



LIVED EXPERIENCE WORKFORCE PROGRAM

Fee-for-service Peer Supervision Overview

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://mhcsa.org.au/lived-experience-workforce-program/>

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 have developed training for Peer Supervisors which was piloted in February 2021. It is our aim to increase our pool of available external supervisors and generate opportunities for access to internal peer supervision within organisations. Details of future training sessions will be shared via mail out and our website when scheduled.

Cost

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

Individual supervision - 60 minutes

- Face-to-face (including Zoom/Zoom/another online platform) \$160.00
- Telephone \$120.00

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

- Face-to-face (including Zoom/Zoom/another online platform) \$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

What We Expect From You

- Peer Supervisors made to feel welcome and treated with professional courtesy
- Commitment to engaging with peer supervision as scheduled. Cancellations with less than 24 hours' notice will result in full payment being charged
- For organisations: Line Management support of Peer Workers engaging in peer supervision, to progress actions and outcomes arising from peer supervision sessions e.g. professional development needs

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 our website (refer page 1 for link). Organisations engaging Peer Supervisors will be asked to sign a contract agreeing to the terms and conditions.

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

Support Provided by LEWP

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 Supervisors receive regular mentoring from the LEWP Senior Project Officer and have access to the resources of LEWP and the MHCSA.

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. Please contact LEWP for support with implementation.

Meet Our Peer Supervisors

Robyn Miller



Robyn is an independent training provider for 'Mental Health & Wellbeing Training Solutions' and is a lecturer for TAFE SA teaching the Certificate IV in Mental Health Peer Work qualification. Robyn has over 15 years' experience in the Mental Health Sector and has previously been employed in Education, Training and Peer Specialist roles for both Government and Non-Government Organisations.

Robyn has a fundamental understanding of Peer Work and the application of Peer Work values and principles in practice. She is also a 'Master' Instructor with Mental Health First Aid Australia, with accreditations to deliver a suite of Mental Health First Aid courses.

Her extensive work experience along with her lived experience, provides a unique understanding and powerful insight into the strengths and expertise that can come from mental distress and recovery.

Emma Temple-Heald

Emma (she/her, they/their) is a passionate Peer Worker in the mental health sector, an emerging leader in lived experience advocacy and representation, and has been a member of multiple codesign projects, governance and reference groups.



Starting their journey in peer work more than 2 years ago, Emma understands the challenges Lived Experience and Peer Workers are facing as the sector landscape changes rapidly. One of their biggest motivators is to support the empowerment of Lived Experience and Peer Workers to lead change within their organisations, in line with best practice standards, by ensuring they have access to safe, peer-led, lived experience practice-focussed supervision that sits alongside their line management supervision.

Emma has participated in a diverse range of lived experience-related professional development opportunities such as Emotional CPR (eCPR), leadership and governance workshops, and has co-facilitated LGBTQIA+ cultural awareness training and lived experience advocacy and representation.

They are a proud member of the LGBTQIA+ community and are especially passionate about continually improving their intersectionality, learning how to decolonise their work practices and ensuring they engage in a compassion focussed and trauma-sensitive way. Emma hopes to provide diverse support through their combined experiences of mental distress since youth, recovery journey as a working adult, someone who both provides and receives support from mental health services and their knowledge of systems and structures.

Building networks and connections has been a strong pillar of support and professional growth for Emma and they hope to be able to build upon this whilst also supporting other people to join the expanding community of Lived Experience and Peer Workforce.

Emma feels grateful to be offering Peer Supervision with the view that it will be a co-created process with shared power, as well as learning and empowerment for all.

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 Supervisors directly.

Robyn Miller: robyn.miller@mhcsa.org.au

Emma Temple-Heald: emma.temple-heald@mhcsa.org.au

Heather Nowak: 0407 796 800 or heather.nowak@mhcsa.org.au

Contact LEWP

Lizzie Graham – Senior Project Officer

lizzie.graham@mhcsa.org.au

0434 920 745 (Mon-Thurs)

Belinda Brown – Program Manager

belinda.brown@mhcsa.org.au

0423 213 080 (Mon-Thurs)