

## LIVED EXPERIENCE WORKFORCE PROGRAM (LEWP)

### *Fee for Service Mental Health Peer Supervision*

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#### Background Reading

This document should be read in conjunction with the LEWP Mental Health Peer Supervision Framework, which provides an understanding of the purpose and scope of peer supervision and how it can work alongside line management supervision.

To download a copy, visit our website: <https://www.mhcsa.org.au/toolkit/>

#### Meeting a Need: LEWP fee-for-service peer supervision

The LEWP team consists of two part-time positions that make up 1.0FTE: a Program Manager and Senior Project Officer, both lived experience positions. The program team has the skills, qualifications and experience to deliver effective peer supervision but not the capacity.

LEWP, with our Reference Group and others who support our work, has co-designed fee-for-service peer supervision that can help meet the needs of the mental health Lived Experience Workforce, address workplace challenges and close the lived experience-specific supervision gap.

Together we have identified qualified Lived Experience Workers who are well versed in current best practice, have demonstrable leadership skills and who understand, through extensive experience, how to use the lived experience skill set in practice in line with the values and principles of Peer Work.

We hope to develop training for peer supervisors in future, to increase our pool of available external supervisors and generate opportunities for access to internal peer supervision within organisations. We will be consulting with the sector in order to identify Lived Experience Workers who are experienced and who are demonstrating leadership strengths and skills that their organisations may wish to develop.

#### Cost

All costs include Peer Supervisor's time, any travel and administration costs and will be invoiced +GST.

#### Individual supervision - 60 minutes

- Face-to-face \$160.00
- Telephone \$120.00

#### Group supervision – 90 minutes (max. 10 people per session)

- Face-to-face \$370.00

### What you can expect

- Access to a highly skilled Peer Supervisor
- Tailored peer supervision - negotiated between the contracting organisation/individual and the Supervisor (e.g. group, individual, frequency etc.)
- Professional and consistent service delivery, in line with the principles and values of Peer Work, the values of the LEWP/Mental Health Coalition of SA (MHCSA) and the LEWP Mental Health Peer Supervision Framework
- Peer Supervisor covered by MHCSA's policies and procedures, Public Liability and Professional Indemnity cover
- Periodic evaluations, led by LEWP, to measure the relevance and effectiveness of the peer supervision service, process and impact
- Periodic reports to provide evidence on number of sessions and hours delivered, number of people supervised and Supervisee experience

### What we expect from you

- Peer Supervisors made to feel a welcome part of your team and treated with professional courtesy
- Participation in periodic evaluations, led by LEWP, to measure the relevance and effectiveness of the peer supervision service, process and impact
- Commitment to engaging with peer supervision as scheduled. Cancellations with less than 24 hours' notice will result in full payment being charged

### Legal matters

Our Peer Supervisors are sub-contractors to the MHCSA. They are covered by and will operate within our policies and procedures, Public Liability and Professional Indemnity cover. Information recorded during Peer Supervision sessions will be stored at the MHCSA in accordance with organisational policies and procedures and relevant legislation. Peer Supervisors operate in line with the LEWP Mental Health Peer Supervision Framework, which can be downloaded at <http://www.mhcsa.org.au/toolkit/>

Peer Supervisors are responsible for negotiating bookings and managing their workload.

Organisations engaging Peer Supervisors will be asked to sign a contract agreeing to the terms and conditions as outlined in this document.

### Support provided by LEWP

The LEWP team will provide all documentation and tools to support effective delivery of peer supervision. Peer Supervisors will also receive regular mentoring from the LEWP Senior Officer and have access to the resources of LEWP and the MHCSA. LEWP is committed to developing and growing the pool of Peer Supervisors, through access to appropriate professional development opportunities.

## Supporting tools

LEWP has co-designed tools based on current best practice, to support the delivery of effective peer supervision. Peer Supervisors have access to these and other resources of the MHCSA; they will provide any documents required to deliver peer supervision to individuals or groups.

Peer supervision is only one element of best practice. To provide a secure foundation for implementing, supporting and growing your Lived Experience/Peer Workforce, we strongly recommend organisations undertake a self-assessment process using our NGO Mental Health Lived Experience Workforce Standards and Guidelines. Three versions have been co-designed to suit the unique needs of organisations:

- Mainstream/LGBTIQ Mental Health Lived Experience Workforce
- Aboriginal Mental Health Lived Experience Workforce
- CALD Mental Health Lived Experience Workforce

Each version, along with an Action Plan template, can be downloaded by visiting our website: <http://www.mhcsa.org.au/toolkit/>

Please contact LEWP for support with implementation.

## Meet Our Current Peer Supervisor

### Heather Nowak

Heather holds a passion for using her lived experience to inform future planning and design and delivery of services, to ensure that the journey for current and future consumers and their carers is made as smooth as possible, to enable optimal recovery outcomes and ultimately reduce suicide.

Having been a consumer of mental health services during the past 35 years, Heather has experienced many of the difficulties faced by consumers residing in both metropolitan and particularly regional areas.



Working as a Peer Worker in the Personal Helpers and Mentors (PHaMs) program, both in metropolitan Adelaide and regionally in the South East, Heather has gained extensive experience in the peer role and valuable knowledge around many of the issues and challenges faced by Peer Workers.

Heather participated in the development of the National Qualification for Peer Workers and assisted in co-designing the resources for Certificate IV Mental Health Peer Work. As one of



the National Peer Champions, Heather was fortunate to gain the qualification and work with the SA Mental Health Coalition to bring the qualification to SA. Heather has trained the certificate in NSW with the Mental Health Coordinating Council and established/delivered the qualification through TAFE SA since 2016.

Heather is a member of the National Consumer and Carer Forum and was an inaugural member of the National Consumer and Carer Register. Heather was the senior Peer Consultant for the Community of Peers Project and also provides consumer representation on the Australian Commission on National Safety and Quality in Health Care Mental Health Reference Group, the General Practice Mental Health Standards Collaboration and the National Mental Health Commission Peer Workforce Development Guidelines Steering Committee. Heather is also a member of the Beyond Blue Speakers Bureau and Blue Voices.

In 2011, Heather's dedication and relentless hard work was recognised when she was awarded the Dr Margaret Tobin Award, for outstanding contribution to improvements for people with, or at risk of developing, a mental illness.

### **Booking Peer Supervision**

To negotiate arrangements and formalise an agreement for peer supervision, please contact our Peer Supervisor directly.

**Heather Nowak:** 0407 796 800 [heather.nowak@mhcsa.org.au](mailto:heather.nowak@mhcsa.org.au)

### **Contact LEWP**

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