

# Lived and Living Experience Workforce (LLEW) Development Project

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# Acknowledgment of Country

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WE ACKNOWLEDGE THE WURUNDJERI WOI WURRUNG PEOPLE OF THE KULIN NATION AS THE TRADITIONAL OWNERS OF THE LAND ON WHICH WE MEET TODAY AND PAY OUR RESPECT TO THE ELDERS PAST, PRESENT AND EMERGING.

# Recognition of Lived Experience

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WE RECOGNISE AND VALUE THE KNOWLEDGE AND WISDOM OF PEOPLE WITH LIVED EXPERIENCE, THEIR SUPPORTERS AND THE PRACTITIONERS WHO WORK WITH THEM. WE CELEBRATE THEIR STRENGTHS AND ACKNOWLEDGE THE IMPORTANT CONTRIBUTION THAT THEY MAKE TO THE DEVELOPMENT AND DELIVERY OF HEALTH AND COMMUNITY SERVICES.



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# About the Alliances

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# Role of the Mental Health Alliances

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## **VISION**

The communities we serve receive person-centred, timely and flexible mental health and wellbeing support through effective regional service coordination.



## **PURPOSE**

To enhance service integration and communication so that communities can access responsive and appropriate mental health, AOD and wellbeing support.



## **AIMS**

- Improve, support and promote safe, recovery-focused, person-centered and collaborative practices across mental health sector.
- Promote structured and coordinated Lived Experience Leadership, and workforce development models.
- Support members to navigate mental health system reforms.
- Provide platform for consultation and information sharing.

# Mental Health Alliances Priorities

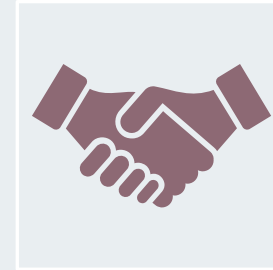
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**Mental health sector reform**



**Lived and living experience  
workforce development**



**Collaboration and  
coordination**



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# LLEW Capability Development Project

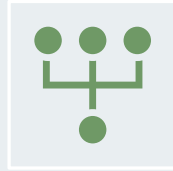
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# Why focus on the LLEW?

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Services to be designed, led and delivered by people with lived experience.



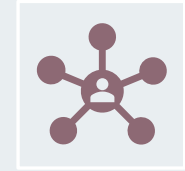
LLEW support systems and capacity building activities still emerging.



LLEW turnover and shortages one of the challenges faced by local organisations.



Different levels of maturity in supporting LLEW.



Need for platform to bring LLEW together locally.



# Project objectives

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**The purpose of this project is to support and build capability of the local LLEW across different disciplines and sectors.**



**Providing networking opportunities**



**Supporting orientation to the region**



**Advocating for better access to LLEW specific training**

# LLEW-centered design approach

Human-centered design process led by LLEW Working Group members over three workshops.



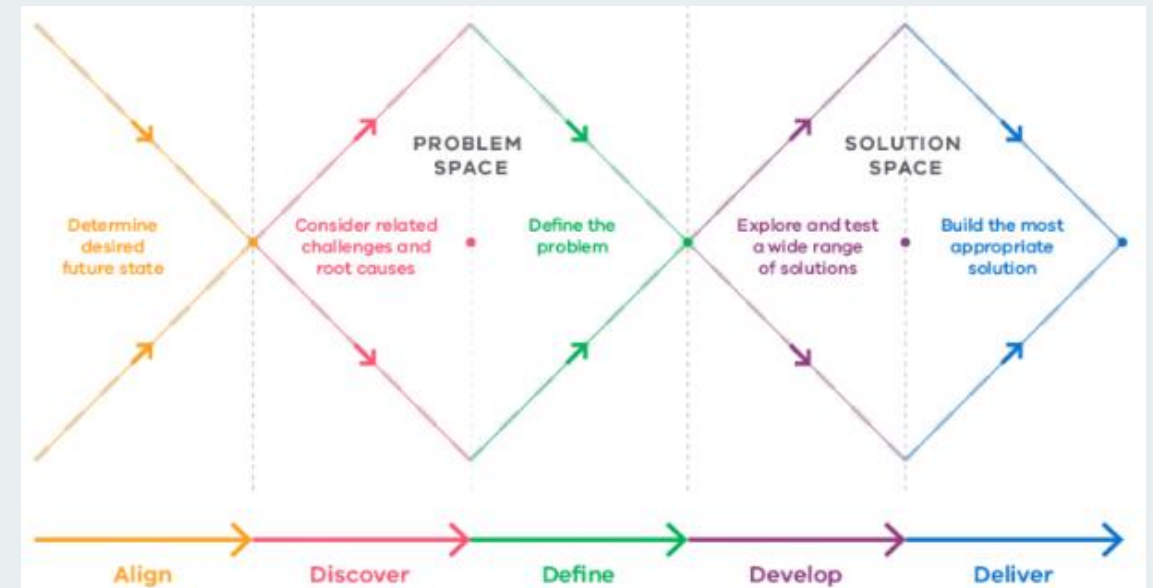
**Define a problem**



**Brainstorm the solutions**



**Develop key activities**



# Identified challenges for LLEW

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**Access to networking**

**Access to training**

**Access to supervision**

**Knowledge about local services**

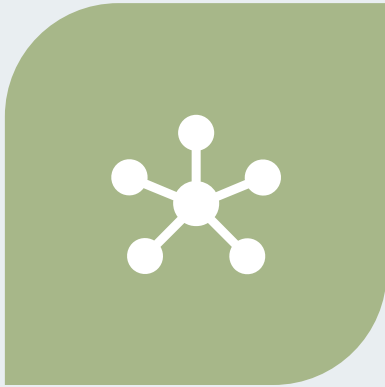
**Support for entry level workforce**

**Organisational readiness and support from leadership**

**Role definition**

# Solutions

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**LLEW Network**



**LLEW survey and report**



**LLEW “Networking with  
purpose” Forums**



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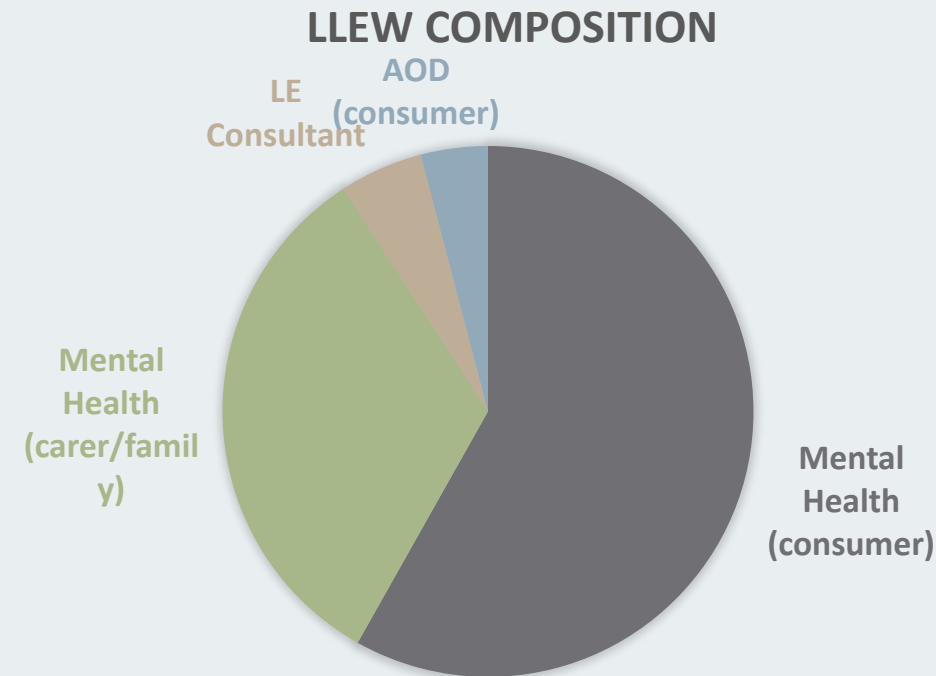
# Project outputs

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# Key findings from LLEW survey



Only 4% of LLEW are in AOD roles despite significant co-occurring overlap.  
Need for better recognition and funding for AOD Peer Work.



# Key findings from LLEW survey

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## TOPICS OF INTEREST



Self-care



Workforce  
integration



LLEW  
Leadership/Career  
progression



Capability building  
e.g. group facilitation



Role definition/scope



Equity of  
remuneration

# Key workforce gaps

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Specific training (e.g. Intentional Peer Support training, supervision training and LE leadership)

Training in general skills and knowledge such as suicide prevention

Access to LE-specific supervision, provided by a LLE worker

Availability of trained LLE supervisors/mentors


Networking and communities of practice that link LLEW to a broader network.

Career progression opportunities and leadership positions.



# LLEW network

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**NEMHSCA**  
NORTH EAST MENTAL HEALTH SERVICE COORDINATION ALLIANCE

**EMHSCA**  
Eastern Mental Health Service Coordination Alliance

## Lived and Living Experience Workforce Network

Creating a space for mutual support, collaboration, learning and skill development.



Welcoming anyone who works in a Lived and Living Experience role in mental health, AOD, harm reduction, gambling or suicide prevention sectors in the north east, inner east and outer east regions of Melbourne.



# Recommendations

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<b>Acknowledge</b>	Acknowledge co-occurring mental health and substance use experiences in role definitions.
<b>Enhance</b>	Enhance understanding of integrated care across sectors.
<b>Fund and integrate</b>	Fund and integrate AOD peer worker positions.
<b>Increase</b>	Increase positions for Intentional Peer Support training.
<b>Improve</b>	Improve access to supervision training.
<b>Foster</b>	Foster joint networking opportunities between Mental Health and AOD sectors



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# Successes, challenges and lessons learned

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# Successes

*I love the fact that we've joined lots of small communities together to make a new community.*

*You provided me a safe and collaborative space where I opened up comfortably and shared my thoughts and hopes for the future.*

*It's great to see what other workers are doing in their orgs. Some LLEW are isolated and not getting a lot of guidance within their own orgs.*

*I think the feedback from the last forum was considered this time round. We had input into the forward planning and this made a difference.*

*All the different peer disciplines and perspectives come together – AOD, mental health, gambling, consumer, family/carer. IT FEELS LIKE HOME.*

*Today, I took home a few phone numbers and the possibility to work with others who share my passion.  
Thank you!*

*It feels great to be part of a working group that actively responds to the needs and feedback of the workforce and I look forward to continuing to being a part of this.*

*As a peer worker, I get to see the leaders, different to my own leaders. There are pathways for workers too.*

# Challenges

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## **Time/Permission to attend**

*I have a large caseload and my supervisor isn't super supportive of me taking time away from the office. I would love to be able to feel confident to have a discussion with them about the benefits of this kind of event, and how it helps with my self-care to step away from my computer.*

## **Travel**

*Everyone wanted to meet up in person to chat and get to know each other and put faces to names. But I can't always travel too far from the office.*

## **Bringing everyone together**

*It can be difficult to bring together a part time workforce who work across such a large region. Plus, the people in other catchments miss out!*

## **Maintaining engagement**

*How do we continue to keep engagement high? How do we find topics that cater to everyone's needs?*

## **Competing priorities**

*People are making time for these forums because they really value them. But there are a lot of competing networks and alliances, and it can be hard to find the time in the day to attend all these different events.*



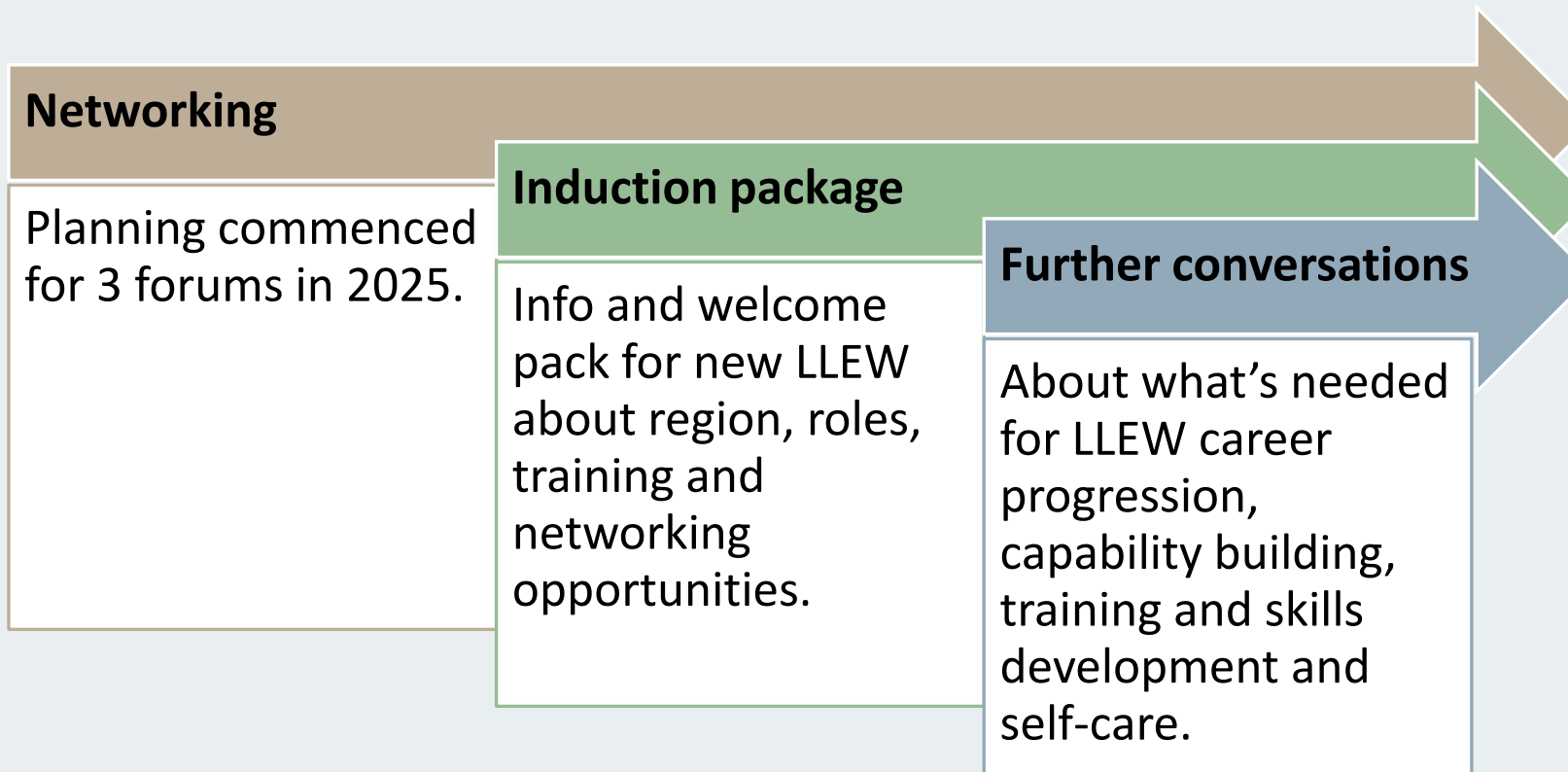
# Lessons learnt

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Initial needs assessment	<i>It's important to scope and map the existing workforces, survey the LLEW to find out who's out there, invite them to be involved and listen to their needs.</i>
Create authorizing environment	<i>Get managers/leaders on board and interested. Remove the barriers to peer attendance. Provide managers with benefits so they understand the importance of networking for peers.</i>
Dedicated coordinator	<i>High level organisational skills are needed to manage the network, plan for events and organise the event.</i>
Focus on relationships	<i>Don't underestimate the relational aspect of peer work. Personal connections within the workforce are really valuable.</i>
Provide time for networking	<i>I'd ask for more time with everyone but that's just a sign of how wonderful this is.</i>
Continuous improvement	<i>Act on the feedback given, make sure any feedback is taken seriously.</i>
Keep the workforce in the region	<i>Ensure that local knowledge is not lost if someone leaves the network or leaves their peer position.</i>

# Where to from here?

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# Get in touch

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