

LIVED EXPERIENCE WORKFORCE PROGRAM (LEWP)

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 Lived Experience practice 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

LEWP is tasked with leading the development of the Lived Experience/Peer workforce (here on referred to as 'Lived Experience workforce'), in the non-Government NGO mental health sector in SA. Our team consists of two part-time positions that make up 1.0FTE: a Program Manager and Senior Project Officer; both are designated Lived Experience positions. Our team has the skills, qualifications and experience to deliver effective peer supervision but not the capacity.

The LEWP Reference Group supports all aspects of our work and has co-designed fee-for-service peer supervision that can help meet the needs of the mental health Lived Experience workforce. The service designed to 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 Lived Experience work.

We also co-designed 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 associated administration costs and will be invoiced +GST.

Individual supervision - 60 minutes

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

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

- Face-to-face (including Zoom/another online platform) \$370.00

What You Can Expect

- Access to a highly skilled Peer Supervisor who has experience in Peer Supervision and in Lived Experience work service delivery within the NGO context

- Tailored peer supervision to meet your identified needs (e.g. group, individual, timeslot etc.), negotiated by agreement between the contracting organisation/individual and LEWP, who will facilitate connection with a suitable Peer Supervisor
- Professional and consistent service delivery, in line with the National Lived Experience (Peer) Workforce Development Guidelines, the principles and values of Lived Experience work, the values of the LEWP/Mental Health Coalition of SA (MHCSA), the LEWP NGO Mental Health Lived Experience Workforce Standards and Guidelines and the LEWP Mental Health Peer Supervision Framework
- Peer Supervisors who operate within MHCSA's policies and procedures and are covered by our 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: management support for Peer Workers to engage in peer supervision, and to work together with Line Managers to progress actions and outcomes arising from peer supervision sessions e.g. professional development needs

Legal Matters

Our Peer Supervisors may hold other roles but for the purposes of this service, they operate as 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 and individuals requesting peer supervision will be asked to sign an Agreement, agreeing to the terms and conditions of this service. LEWP is the organisation/individual's contact to discuss engaging in peer supervision, facilitate connection with a Peer Supervisor and to discuss any matters arising at any stage; from there, Peer Supervisors are responsible for negotiating bookings and managing their schedule and 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, to be used for the purposes of delivering peer supervision on behalf of the MHCSA. LEWP is also available to discuss any concerns or questions you have about peer supervision or your supervisor.

Peer supervision is only one element of best practice. To provide a secure foundation for implementing, supporting and growing your Lived Experience 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. LEWP is able to support you with implementation. We also offer professional development activities for Line Managers and Lived Experience workers. <https://mhcsa.org.au/lived-experience-workforce-program/>

Booking Peer Supervision

To talk about your peer supervision needs, **please contact Lizzie Graham, Senior Project Officer, LEWP** lizzie.graham@mhcsa.org.au or 0434 920 745 (Mon-Thurs).

Meet Our Peer Supervisors

Em Temple-Heald



Em (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, Em 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.

Em 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. Em 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 Em 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.

Em 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.

Robyn Miller



Robyn is an independent training provider for 'Mental Health & Wellbeing Training Solutions' and is Co-founder of 'Mental Health Peer Work Solutions'. She has been a lecturer for TAFE SA teaching the Certificate IV in Mental Health Peer Work qualification and has 17 years' experience in the Mental Health Sector predominantly employed in Education, Training and Peer Specialist roles for both Government and Nongovernment 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.

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 from 2016 to 2021. Heather is Co-founder of 'Mental Health Peer Work Solutions' who provide a range of services and training opportunities to support the peer work sector throughout Australia.

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.