

National Lived Experience Commissioned Service Provider Stocktake Survey 2024



**Mental
Health
Lived
Experience
Engagement
Network**

Thank you for completing this survey.

The National Primary Health Network (PHN) Mental Health Lived Experience Engagement Network (MHLEEN) has undertaken an annual Lived Experience Stocktake Survey since 2018.

To effectively complete this survey respondents will need to have access to a range of information including detailed Lived Experience Workforce data (such as employment arrangements, salary, FTEs, job roles, training, membership of key governance committees, case studies of Lived Experience Participation, policies and procedures etc).

Please designate a manager who has access to all of the required information to complete this survey

A copy the survey questions is attached to assist you in gathering relevant data before completing the online survey.

It is estimated this survey should take approximately 45 minutes to complete depending on the level of detail you wish to provide.

The closing date for the survey is Wednesday 4 September 2024. For any questions related to the stocktake survey please contact:

E: mhleen@brisbanenorthphn.org.au T: 07 3490 3417

Section 1: Survey Respondent Details

The following set of questions relate to the person completing the survey

Name of provider organisation

(Required)

Name of person completing this survey

(Required)

Position of person completing this survey

(Required)

Contact phone number

(Required)

(Required)

Contact email address

(Required)

Section 2: PHN commissioned services

The following set of questions relate to commissioned services that your organisation provides.

Which PHNs are commissioning your organisation to provide mental health, suicide prevention, alcohol and other drugs programs?
(select all that apply)

(Choose all that apply)

- Adelaide
- Australian Capital Territory
- Brisbane North
- Brisbane South
- Central and Eastern Sydney
- Coordinare South Eastern NSW
- Country SA
- Country to Coast QLD
- Country WA
- Darling Downs and West Moreton
- Eastern Melbourne
- Gippsland
- Gold Coast
- Hunter New England and Central Coast
- Murray
- Murrumbidgee
- Nepean Blue Mountains
- North Coast
- Northern Territory
- Northern QLD
- Northern Sydney
- North Western Melbourne
- Perth North
- Perth South
- Southeastern Melbourne
- South Western Sydney
- Tasmania
- WentWest Western Sydney
- Western NSW
- Western QLD

- Western QLD
 Western Victoria

What commissioned service delivery/programs do you provide? (select all that apply)

(Choose all that apply) (Required)

- Headspace
- Psychological Therapies – for hard to reach people
- Head to Health
- Youth Severe
- Safe Spaces
- Suicide Prevention – Indigenous
- Suicide Prevention – General
- Alcohol and Other Drugs
- Way Back Support Service
- Early Psychosis Youth Service
- Low Intensity/Early Intervention Services
- Group Therapy
- Digital Mental Health (telehealth, online service)
- Clinical Care Coordination
- Community Campaigns
- Child Youth Specific Programs
- Initial Assessment and Referral
- Older/Aged Specific Programs
- Aboriginal Torres Strait Islander Specific Services
- LGBTQIA+ Specific Services
- Culturally and Linguistically Diverse Specific Services
- Other (please specify)

What areas of commissioned service delivery/programs are Lived Experience (peer) worker (employees) involved in your organisation?
(Select all that apply)

(Choose all that apply) (Required)

- Headspace
- Psychological therapies – for hard to reach people
- Head to Health
- Youth severe
- Safe Spaces
- Suicide Prevention – Indigenous
- Suicide Prevention – General
- Alcohol and other drugs
- Way Back Support Service
- Early psychosis youth service
- Low intensity/early intervention services
- Group therapy
- Digital mental health (telehealth, online service)
- Clinical care coordination
- Community campaigns
- Child youth specific programs (other than headspace)
- Initial Assessment and Referral
- Older/aged specific programs

- Over/ageu specific programs
- Aboriginal Torres Strait Islander specific services
- LGBTQIA+ specific services
- Culturally and Linguistically Diverse specific services
- Other (please specify)

Has your organisation undertaken any evaluation/review of Lived Experience engagement activities and/or Lived Experience (peer workforce) commissioned services?

(Choose any one option) (Required)

- Yes
- No

Answer this question only if you have chosen Yes for Has your organisation undertaken any evaluation/review of Lived Experience engagement activities and/or Lived Experience (peer workforce) commissioned services?

If 'yes' please provide details:

(Required)

Answer this question only if you have chosen No for Has your organisation undertaken any evaluation/review of Lived Experience engagement activities and/or Lived Experience (peer workforce) commissioned services?

If 'no': What is the reason you do not undertake evaluation?

(Choose any one option) (Required)

- It is not a requirement of the contract/s
- Other barrier/s (please specify)

Section 3: Lived Experience (peer) workforce

The following set of questions relate to people with Lived Experience in your organisation. In this section, some questions have been asked specifically in relation to either Lived Experience peer workforce employees or Lived Experience consumer & carer representatives

Total number of Lived Experience (peer) workforce employees?

(Required)

Please list the position title held by each role - (e.g. Lived Experience peer worker, Lived Experience coordinator)

(Required)

Please list the classification level held by each role (e.g. Level 1, 2 etc)

(Required)

Please list the full time equivalent (FTE) held by each role?

(Required)

Please list the reporting relationship for each role (e.g. position the role reports to)?

(Required)

Lived Experience peer workers direct service delivery - salary range (FTE per annual)

(Choose any 7 options) (Required)

- <\$50 000
- \$50 000 - \$60 000
- \$61 000 – \$70 000
- \$71 000 - \$80 000

- \$81 000 - \$90 000
- >\$91 000
- No Peer Support Workers

Lived Experience coordinator positions (supporting peer teams) - salary range (FTE per annual)

(Choose any 7 options) (Required)

- \$50 000 - \$60 000
- \$61 000 - \$70 000
- \$71 000 - \$80 000
- \$81 000 - \$90 000
- \$91 000 - \$100 000
- >\$100 000
- No PLE Coordinator positions

Lived Experience manager/executive level positions - salary range (FTE per annual)

(Choose all that apply) (Required)

- <\$60 000
- \$61 000 - \$70 000
- \$71 000 - \$80 000
- \$81 000 - \$90 000
- \$91 000 - \$100 000
- \$101 000 - \$110 000
- >\$111 000
- No PLE Manager/Executive positions

What specific training does your organisation provide/access for designated Lived Experience peer work roles (employees)? (Select all that apply)

(Choose all that apply) (Required)

- Ongoing professional development as with all staff
- Cert IV Mental Health Peer Work (mandatory pre-employment requirement)
- Peer Workforce Training Program (e.g. Cert IV an option upon employment)
- Lived Experience/Consumer Engagement/Advocacy training
- Cultural sensitivity training
- Alternative to suicide training program e.g. Alt2Su
- Lived Experience leadership
- Peer supervision
- Peer mentoring
- Community practice for peer workers
- Restrictive practice legislation and guidelines
- Mental Health first aid
- Team leader/manager training
- NSQHS standards (primary aim of the standards are to protect the public from harm and to improve the quality of health service provision)
- Mental health Lived Experience engagement frameworks/guidelines
- Lived Experience workforce guidelines
- Ongoing capacity building training programs
- No specific training
- Other (please specify)

Total number of people with Lived Experience peer workforce consumer or carer representatives?

(Required)

What training does your organisation provide to Lived Experience representatives (consumers or carers)? (select all that apply)

(Choose all that apply) (Required)

- Induction and orientation
- Lived Experience/Consumer Engagement/Advocacy training
- Cultural sensitivity training
- Alternative to suicide training program e.g Alt2Su
- Lived Experience Leadership
- Restrictive Practice Legislation and Guidelines
- Mental Health First Aid
- NSQHS Standards (User guide for health services providing care for people with mental health issues)
- Mental Health Lived Experience Engagement Frameworks/Guidelines
- Lived Experience workforce guidelines working effectively on committees
- Ongoing capacity building training programs
- No specific training
- Other (please specify)

What (if any) sitting fee/honorarium do Lived Experience representatives partnering with your organisation receive for participating in engagement activities? (Select all that apply)

(Choose all that apply) (Required)

- No sitting fee or honorarium
- Sitting on committees
- Contributing to codesign activities (i.e. policy review, service/program development)
- Providing Lived Experience/Consumer led training
- Participating as Lived Experience representatives in audits/evaluations
- Participating in other involvement and engagement activities (e.g. focus groups/workshops etc)
- Other/s (please specify)

What (if any) engagement activities are not paid a sitting fee/honorarium in your organisation?

(Required)

What other activities do people with Lived Experience, those in both Lived Experience (peer) workforce roles and Lived Experience representative (consumer and carer) roles hold? (select all that apply)

(Choose all that apply) (Required)

- Lived Experience speakers, trainers, educators (for staff training)
- Lived Experience speakers, trainers, educators (for consumer representative training)
- Lived Experience researchers/evaluators
- Lived Experience internal auditors/reviewers
- Tender assessment panels
- Research advisory committees/working groups
- Staff recruitment panels
- None of these roles
- Others (please specify)

Section 4: Integration of Lived Experience Engagement

The following questions relate to your organisation's preparedness for, and integration of, partnering with People with Lived Experience.

What policies and/or procedures in your organisation specifically refer to/relate to Lived Experience Engagement? (Select all that apply)

(Choose all that apply) (Required)

- Consumer/Carer Engagement policies and procedures
- Diversity and Inclusion policy and processes
- PHN Lived Experience Engagement Framework/Action Plan
- Lived Experience Representative Role Description
- Carer Representative Role Description
- Induction/training program materials
- Sitting Fee/Honorarium policy and procedures
- Lived Experience membership/responsibilities in committee Terms of References
- Consumer Advisory Committee Action Plans
- Register of consumer driven safety actions/quality improvements
- Other (please specify)

Does your organisation include People with a Lived Experience and/or Carer Representatives as partners in governance and management structures?

(Choose any one option) (Required)

- Yes
- No

Answer this question only if you have chosen Yes for Does your organisation include People with a Lived Experience and/or Carer Representatives as partners in governance and management structures?

What specific group committees in your organisation include people with Lived Experience (select all that apply)

(Choose all that apply) (Required)

- No specific groups committees
- Mental Health Lived Experience Advisory Committee/Reference Group
- Aboriginal and Torres Strait Islander Advisory Committee/Reference Group

- Culturally and Linguistically Diverse (CALD) Advisory Committee/Reference Group
- LGBTQIA+ Advisory Committee/Reference Group
- Suicide Prevention Committee
- Child and Youth Health Committee
- Severe and Complex Review Committee
- Alcohol and other Drugs Committee
- Other/s (please specify)

What is the total number of Lived Experience Consumer/Carer Representatives engaged across your organisation?

(Required)

Answer this question only if you have chosen Yes for Does your organisation include People with a Lived Experience and/or Carer Representatives as partners in governance and management structures?

How many People with Lived Experience make up members on your Consumer Advisory Committee?

(Required)

Answer this question only if you have chosen No for Does your organisation include People with a Lived Experience and/or Carer Representatives as partners in governance and management structures?

If No: What do you believe are the challenges for your organisation to establish and involve people with Lived Experience and/or consumer/carer representatives? (Select all that apply)

(Choose all that apply) (Required)

- Commitment from Executive to incorporate Lived Experience Representative roles in organisational governance structure
- Identification of specific Lived Experience Representative roles and key committees for placement
- Development of Lived Experience Engagement/Action Plan
- Allocation/conformation of funding
- Development of Lived Experience (Peer) Workforce policies and processes
- Staff training to understand Lived Experience consumer representative roles and functions
- Development of Lived Experience Position Statement/s
- Recruitment of Lived Experience Consumer Representatives
- Access to Lived Experience training programs (e.g. due to geographical remoteness)
- Travel costs/logistics for attendance for People with Lived Experience in remote locations
- Strategies for engaging with 'hard to reach' groups
- Other (please specify)

If you answered No to the above question please proceed to Section 5

(Choose any one option)

- Proceed to section 5

Provide a case study on your organisation's Lived Experience Engagement activities with one or more of the following groups. (Select all that apply)

(Choose all that apply) (Required)

- Aboriginal and Torres Strait Islanders communities
- Alcohol and Other Drugs
- LGBTIQ+
- Culturally and Linguistically Diverse
- Older People/aged care (aged 54+)
- Any other group (please specify)

Note: Answer this question if it applies

Please upload an example case study selected from the above question

What specific strategies do you use to actively engage with priority groups?

(Required)

How inclusive do you believe your organisation is in employing and/or engaging with Lived Experience (Peer) Workforce roles that reflect the diversity and intersectionality of People with Lived Experience?

(Required)

Note: Provide examples that support your response (e.g.: diversity of lived experience roles, policy, strategies for engaging with diverse groups).

Has integrating Lived Experience (Peer Workforce), as a requirement of commissioned services, enhanced/ expanded your organisation's inclusion of People with Lived Experience more broadly across your organisation?

(Choose all that apply) (Required)

- No, our organisation had established Lived Experience (Peer Workforce) and engagement strategies already
- Yes - Please provide details of how this has enhanced PLE participation

Section 5: Assessment of your organisation's integration of Lived Experience engagement involvement and roles

This section presents a number of statements on how your organisation embeds Lived Experience engagement and participation activities across design, planning, governance, service delivery and evaluation.

Using the scale, rate how you believe your organisation has integrated People with Lived Experience engagement relevant to each statement from not currently in practice through to routine practice.

(Required)

Questions	Not current practice	Developing practice	Frequent practice	Routine practice
Service or Program • We use a standardised codesign approach in developing and reviewing our organisation's services and programs.				
Service or Program • We have Lived Experience members on service and program steering committees and/or reference groups				
Service or Program • We have integrated Lived Experience (Peer) workers across our organisation's services and programs.				
Service or Program • We provide Peer led mental health programs (e.g. Alt2Su)				
Organisation • We have Lived Experience representation on key governance committees outlined in Terms of Reference.				
Organisation • We have an established Consumer Advisory Committee with Lived Experience representative members				
Organisation • We have established specific advisory committee/reference groups for priority target groups with Lived Experience representation				
Organisation • People with Lived Experience participate as speakers/trainers as part of induction and orientation of staff and consumers				
Organisation • We support, promote and commission access to training programs specific to supporting People with Lived Experience				
Organisation • Our Lived Experience roles reflect diversity of our Workforce, service users and the community				

Using the scale, rate how you believe your organisation has integrated People with Lived Experience engagement relevant to each statement from not currently in practice through to routine practice.

(Required)

Questions	Not current practice	Developing practice	Frequent practice	Routine practice
Policy • We develop and review policies in codesign with People with Lived Experience				
Policy • We have developed specific engagement policies and processes in codesign with People with Lived Experience				
Policy • Our policy reflects, promotes and facilitates diversity and inclusion of People with Lived Experience				
Audit and Evaluation • People with Lived Experience participate as internal auditors and reviewers as part of clinical governance				
Audit and Evaluation • People with Lived Experience participate as internal auditors and reviewers as part of service delivery monitoring and review				

Audit and Evaluation • People with Lived Experience participate in governance oversight and monitoring				
Audit and Evaluation • People with Lived Experience participate as partners in research and research evaluation				
Audit and Evaluation • We audit and review our involvement activities and level of Lived Experience contributions to ensure best practice				
Audit and Evaluation • We collaborate with other organisations across other jurisdictions in shared learning to compare and evaluate our practices and strategies and to improve Lived Experience involvement and engagement				

Section 6: Engagement Framework

The following questions relate to your organisation's Engagement Framework activities.

Does your organisation use a specific Engagement Framework/Guidelines and/or model (either an internally developed or an external Engagement Framework) to integrate strategies and actions for People with Lived Experience engagement and participation?

(Choose any one option) (Required)

- Yes
 No

Answer this question only if you have chosen **Yes**. Does your organisation use a specific Engagement Framework/Guidelines and/or model (either an internally developed or an external Engagement Framework) to integrate strategies and actions for People with Lived Experience engagement and participation?

If Yes: What Engagement Framework/Guidelines and/or model does your organisation use? (Select all that apply)

(Choose all that apply) (Required)

- Organisation developed Consumer, Carer and Community Engagement Framework
 Organisation developed specific Mental Health Lived Experience Engagement Framework
 National Mental Health Commission's Consumer and Carer Engagement: a practical guide
 National Lived Experience Development Guidelines
 The Lived Experience Governance Framework
 Other (please specify)

If NO: What strategies and activities does your organisation use to integrate consumer engagement and participation activities design, planning, governance, service delivery and evaluation?

(Required)

Has your organisation undertaken any collaborative Lived Experience Engagement activities with other local, state, national and/or

Has your organisation undertaken any collaborative Lived Experience Engagement activities with other local, state, national and/or international stakeholders?

(Choose all that apply) (Required)

- No
 If Yes please provide an example of a collaborative activity

What evidence/data does your organisation currently collect to monitor and measure the effectiveness of your Lived Experience Engagement strategies and activities?

(Required)

What do you believe should be reported in relation to engaging with People with Lived Experience in the future?

(Required)

Section 7: Levels of Involvement

This section is framed to be consistent with the [National Mental Health Commission's Consumer and Carer engagement guide](#). (Please refer to the engagement spectrum attachment if required.) The spectrum of engagement outlines increasing consumer control and decision making across the following levels of engagement and participation.

The following questions ask you to provide information about the strategies your organisation has implemented to engage with People with Lived Experience across the levels of participation.

Select the levels of consumer participation that people with Lived Experience are engaged in at your organisation. (Select all that apply)

(Choose all that apply)

- Inform
 Educate
 Consult
 Engage
 Codesign
 Co-production

- Coproduction
- Lived Experience Led/Empower

INFORM: Provide information for People with Lived Experience to assist them in shared decision-making your organisation has implemented.

What main strategies do you use to **INFORM** People with Lived Experience? (Select all that apply)

(Choose all that apply)

- To provide information to improve health literacy
- How to find reliable health information/resources
- Provide information to support decision-making (e.g. options, benefits, risks, costs)
- Shared decision-making, or making decisions on behalf of someone else
- Care planning
- When to seek advice
- About access to services (service types, location, cost, eligibility)
- About healthcare rights
- Contact/help/assistance information
- How to give feedback or make a complaint
- About community supports
- About consumer engagement/participation
- Organisation performance information
- Use of written information (e.g. brochures, fact sheets)
- Through websites (your organisation or other website)
- Via social media
- Through other organisations
- Other (please specify)

EDUCATE: Provide education to support learning to assist People with Lived Experience to understand problems, alternatives and solutions, your organisation has implemented.

What main strategies do you use to **EDUCATE** People with Lived Experience? (Select all that apply)

(Choose all that apply)

- 1:1 education with clinician and consumer
- Support/Peer groups
- 1:1 through Peer Workforce
- Online resources/education technology
- Health promotion resources
- Self-help tools/supports
- Decision-making tools
- Community campaigns
- Health promotion campaigns
- Other (please specify)

ENGAGE: Work with People with Lived Experience throughout a process to ensure their perspectives, opinions and concerns are consistently understood and considered in decision-making (e.g. establishment of Mental Health Advisory Committee/Reference Group. People with Lived Experience participate in accreditation preparation and audit).

What main strategies do you use to **ENGAGE** People with Lived Experience? (Select all that apply)

(Choose all that apply)

- Report back on progress
- Provide updates on work progress
- Provide organisation performance reports for feedback e.g. S&Q, complaints
- People with Lived Experience participate in service/program monitoring, evaluation
- People with Lived Experience on recruitment/interview and selection panels
- Lived Experience members on project steering committees/ working groups
- Lived Experience members on tender/commissioning panels
- Lived Experience Researchers and/or preparation of research applications
- Other (please specify)

CONSULT: Gain feedback from People with Lived Experience to inform and influence decision-making and find alternative solutions in organisation design, planning, governance, service delivery and evaluation, your organisation has implemented.

What main strategies do you use to **CONSULT** People with Lived Experience? (Select all that apply)

(Choose all that apply)

- Consumer Advisory Committee
- Target Groups Specific Advisory Committee/Reference Group
- Organisation led Community Forums
- Targeted online surveys/questionnaires
- Experience of service surveys
- Through community groups/networks
- Via social media
- Organisation led focus groups/workshops
- Other (please specify)

What do you believe are the ongoing challenges for your organisation to implement participation to increase People with Lived Experience control and decision making across the following levels of engagement and participation? (Select all that apply)

(Choose all that apply)

- Level, range and scope of involvement and engagement strategies currently used in the organisation
- Confidence to try new and innovative involvement and engagement approaches
- Commitment of senior management/staff to expand level of involvement and partnership with People with Lived Experience
- Level of skill and experience of managers/senior staff in involving and partnering with People with Lived Experience
- Data collection and measurement of value of involvement
- Allocation of funding for staff to undertake training to involve and partner with People with Lived Experience
- Managing the involvement activities and engagement processes (planning, resourcing, coordination)
- Digital engagement strategies
- Effectively involving People with Lived Experience in involvement and engagement activities
- Reactive or tokenistic rather than purposeful involvement and codesign
- Level of understanding and application of levels of involvement
- Need for clear action plan to implement involvement and partnership activities with People with Lived Experience
- Strategies for involving 'hard to reach' target groups
- Other (please specify)

LIVED EXPERIENCE LED/ EMPOWER: People with Lived Experience (individuals, groups or communities) lead/have control over decision-making, solutions and activities (including decisions to collaborate and/or seek support) in an initiative or process.

What main strategies do you use to **EMPOWER** people with Lived Experience (including for Lived Experience - Led initiatives) (select all that apply)

(Choose all that apply)

- Lived Experience/Peer Led programs (e.g. suicide prevention program)
- Lived Experience/Peer Led education/training
- Consumer And Carer/Peer Led - Lived Experience project initiated by the Consumer Advisory Committee
- Consumer/Peer Led research
- Implementation of a Consumer Led project Steering Committee
- Other (please specify)

CODESIGN: People with Lived Experience partner in identifying and creating an initiative that meets the needs, expectations and requirements of all those who are impacted by the outcome.

COPRODUCTION: People with Lived Experience partners in implementing, monitoring and evaluating systems and/or services

What main strategies do you use to **CODESIGN OR COPRODUCE** with People with Lived Experience? (Select all that apply)

(Choose all that apply)

- Development of organisation's Lived Experience Engagement Framework
- Codesign of experience of service surveys
- Codesign of policies/processes
- Mental health service surveys
- Lived Experience members on a specific project steering committee
- People with Lived Experience developed alternative option/solutions for mental health program
- Peer Workforce auditors/interviewers
- People with Lived Experience evaluate organisation's engagement strategies
- Other (please specify)

Section 8: Levels of Involvement case studies

Select the **2 highest levels of involvement** you have implemented in the last 12 months and provide a case study for each level.

Each case study should include: a case study; who was involved; what activities were undertaken; what were the outcomes, learnings and challenges. Where relevant, share/attach any reports related to this case study.

Case Study 1: What level of involvement is this case study demonstrating?

(Choose all that apply)

- Inform
- Educate
- Consult
- Engage
- Codesign
- Coproduction
- Lived Experience Led / Empower

Name of Case Study

Outline number of people involved and roles (staff, Lived Experience Workforce, external participants)

Outline all of the activities that were undertaken and how they demonstrate the level of involvement you have identified

Please outline the learnings gained through this strategy?

Outline the challenges experienced in implementing this strategy

Case Study 2: What level of involvement is this case study demonstrating?

(Choose all that apply)

- Inform
- Educate
- Consult
- Engage
- Codesign
- Coproduction
- Lived Experience Led / Empower

Name of Case Study 2

Outline all of the activities that were undertaken and how they demonstrate the level of involvement you have identified - Case Study 2

Outline number of People involved and roles (staff, LE Workforce, external participants) - Case Study 2

Please outline the learnings gained through this strategy? Case Study 2

Outline the challenges experienced in implementing this strategy - Case Study 2

Section 9: Summary Assessment of People with Lived Experience Engagement

The following section is a self-assessment of your organisation's level of leadership in achieving integrated People with Lived Experience in planning and service delivery, across the organisation.

Score to what degree you agree or disagree with each of the following statements. Our organisation promotes a culture of support and allyship to:

(Required)

Questions	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Actively oppose discriminatory language, policies and practice					
Actively and vocally support the work of the Lived Experience Workforce					
Actively advocate for Lived Experience positions and funding					
Work collaboratively and respectfully in authentic partnerships					
Defer to and step aside to credit lived expertise and share power					
Facilitate opportunities for Lived Experience leadership					
Seize opportunities to creatively use resources and invest in Lived					

Experience roles					
Advocate for Lived Experience roles at multiple levels					
Engage in co-production					
Educate, organise and involve others in supporting the Lived Experience (Peer) Workforce					
Develop trust relationships and authentic connections based on Lived Experience.					

Score to what degree you agree or disagree with each of the following statements. Our staff actively take action to:

(Required)

Questions	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Understand the role and value of Lived Experience in the continuous development of recovery oriented mental health services					
View people with Lived Experience as having equal expertise to those viewed as 'experts' in the organisation					
'Call out' practices that violate values and principles of Lived Experience work and personal recovery					
Educate other colleagues on the value and benefits of Lived Experience work					
Recommend Lived Experience workers for roles					
Advocate for Lived Experience leadership roles					
Advocate for meaningful and purposeful co-production					
Create formal and informal networks, meetings and processes to increasingly involve more potential allies and Lived Experience workers					
Guide new Lived Experience workers and share knowledge of navigating internal processes and organisational systems					
Refer consumers and families to Lived Experience workers.					

Score to what degree you agree or disagree with each of the following statements. Our organisation implements Management and Governance Processes that:

(Required)

Questions	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Demonstrate tangible commitment to workplace conditions and policies that support authentic Lived Experience work					
Will implement a Lived Experience Workforce development strategy plan					
Promote Lived Experience work across the whole workplace, people accessing services, their families and significant others					
Maintain the integrity of the Lived Experience (Peer) Workforce consistent with the values and principles of Lived Experience work					
Encourage collaboration and networking					
Invest in professional development and career pathways to build Lived Experience leadership					
Gather data to support evidence of Lived Experience (Peer) Workforce integration and outcomes to support evidence of best practice and funding					
Ensure appropriate supervision of the Lived Experience (Peer) Workforce roles that fosters and facilitates integration with the role to foster understanding and collaboration					
Build in coproduction as routine practice to identify priorities, assist in planning, decision-making, design, delivery and evaluation of policies, practices, services and roles					
Dedicated policy, processes and resources for codesign with People with Lived Experience					
Lived Experience (Peer) Workforce and consumer representatives are actively engaged in evaluation and quality improvement across the organisation					
Build in coproduction as routine practice with specific target groups such as Aboriginal and Torres Strait Islander Peoples					
Use resources creatively to increase Lived Experience roles					

Take a proactive stand against discrimination and prejudicial attitudes					
Aim for the highest level of involvement and partnership with People with Lived Experience that is possible in the circumstances					
Work to co-produce more effective alternatives to restrictive practice					

Score to what degree you agree or disagree with each of the following statements. Our organisation is committed to funding and policies to:

(Required)

Questions	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Invest substantially and sustainably in Lived Experience work					
Ensure sustainable funding allocated for Lived Experience engagement and participation					
Identify areas for prioritisation of systemic change and professionalism of Lived Experience Workforce in funding, policy, planning and service commissioning					
Require service delivery to incorporate Lived Experience roles					
Ensure funding guidelines are informed by best practice e.g. more Lived Experience leadership					
Ensure that the unique roles of Lived Experience Workforce is clearly defined and incorporated into new overarching policies and practices					
Allocate committed funds for Lived Experience Workforce development					
Provide leadership roles for Lived Experience within funding bodies, including government bodies and commissioning bodies					
Advocate and invest in stable and ongoing Lived Experience roles and Lived Experience Led programs					
Make meaningful co-design and co-production a requirement of funding					
Fund Lived Experience Led training, research and resource development.					