

# Information and support for new lived experience workers

This resource has been developed to inform and support new consumer and family carer workers. It is not a comprehensive directory of every resource related to consumer or family carer lived experience work, rather it is a basis for you to build your own list of tools and resources to support your practice.

The information provided here is for general information purposes. You will need to consider the information as it relates to your needs, and your work.

Please note, this section is currently under construction. Please contact [peerinside@cmhl.org.au](mailto:peerinside@cmhl.org.au) for any suggested additions or changes.

## Consumer and family carer worker training

Who	What	Contact
<b>Victoria</b>		
Bouverie Centre	Single Session Family Consultation (not lived experience specific) Single Session Peer Work (lived experience specific)	<a href="http://www.bouverie.org.au/contact">www.bouverie.org.au/contact</a>
Centre for Mental Health Learning (CMHL)	Up to date information about scheduled training and training available online or on-demand	<a href="http://www.cmhl.org.au/learning-hub">www.cmhl.org.au/learning-hub</a>
Certificate IV Mental Health Peer Work		
Mental Health Victoria		
MIND	Becoming a mental health peer worker: a one-day workshop Mental health peer support course: a five-day training program	<a href="mailto:learning@mindaustralia.org.au">learning@mindaustralia.org.au</a> (03) 9455 7923
Our Consumer Place	Training, workshops and talks by consumers on a range of consumer perspective and mental health topics	<a href="http://www.ourconsumerplace.com.au/consumer/index">www.ourconsumerplace.com.au/consumer/index</a>

SHARC	Intentional Peer Support Hub Australia Training and resources for peer support in the AOD and mental health sector	<a href="http://www.sharc.org.au">www.sharc.org.au</a> (03) 9573 1700
Voices Vic	Hearing voices approach and other training for peer support workers	<a href="http://www.unitingprahran.org.au/ourservices/voices-vic">www.unitingprahran.org.au/ourservices/voices-vic</a> (03) 9692 9500
VMIAC	Emotional CPR	<a href="https://www.vmiac.org.au/">https://www.vmiac.org.au/</a>
	Consumer Perspective Supervision Training	
<b>International</b>		
Intentional Peer Support	Training and resources for peer support	<a href="http://www.intentionalpeersupport.org">www.intentionalpeersupport.org</a>
PeerZone	Workshops facilitated by consumer peer workers. Individual and group peer supervision. Online recovery tool kit for one-to-one work. Fees apply	<a href="http://www.peerzone.info/">www.peerzone.info/</a>
Wildflower Alliance (Western Mass Recovery Learning Community)	Training on hearing voices and alternatives to suicide	<a href="https://wildfloweralliance.org">https://wildfloweralliance.org</a> <a href="https://alt2su-nsw.net/">https://alt2su-nsw.net/</a>
	Training on the Power, Threat, Meaning Framework	

## Networks

Who	What	Contact
<b>Victoria</b>		

Who	What	Contact
CLEW (Carer Lived Experience Workforce)	Carer lived experience worker network providing bi-monthly education, networking and supervision meetings and an annual forum	<a href="http://www.tandemcarers.org.au/carer-lived-experience-network.php">www.tandemcarers.org.au/carer-lived-experience-network.php</a>
CMHL - Online communities of practice (Basecamp)	Online communities of practice for peer support workers, consumer and family carer consultants, managers and coordinators of peer workers.	<a href="http://www.cmhl.org.au/peer-inside">www.cmhl.org.au/peer-inside</a>
VMIAC	Consumer worker education, networking and peer supervision days	<a href="http://www.vmiac.org.au/">www.vmiac.org.au/</a>
<b>Australia</b>		
CAPS Network – (Consumer Advocates and Peer Support Network)	Facebook group for people from different backgrounds who share a common interest in peer work	<a href="http://www.facebook.com/groups/1436481300003142/">www.facebook.com/groups/1436481300003142/</a>
Peer Workers Network	Website and Facebook group for current or past peer workers and those in training to become peer workers	<a href="http://www.peerworkers.network/">www.peerworkers.network/</a> <a href="http://www.facebook.com/groups/PeerWorkersNetwork/">www.facebook.com/groups/PeerWorkersNetwork/</a>
<b>International</b>		
The International Association of Peer Supporters (iNAPS)	The International Association of Peer Supporters (iNAPS)	<a href="http://www.inaops.org/">www.inaops.org/</a>

## Lived Experience work information and resources

Who	What	Contact
<b>Victoria</b>		
Centre for Mental Health Learning	Mental health information and resources. Filter by lived experience workforce for resources for consumer and family carer workers, their managers and organisations.	<a href="http://www.cmhl.org.au/resource-hub">www.cmhl.org.au/resource-hub</a>

Who	What	Contact
Centre of Excellence in Peer Support	Peer support information and library of resources	<a href="http://www.peersupportvic.org/">www.peersupportvic.org/</a>
Our Consumer Place	Resources written from and about consumer perspectives	<a href="http://www.ourconsumerplace.com.au/consumer/index">www.ourconsumerplace.com.au/consumer/index</a>
<b>Australia</b>		
CoMWA	Resources, tools and publications on consumer perspective, advocacy and policy	<a href="http://www.comhwa.org.au/programs/resources-and-publications/">www.comhwa.org.au/programs/resources-and-publications/</a>
National Mental Health Commission	National mental health peer work development and promotion	<a href="http://www.mentalhealthcommission.gov.au/our-work/mental-health-peer-work-development-and-promotion.aspx">www.mentalhealthcommission.gov.au/our-work/mental-health-peer-work-development-and-promotion.aspx</a>
NSW Mental Health Commission	Peer work hub - an online resource for organisations wanting to develop and grow their peer workforce.	<a href="http://www.peerworkhub.com.au/">www.peerworkhub.com.au/</a>
Lived Experience Leadership	LE workforce research including access to research summaries and full text articles. Also includes role definitions, audio/ visual resources and other key work from Australian and International sources.	<a href="http://livedexperienceleadership.com.au/">http://livedexperienceleadership.com.au/</a>
<b>International</b>		
Intentional Peer Support	Videos, articles and resources about Intentional Peer Support	<a href="http://www.intentionalpeersupport.org">www.intentionalpeersupport.org</a>
Wildflower Alliance (Western Mass Recovery Learning Community)	Resources, films and links by consumers.	<a href="http://www.westernmassrlc.org/">www.westernmassrlc.org/</a>

Who	What	Contact
British Psychological Society	Resources related to the Power Threat Meaning Framework, including key documents, training materials, and further information on narrative construction and self-help/peer support.	<a href="https://www.bps.org.uk/power-threat-meaning-framework">https://www.bps.org.uk/power-threat-meaning-framework</a>

## Guidelines, Competencies and Standards

Australia has yet to develop national standards for peer work, however work has been produced in other countries that may be useful.

Who	What	Contact
<b>Victoria</b>		
Mutual Support and Self Help Consortium	Charter of peer support	<a href="http://www.peersupportvic.org/peer-support-charter/">www.peersupportvic.org/peer-support-charter/</a>
<b>International</b>		
Intentional Peer Support	Intentional Peer Support Core Competencies (updated 2017)	<a href="https://www.intentionalpeer-support.org/wp-content/uploads/2017/03/IP-S-Core-Competencies-1-4-17.pdf">https://www.intentionalpeer-support.org/wp-content/uploads/2017/03/IP-S-Core-Competencies-1-4-17.pdf</a>
International Association of Peer Supporters	United States – National Practice Guidelines for Peer Supporters	<a href="http://www.inaops.org/national-standards/">www.inaops.org/national-standards/</a>
Peer Support Certification and Accreditation (Canada)	Canadian certification handbook for peer workers	<a href="http://www.psa-canada.com/certification-handbook/">http://www.psa-canada.com/certification-handbook/</a>
Substance Abuse and Mental Health Services Administration (SAMHSA)	Core Competencies for Peer Workers in Behavioural Services	<a href="http://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/core-competencies.pdf">www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/core-competencies.pdf</a>
Te Pou (New Zealand)	Competencies for the mental health and addiction service user, consumer and peer workforce	<a href="http://www.tepou.co.nz/resources/competencies-for-the-mental-health-and-addiction-service-user-consumer-and-peer-workforce/536">http://www.tepou.co.nz/resources/competencies-for-the-mental-health-and-addiction-service-user-consumer-and-peer-workforce/536</a>

## Recovery information and resources

Who	What	Contact
<b>Victoria</b>		
The Big Feels Club	Conversations about different ways of making sense of big feelings. Facebook, podcast and website	<a href="http://www.bigfeels.club/book-club/">www.bigfeels.club/book-club/</a>
Centre for Psychiatric Nursing, Melbourne University	Resources & ideas about mental health, madness, trauma and recovery.	<a href="http://www.recoverylibrary.unimelb.edu.au/about">www.recoverylibrary.unimelb.edu.au/about</a>
Our Consumer Place	Helpful resources to support recovery and self-advocacy.	<a href="http://www.ourconsumerplace.com.au/consumer/resources">www.ourconsumerplace.com.au/consumer/resources</a>
Indigo Daya	Different ideas and resources for personal recovery. Useful for peer support workers to share with consumers.	<a href="http://www.indigodaya.com/resources/">www.indigodaya.com/resources/</a>
<b>International</b>		
CommonGround (Pat Deegan)	Comprehensive library of resources, videos and articles to support recovery. Membership fee applies.	<a href="http://www.recoverylibrary.com/">www.recoverylibrary.com/</a>
The Icarus Project	The Icarus Project is a support network and education project by and for people who experience the world in ways that are often diagnosed as mental illness.	<a href="http://www.theicarusproject.net/">www.theicarusproject.net/</a>
Helping Minds (WA) and Recovering our Families (US)	Recovering Our Families 8 week online space to learn the tools of family mental health recovery. Fees apply.	<a href="http://www.recoveringourfamilies.com/">www.recoveringourfamilies.com/</a>
National Empowerment Centre	Recovery related resources – empowerment based model	<a href="http://www.power2u.org">www.power2u.org</a>

## Peak bodies and representation groups

Who	What	Contact
<b>Victoria</b>		

Who	What	Contact
Carers Victoria	For carers in Victoria (not mental health specific)	<a href="http://www.carersvictoria.org.au/">www.carersvictoria.org.au/</a>
Mental Health Victoria	For community managed (NGO) mental health services in Victoria	<a href="http://www.mhvic.org.au">www.mhvic.org.au</a>
Tandem	For families and friends in mental health	<a href="http://www.tandemcarers.org.au/">www.tandemcarers.org.au/</a>
VMIAC	For mental health consumers	<a href="http://www.vmiac.org.au/">www.vmiac.org.au/</a>
<b>Australia</b>		
Carers Australia	For carers in Australia (not mental health specific)	<a href="http://www.carersaustralia.com.au/">www.carersaustralia.com.au/</a>
Mental Health Carers Australia	For mental health carers in Australia	<a href="http://www.mentalhealthcarersaustralia.org.au/">www.mentalhealthcarersaustralia.org.au/</a>
Mental Health Australia	National non-government organisation representing and promoting the interests of the Australian mental health sector and committed to achieving better mental health for all Australians.	<a href="http://www.mhaustralia.org/">www.mhaustralia.org/</a>
National Mental Health Consumer and Carer Forum	A national combined voice for mental health consumers and carers	<a href="http://www.nmhccf.org.au">www.nmhccf.org.au</a>
The Private Mental Health Consumer Carer Network (PMHCCN)	Currently there is no national peer worker peak, however the PMHCCN received funding for a feasibility study into the establishment of a member based organisation for the peer workforce in Australia	<a href="http://www.pmhccn.com.au/PeerProject.aspx">www.pmhccn.com.au/PeerProject.aspx</a>

## Trade unions

Who	What	Contact
<b>Victoria</b>		
Australian Services Union (ASU)	for workers employed in community services	<a href="http://www.asu.asn.au">www.asu.asn.au</a>

Who	What	Contact
Health and Community Services Union (HACSU)	for workers in clinical services	<a href="http://www.hacsu.asn.au">www.hacsu.asn.au</a>

## Podcasts

Who	What	Contact
<b>Australia</b>		
3CR Community Radio and Wellways Australia	Brainwaves. The show actively engages consumers as researchers, interviewers, performers and program designers	Radio 3CR on Wed 5:00pm to 5:30pm  Or listen on your podcast player
ABC Radio - no feeling is final	6 episodes and 1 bonus episode (by Honor Eastly)	<a href="http://www.abc.net.au/radio/programs/no-feeling-is-final/episodes/">www.abc.net.au/radio/programs/no-feeling-is-final/episodes/</a>
Podcast One – my mum says my memoir is a lie	In 2015, Rosie Waterland published her memoir about her childhood including growing up with parents who lived with mental health and addiction issues. In each episode Rosie reads her mum a chapter from the book, and then they talk through it - is it all true or false? What really happened? 20 episodes.	<a href="http://www.podcastone.com.au/Mum-Says-my-Memoir-is-a-Lie">www.podcastone.com.au/Mum-Says-my-Memoir-is-a-Lie</a>
<b>International</b>		
Madness Radio	Peer support/peer work specific episodes: <ul style="list-style-type: none"> <li>▪ Sep 01 2013 Effective Family Support: Krista MacKinnon</li> <li>▪ Jun 16 2009 Hearing Voices Movement: Jacqui Dillon</li> <li>▪ Feb 08 2006 Judi Chamberlin: Psychiatric Survivor Movement</li> <li>▪ Jan 25 2006 Sherry Mead: Peer Run Crisis Services</li> </ul>	<a href="http://www.madnessradio.net/shows-archive/">www.madnessradio.net/shows-archive/</a>



Who	What	Contact
Mad in America	Interviews with experts and those with lived experience of the psychiatric system focussed on rethinking psychiatry (critical psychiatry).	<a href="https://www.madinamerica.com/mia-radio-landing/mia-podcast/">https://www.madinamerica.com/mia-radio-landing/mia-podcast/</a>

## Speakers??

Who	What	Contact
<b>Australia</b>		
Tandem		
VMIAC		
Wellways		

## Further reading

### *Consumer workforce related*

Bennetts, Wanda (2009) 'Real Lives, Real Jobs: Developing good practice guidelines for a sustainable consumer workforce in the mental health sector through participatory research', Our Consumer Place, [www.ourconsumerplace.com.au/files/real\\_lives\\_real\\_jobs.pdf](http://www.ourconsumerplace.com.au/files/real_lives_real_jobs.pdf)

Gordon, Sarah (2005) 'The role of the consumer in the leadership and management of mental health services', *Australasian Psychiatry*, vol 13, no 4, 2005.

Happell, B and Roper, C (2006) 'The myth of representation: The case for consumer leadership', *Australian e-Journal for the Advancement of Mental Health (AeJAMH)*, Volume 5, Issue 3, 2006

Mead, C & MacNeil S (2006) 'Peer support: what makes it unique?', *International Journal of Psychosocial Rehabilitation*, [www.psychosocial.com/IJPR\\_10/Peer\\_Support\\_What\\_Makes\\_It\\_Unique\\_Mead.html](http://www.psychosocial.com/IJPR_10/Peer_Support_What_Makes_It_Unique_Mead.html)

O'Hagan, Mary (2010), 'Leadership for empowerment and equality: a proposed model for mental health user/survivor leadership', *International Journal of Leadership in Public Services*, vol. 5 no. 4 pp. 34–43. [www.emeraldinsight.com/doi/abs/10.5042/ijlps.2010.0110](http://www.emeraldinsight.com/doi/abs/10.5042/ijlps.2010.0110)

Stewart, S., Watson, S., Montague, R., and Stevenson, C., (2008) 'Set up to fail? Consumer participation in the mental health service system', *Australasian Psychiatry*, iFirst, 2008.

Watson S, 2013 'Peer workforce development', Centre of Excellence in Peer Support, May 2015, [www.peersupportvic.org/index.php/2014-12-15-22-42-26/2014-12-16-02-20-10/News-and-Events/Sandy-Watson-Keynote/](http://www.peersupportvic.org/index.php/2014-12-15-22-42-26/2014-12-16-02-20-10/News-and-Events/Sandy-Watson-Keynote/)

### ***Family/carer workforce related***

ARAFEMI Mental Health 'Best Models for Carer Workforce Development: Carer Peer Support Workers, Carer Consultants, Carer Advocates and Carer Advisors', Government of Western Australia - Mental Health Commission  
<[www.mentalhealth.wa.gov.au/Libraries/pdf\\_docs/Best\\_Models\\_for\\_Carer\\_Peer\\_Workers\\_-\\_ARAFEMI\\_Nov\\_2011.sflb.ashx](http://www.mentalhealth.wa.gov.au/Libraries/pdf_docs/Best_Models_for_Carer_Peer_Workers_-_ARAFEMI_Nov_2011.sflb.ashx)>

Kelly, R. Carer Life Course Framework [online]. Health Issues, No. 90, Autumn 2007: 19-23. Availability:  
[www.search.informit.com.au/documentSummary;dn=717860518031907;res=IELHEA](http://www.search.informit.com.au/documentSummary;dn=717860518031907;res=IELHEA)  
ISSN: 0819-5781. [cited 25 Sep 17].

Lovelock, R. (2015) 'Recovery from a carer perspective'. New Paradigm, Spring 2015, p 15-16. [www.vicserv.org.au/publications-and-resources/newparadigm](http://www.vicserv.org.au/publications-and-resources/newparadigm)

Machin, K. and Repper, J. (2013) 'Recovery from a carers perspective' Centre for Mental Health and Mental Health Network, NHS Confederation, UK [www.imroc.org/wp-content/uploads/4ImROC\\_briefing\\_Carers\\_ImROC.pdf](http://www.imroc.org/wp-content/uploads/4ImROC_briefing_Carers_ImROC.pdf)