocate e.g. reasonable adjustments
- Working with organisation on growth and development – career advancement within organisation e.g. LE leadership

1) Volunteer to paid Lived Experience Worker

Example of RPL Process

	Volunteer Responsibilities	Organisational Support
Step 1	Gain experience in the workplace	<ul style="list-style-type: none"> • Assistance with obtaining DCSI check • Assistance with gaining Police Certificate • Training WH&S • Identify areas of knowledge
Step 2	Register through SATAC	<ul style="list-style-type: none"> • Provide assistance with applying for scholarships e.g. Wyatt • Provide scholarship from organisation
Step 3	Undertake course counselling Provide: <ul style="list-style-type: none"> • Copies of other qualifications • Statements of attainments Identify areas for credit transfer or RPL	
Step 4	RPL HLTWHS001: <ul style="list-style-type: none"> • Job description • Resume • Undertake RPL by providing examples of knowledge in the area 	<ul style="list-style-type: none"> • Assist to undertake health and safety workplace check and document • Allow volunteer to attend WHS meetings and obtain minutes
Step 5	Identify other areas of knowledge in relation to subjects and undertake RPL or attend study: <ul style="list-style-type: none"> • CHCPWK001 Apply peer work practices in the mental health sector • CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers • CHCPWK003 Apply lived experience in mental health peer work • CHCPWK004 Work effectively in consumer mental health peer work (consumers only) OR • CHCPWK005 Work effectively with carers as a mental health peer worker (carers only) • CHCPWK001 CHCLEG001 Work legally and ethically • BSBCHM401 Assessment Requirements for BSBCMM401 Make a presentation • CHCGRP001 Support group activities • CHCDIV001 Work with diverse people • CHCPRP003 Reflect on and improve own professional practice • HLTWHS006 Manage personal stressors in the work environment • CHCCCS003 Increase the safety of individuals at risk of suicide • CHCMHS007 Work effectively in trauma informed care • CHCMHS008 Promote and facilitate self- advocacy • CHCMHS011 Assess and promote social, emotional and physical wellbeing 	<ul style="list-style-type: none"> • Provide opportunity for work placement, supervision and mentoring
Step 6	Gain qualification CHC43515	

2) Non-Lived Experience Worker to Lived Experience Worker

A paid employee in a non-Lived Experience role wants to use their lived experience skill set in their work practice, and turn their position into a Lived Experience role. They have a Certificate IV in Mental Health but want to obtain the Certificate IV in Mental Health Peer Work.

**How can the organisation support the person?
What does the journey look like?**

Things to consider:

- Cost, commitment and availability of Lived Experience-specific training
- Organisation's view of the Lived Experience role:
 - Through risk/illness lens as opposed to strengths?
- Securing commitment from both person and organisation:
 - Recruit into new role first, sign contract and commit to supporting person to obtain qualification or
 - Co-payment from person (e.g. towards RPL process or undertaking study)
 - Support for person to stay in the role (return on investment)

Pre and at Recruitment

- Implement LEWP NGO MH LEW Standards and Guidelines
- Organisational policies –
- Disclosure AFTER being employed, when not disclosed in first instance
- Risk management vs. strengths/value-add focus?
- Protect PWs from bullying
- Culture of the organisation to work with PWs
- LE-specific Supervision structure in place (external if internal not an option)
- Embed Peer Mentor and network system within organisation: advisory group; advocacy; consultancy across organisation including organisational design; peer reflection; networking with LEW outside the organisation
- Clear JDs, expectations of LEW and organisation including limitations of role. Co-design change in job description to reflect changes/new peer work role. Formalise, value and recognise use of LE
- Interview questions include 'how will you use your LE in your role'? (Learnings into work practice)
- Remuneration: equal or greater due to value adding with LE skill set? Study support - consider return on investment
- Consult with the person – their needs, desires: Hours, days; study leave; support; remuneration; flexible working arrangements; JD, duties – co-design; other strengths and skills (fit with organisational responsibilities?); match to peer mentor; Enterprise Bargaining Agreement to formalise
- Career Pathways: LE valuable across organisation. Consider LE roles at all levels; opportunities for LEWs to advance including PD to achieve this

Growing in the Role

- LEWP NGO MH LEW Standards and Guidelines well embedded
- Peer Mentoring: matched with right person from start; regular contact; shadowing in role; progress feedback
- Peer Supervision as well as operational Supervision
- Peer Network active involvement
- PD opportunities within and outside the organisation – regular and ongoing, includes LE skill set specific
- PWs to sit on boards, committees, meetings
- Training for PWs in advocacy

Desired Outcome

- LEWP NGO MH LEW Standards and Guidelines well embedded: understood by all and regularly reviewed in consultation with LEW
- LEW has Cert IV in MH Peer Work
- PWs bring a valued/valuable perspective to the organisation
- Career pathways: equal opportunities for PWs providing person has the skills and abilities
- PWs valued by organisation in being able to undertake high level roles e.g. specialist, leadership

2) Non-Lived Experience Worker to Lived Experience Worker

Example of RPL Process

	Non-Lived Experience Worker Responsibilities	Organisational Support
Step 1	Identify that using lived experience is wanted and required	<ul style="list-style-type: none"> Identify areas of expertise and knowledge Adjust role to use lived experience
Step 2	Register through SATAC	<ul style="list-style-type: none"> Provide assistance with applying for scholarships e.g. Wyatt Provide scholarship from organisation
Step 3	Undertake course counselling Provide: <ul style="list-style-type: none"> Copies of other qualifications Statements of attainments Identify areas for credit transfer or RPL	
Step 4	RPL HLTWHS001: <ul style="list-style-type: none"> Job description Resume Undertake RPL by providing examples of knowledge in the area 	<ul style="list-style-type: none"> Assist to undertake health and safety workplace check and document Allow volunteer to attend WHS meetings and obtain minutes
Step 5	Identify other areas of knowledge in relation to subjects and undertake RPL or attend study All RPL requires evidence of: <ul style="list-style-type: none"> Job description Resume Statements of attainment CHCPWK001 Apply peer work practices in the mental health sector CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers CHCPWK003 Apply lived experience in mental health peer work CHCPWK004 Work effectively in consumer mental health peer work (consumers only) OR CHCPWK005 Work effectively with carers as a mental health peer worker (carers only) CHCPWK001 CHCLEG001 Work legally and ethically BSBCHM401 Assessment Requirements for BSBCMM401 Make a presentation CHCGRP001 Support group activities CHCDIV001 Work with diverse people CHCPRP003 Reflect on and improve own professional practice HLTWHS006 Manage personal stressors in the work environment CHCCCS003 Increase the safety of individuals at risk of suicide CHCMHS007 Work effectively in trauma informed care CHCMHS008 Promote and facilitate self- advocacy CHCMHS011 Assess and promote social, emotional and physical wellbeing	<ul style="list-style-type: none"> Provide opportunity for work using lived experience, supervision and mentoring Provide third party reports for RPL evidence Provide the opportunity to grow the lived experience role
Step 6	Gain qualification CHC43515	

3) Experienced Lived Experience Worker, to Lived Experience Worker with Certificate IV in Mental Health Peer Work

A paid Lived Experience Worker, who has many years' experience, has the Certificate IV in Mental Health but wants to obtain the Certificate IV in Mental Health Peer Work.

**How can the organisation support the person?
What does the journey look like?**

Things to consider:

- Share work placements across organisations with “swaps” between organisations for students
- MHCSA: maintain a list of organisations willing to provide work placements (as a resource to RTOs)
- Organisational Workforce Development Plans include Lived Experience Workforce
- Ensure PW has enough time to complete job duties and studies
- Ongoing professional development and support – open to networking with another agency/NGO if this is needed and not available in person's own organisation (being open for PW to liaise with other organisation if need e.g. LEWP)

Pre and at Recruitment

- Implement LEWP NGO MH LEW Standards and Guidelines
- Organisation commitment to peer work
- Consideration of hours of work: flexibility, whether work would support person: unpaid study leave, paid study leave
- Be clear about internal peer work training options and expectations
- Consider pay increase when course completed
- Potential to promote to other PWs
- Clear job descriptions and criteria that include LE, so it is clear why people need certain capabilities
- Supervisor supporting and fully understanding what requirements are needed to complete the course, and the relevance to the peer work role vs generic MH qualification
- Offer training scholarships, % subsidised towards cost of course or alternatives
- Discussion: RPL process. Inform person of opportunity. Who would be responsible, what support would be provided?
- Existing LE staff on interview panel

Growing in the Role

- LEWP NGO MH LEW Standards and Guidelines well embedded
- Support RPL process, evidence
- Organisation's understanding of RPL and evidence
- Consideration: MHCSA developing RPL guidelines/support, help to navigate this process
- Making sure study leave is easy, accessible to transport
- Leadership Training for both manager and LEW
- Continued support to complete course
- Stick to commitments made pre-employment
- Encourage attendance and completing activities
- Supervision support
- Connect peer worker to Peer Reflection Group, LE Supervision, LE mentor
- Support person to participate in LE networks, groups e.g. LEWP
- Explore how the peer work role can grow within the organisation
- Change of role title and all accompanying documentation e.g. email signature

Desired Outcome

- LEWP NGO MH LEW Standards and Guidelines well embedded: understood by all and regularly reviewed in consultation with LEW
- LEW has Cert IV in MH Peer Work
- Organisation has qualified LE staff member
- Greater understanding around supervision, RPL process
- Streamlined process that is easy to navigate for both worker and organisation
- Opportunities to promote LE roles/duties to whole organisation
- Increased number of LE roles offered ('Why not a peer worker?')
- Increase in remuneration!
- Support further study
- Ability to represent on organisation board or other organisation's board
- Open communication between LEW and Supervisor – regular
- Peer Workforce Team developed within organisation

3) Experienced Lived Experience Worker, to Lived Experience Worker with Certificate IV in Mental Health Peer Work

Example of RPL Process

	Lived Experience Worker Responsibilities	Organisational Support
Step 1	Identify that gaining qualification is required	<ul style="list-style-type: none"> Identify areas of expertise and knowledge
Step 2	Register through SATAC	<ul style="list-style-type: none"> Provide assistance with applying for scholarships e.g. Wyatt Provide scholarship from organisation
Step 3	Undertake course counselling Provide: <ul style="list-style-type: none"> Copies of other qualifications Statements of attainments Identify areas for credit transfer or RPL	
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Step 6	Gain qualification CHC43515	