

# Ongoing Lived Experience Workforce Development and Planning at Mind

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# Who am I? Why am I here?





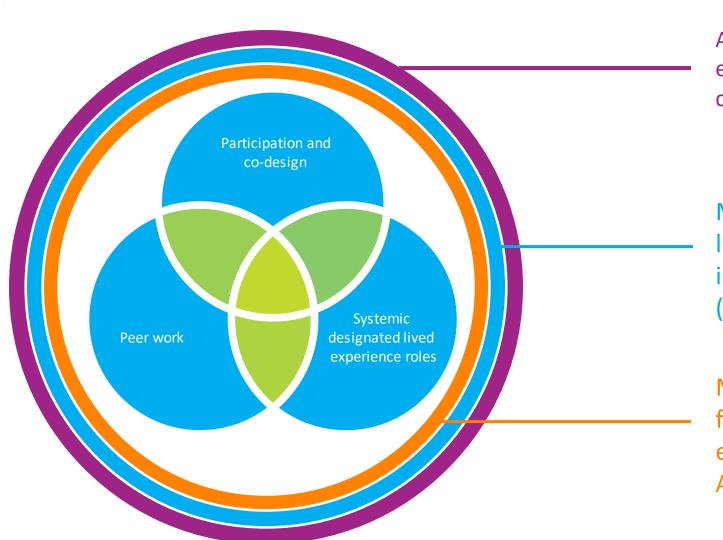






# Mind's Lived Experience Strategy





All Mind staff - their life experiences and contributions

Mind staff w/ personal lived experience of mental illness / ill-health (53%) families/carers (20%)

Mind staff with other forms of lived experience e.g. Indigenous, LGBTIQ+, AOD, homelessness

## Lived Expertise vs individual lived experience



#### **Individual Experiences**



#### **Collective Impacts and Identification**



#### **Lived Expertise**

Describes: impacts of life-changing individual experiences and/or service use, including; hospitalisation, diagnosis and impacts of intersectionality

Describes: common impacts of adversity as a result of lived experience, and identification as a peer Describes: learnt mastery - individual experiences and collective impacts being understood, and that understanding utilised to assist others

### Knowledge/abilities gained Deep, personal understanding of

particular types of individual experience.

The ability to connect over 'like' or similar experiences, including more marginalised experiences and identities

#### Knowledge/abilities gained

Challenging stigma by publicly identifying as having a lived experience.

Ability to connect over and represent common impacts of adversity, trauma, marginalisation, stigma etc.

Connection to the wider peer community and/or alignment with collective thinking

#### Demonstrated knowledge/abilities

Articulate the impacts of adverse experiences and how life/concept of self has changed. Highly developed relational skills, including advanced use of empathy and effective sharing of personal recovery story.

Understanding how essential hope is, strategies to build hope, and holding hope for others. Redefining experiences in a way that is empowering and helpful – transforming adversity to expertise.

Understanding and articulating how peer work is distinct and unique, including peer values, principles and practice

# **Challenges and Strategies**



#### Peers seen as optional

Valuing peers as 'central to business' is not included in policies/mission or, not taken up by the whole of workforce
 Inadequate policies and processes including HR and inadequate supervision

#### **Funding**

- Funding being cut
- Funding guidelines that inhibit authentic peer work
- Funding opportunities being exploited by those without authentic peer understanding

#### **Cultural diversity**

- Language/culture/communication barriers
- Need to understand and embrace diverse cultures
- Leadership roles for people from diverse cultures and perspectives

# Workplace culture (inadequately addressed)

- Training as a 'once off'
- Poor collaboration, understanding and respect across roles

# Insufficient numbers of peers to non-peers

- Not enough face to face peer roles
  - Lack of peers in senior roles
  - Lack of career pathways
- Limited access to peer supervision

# Key areas for development



Help, hope and purpose





Recruitment + HR policies & processes



Workplace Culture



# **Authentic Lived Experience**



Lived Experience led supervision

Creation of new roles

Explore making more existing roles designated

Senior Lived
Experience at all
levels of
authority

Greater accessibility of training for and about LE roles

## **Lived Experience Recruitment**



Uniformity in policy and processes

Centralised contact point

Detailed resources to refer to

Understanding the uniqueness of Lived Experience roles and Lived Expertise

Designing effective Position

Descriptions

Relevant Lived Experience workforce representatives

# **Workplace Culture - ongoing**



Defining and promoting the 'why'

Sessions on value and function of LE roles for organisational leaders

Communication and other Cultural Change strategies

Whole of Workforce training from orientation on

# Then what?... Phase Two







