

Key areas and supportive factors

Queensland Framework for the Development of the Mental Health Lived Experience Workforce

Ongoing development

- Develop lived experience leadership roles in all relevant organisations
- Encourage greater access to designated lived experience funding and better representation of lived experience on funding bodies
- Encourage an adequately resourced and independent lived experience peak body
- Explore culturally appropriate lived experience language and concepts
- Develop and invest in lived experience roles (including training opportunities) in rural and regional areas

Understanding and defining lived experience roles

- Exposure to lived experience concepts, research, leaders & work
- Develop a network of organisations building a lived experience workforce
- Provide clear position descriptions
- Acknowledge unique cultural differences and the value of specialisations

Organisational commitment

- Management actively champions lived experience roles to ensure uniqueness is protected
- Employ sufficient numbers of designated lived experience workers, including management roles
- Create a culture of learning, innovation and self-reflection
- Create processes and systems to support lived experience roles

Professional development and training

- Source appropriate training and education e.g. Certificate IV, Intentional Peer Support, research degrees
- Provide lived experience networks and communities of practice
- Allocate lived experience professional development funds/conferences
- Ensure a range of timely supervision (including lived experience supervision) is available
- Ensure lived experience traineeships are available

Human resources policies and practices

- Ensure human resources teams understand and are supportive of lived experience roles
- Recognise lived experience as a distinct discipline and approach
- Provide appropriate recruitment processes with adequate remuneration and FTE for lived experience
- Ensure a whole-of-workforce approach to reasonable adjustment and flexibility



Workplace culture

- Prepare and plan before and after employing lived experience workers, including promotion of the value of roles at all levels of the organisation
- Provide ongoing exposure/training for all staff (including at induction) about lived experience principles, work and benefits
- Commit to the wellbeing of all staff, developing strategies and policies to support better wellbeing

Diversity and inclusion

- Proactively support diverse cultures and subgroups
- Publicise policies that facilitate inclusive culture
- Use targeted strategies to overcome specific barriers to inclusion for diverse cultural groups
- Acknowledge cultural values and staff commitment to community and cultural holidays



To view the full framework and support resources, scan this QR code or download from the Queensland Mental Health Commission's website: qmhc.qld.gov.au/engage-enable/lived-experience-led-reform/peer-workforce