



Lived Experience Representatives

Orientation Guide V.2.

March 2021

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Common Abbreviations

CESPHN	Central and Eastern Sydney PHN
MHCC	Mental Health Coordinating Council
MHCN	Mental Health Carers NSW
SESLHD	South Eastern Sydney Local Health District
SLHD	Sydney Local Health District
The Regional Plan/ Regional Plan	The Central and Eastern Sydney mental Health and Suicide Prevention Regional Plan

Welcome

Acknowledgment of Country

We acknowledge the Aboriginal and Torres Strait Islander peoples of this nation.

We acknowledge the Traditional Custodians and Sovereign People of the land across which we work.

We recognise their continuing connection to land, water and community and we pay respect to Elder's past, present and emerging.

Welcome to Lived Experience Representatives

As we begin the three-year journey towards implementing the Regional Plan, we warmly welcome you.

Mental health consumers and carers hold vital knowledge about what is needed from the system, both for individual care and at broader levels. Engaging with people who are most directly affected by mental health services, policies and programs is essential to understanding whether these different components of the system are achieving their aims and opportunities for continuous improvement.

The Regional Plan is committed to hearing the voices of community members so that we can better understand the needs of the region. During the development of the Regional Plan, numerous community consultations were held to ensure we captured the needs and priorities of consumers, carers, and community members.

To ensure that representative voices continue to be heard, CESP HN, SESLHD, SLHD, SCHN and SVHN have committed funding for eleven positions over three years to ensure lived experience representation on all committees and working groups associated with the regional plan.

As we work toward implementing the Regional Plan, we draw on the experience of representatives to help guide and inform activity moving forward.

Contacts

General Enquiries

Wilhelmina Brown

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02 9304 8641/ w.brown@cesphn.com.au

Cat McPherson

CESPHN Mental Health and Regional Planning Manager
02 9304 8645/ c.mcpherson@cesphn.com.au

Committee and Working Group Chairs

Steering Committee	Mariam Faraj, CESPHN	m.faraj@cesphn.com.au
Implementation Committee	Cat McPherson, CESPHN Jonathan Harms, MHCN	c.mcpherson@cesphn.com.au jonathan.harms@mentalhealthcarersnsw.org
Planning, Investment, Design and Data Sub-Committee	Alison Sneddon, SESLHD	Alison.Sneddon@health.nsw.gov.au
Aboriginal mental Health and Suicide Prevention Working Group	Lisa Merrison, CESPHN	l.merrison@cesphn.com.au
Communications, Access Pathways, Partnerships and Promotions Working Group	Irene Gallagher, Being	irene.gallagher@being.org.au
Suicide Prevention Working Group	Lesley Pullen, CESPHN	l.pullen@cesphn.com.au
Workforce and Training Working Group	Chris Keyes, CESPHN	c.keyes@cesphn.com.au

We are here to help! If you have any concerns or need extra support, please feel free to contact us.

Background

History of the Regional Plan

The Fifth National Mental Health and Suicide Prevention Plan establishes an expectation about the development of regional mental health and suicide prevention plans by Primary Health Networks, Local Health Districts and Speciality Health Networks.

In Central and Eastern Sydney, The Regional Plan was developed throughout 2018/2019 following extensive community consultation. The Regional Plan was released in October 2019.

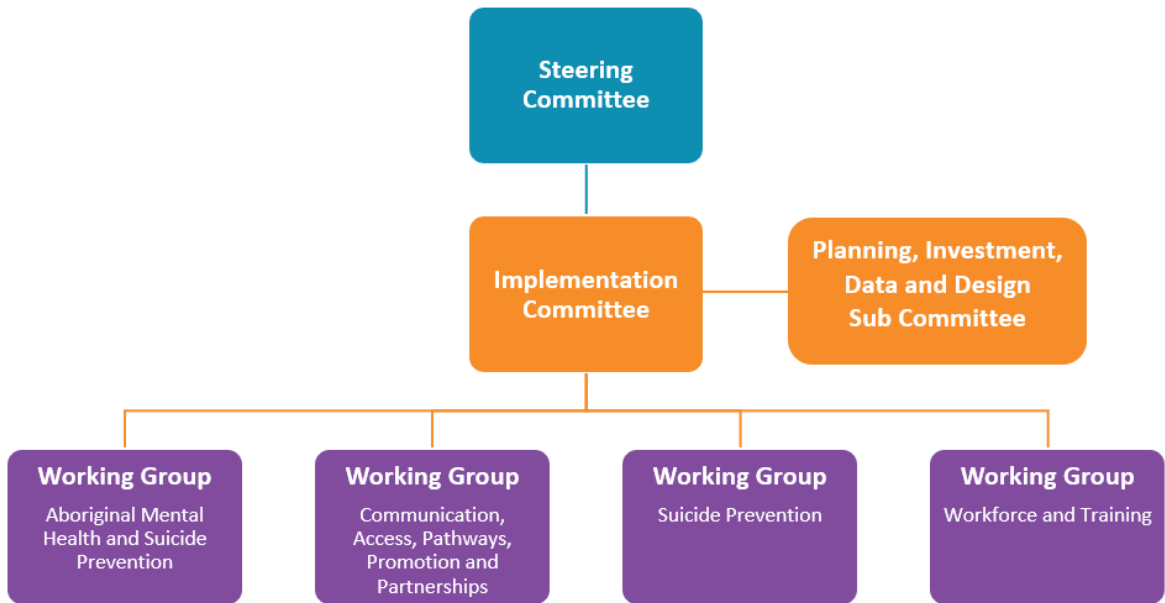
As a joint plan, the Regional Plan commits the Central and Eastern Sydney Primary Health Network, Sydney Local Health District, South Eastern Sydney Local Health District, St Vincent's Health Network and the Sydney Children's Hospital to work together to achieve integration in planning and service delivery. Joining the Steering Committee in developing and implementing the Regional Plan, are the peak bodies for people with lived experience (BEING – Mental Health Consumers), for carers (Mental Health Carers NSW), and community-managed organisations (the Mental Health Coordinating Council).

The Regional Plan establishes a platform from which we will engage with other key agencies and stakeholders to work together and combine resources in the pursuit of shared priorities identified by the community.

A copy of the Regional Plan can be found on the CESPHN website [here](#).

Implementation and Governance Arrangement

The Regional Plan details 88 separate actions to be implemented over three years. To ensure these actions are met, and the Regional Plan is effectively implemented, a network of committees and working groups have been formed.



Each group has its own responsibilities and commitments. These are detailed in the Terms of Reference which can be found on the CESP HN website [here](#).

Contextual Reading

The Regional Plan draws from several key legislative documents. These are listed below with links to the documents.

Federal Government	The Fifth National Mental Health and Suicide Prevention Plan Implementation Plan	The Fifth Plan seeks to establish a national approach for collaborative government effort from 2017 to 2022 across eight targeted priority areas
NSW Ministry of Health	Living Well: A STRATEGIC PLAN FOR MENTAL HEALTH IN NSW 2014 – 2024	Living Well - the Plan sets out actions and future directions for reform of the mental health system in NSW.
National Mental Health Commission	Equally Well	Equally Well Consensus Statement: Improving the physical health and wellbeing of people living with mental illness in Australia.
NSW Mental Health Commission	Strategic Framework for Suicide Prevention in NSW 2018–2023	The Framework will guide activities in NSW until 2023 and marks the beginning of the journey towards zero suicides in NSW.
NSW State Government	NSW Strategic Framework and Workforce Plan for Mental Health 2018–2022	The Framework provides overarching guidance for NSW Health strategic action over the next five years. Strategic actions aim to improve the mental health and wellbeing of people with lived experience of mental illness, the experience of care for their families, carers and supporters and staff experiences.
NATSILMH	Gayaa Dhuwi (Proud Spirit) Declaration	The Gayaa Dhuwi (Proud Spirit) Declaration aims to improve the mental health of Aboriginal and Torres Strait Islander peoples by supporting their leadership in those parts of the mental health system that work with Aboriginal and Torres Strait Islander populations.

Further Reading

These readings have been included as they provide further context on the implementation of mental health reform in NSW.

Please note that further reading is optional.

NSW Ministry of Health	<u>Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities</u>	Details the changes being made in the NSW Health System that were initially outlined in the NSW Governments Living-Well Plan
NSW Ministry of Health	<u>Mental Health Safety and Quality in NSW: A plan to implement recommendations of the Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities</u>	Details the changes being made in the NSW Health System that were initially outlined in the NSW Governments Living-Well Plan

Expectations of Lived Experience Representatives

Expectations

All lived experience representatives of the Regional Plan are expected to:

- Attend at least 6 – 10 meetings per calendar year.
- If you are unable to attend a meeting, notify the meeting chair or secretary of your absence.
- At all times act with the best interest of the Regional Plan and its successful implementation.
- Prepare for each meeting by reading and reflecting on the meeting agenda, meeting papers and other relevant documents before the meeting.
- Make decisions fairly based on the information given to you.
- Participate fully in all discussions so that your opinion is heard.
- Look after your wellbeing - do not attend a meeting if you think it will have a negative impact on you because of the content or how you are feeling that day.
- Ask for training, debriefing or other support to help you in your role.
- Not harass, bully, or discriminate against anyone whilst undertaking work for the Regional Plan.
- Declare any actual, potential, or perceived conflict of interest (see below).

Conflict of Interest

A Conflict of interest may arise when a representative has their own interests that are different from those set out in the Regional Plan.

A Conflict of Interest may be:

- Actual – it happened.
- Potential – it might happen.
- Perceived – it seems like a conflict of interest.

All representatives must tell either Wilhelmina Brown or Cat McPherson if they have a conflict of interest in any part of the work they undertake as part of the Regional Plan.

Together, we will make a plan to ensure that the conflict of interest is managed to benefit all the people taking part in the Regional Plan or who are impacted by the implementation of the Regional Plan.

Lived Experience Representatives Agreement

We request that all representatives sign the Lived Experience Representative Agreement (see Appendix A) to indicate that they have read and understood the Terms of Reference and the Expectations of Representatives.

Current Rates

Representation Payment

Lived experience representatives will be remunerated \$110 per half-day (includes pre-reading, attendance at the meeting and follow up activity to a total of no more than 4 hours per meeting). This rate is consistent with the NSW Mental Health Commission paid participation rates.

Reimbursement will be undertaken by CESP HN. For all enquiries, please contact Wilhelmina Brown, CESP HN Mental Health and Regional Planning Program Officer.

Process for Lodging Claim

External representatives may claim for reimbursement of their time following the CESP HN Policy (See Appendix B) when they have carried out one of the following activities:

- Attended a Central and Eastern Sydney Regional Plan committee or working groups; and or
- Attended meetings organised by external bodies, as a representative of the Central and Eastern Sydney Regional Plan committee or working groups

Representatives who have an ABN

- Submit an invoice that they have generated themselves, or
- Submit a claim using the form 'Tax Invoice Claim Form – ABN' (See Appendix C)

Representatives acting in a private capacity who do not have an ABN.

- Submit a claim using the form 'Representative claim form – no ABN' (See Appendix D), and
- Submit a Statement by a Supplier ATO Form (See Appendix E)

Preparing for your first meeting

Understanding your role

We understand that lived experience representatives have diverse backgrounds and qualifications. In all instances, you will be representing yourself as a person with a lived experience or as a community representative.

Planning to attend your first meeting.

Before your first meeting, make sure you have communicated with Wilhelmina Brown and have all the meeting details. You may want to check you know:

- The meeting name, date, time, and location (or if the meeting is online, how to join).
- Who the meeting chairperson is?
- Who should you contact if you have any questions or concerns?

Things to do before your first meeting.

- Read through the Central and Eastern Sydney Mental Health and Suicide Prevention Regional Plan and the Terms of Reference (TOR).
- Read through any material sent to you about the meeting, e.g., the agenda.
- Ask Wilhelmina Brown any questions you have about the meeting.

Things to do at your first meeting.

- Introduce yourself confidently and briefly. Remember your personal experience is a big part of why you were selected but your ability to “see the bigger picture” and how you can contribute will be greatly appreciated by your colleagues.
- Remember to take a pen and paper to take notes, you may want to use the note-taking form, or you may have your own note-taking method.
- Make a note of who others are as they introduce themselves. It can be hard to remember all names immediately but keeping brief notes will help.
- Listen to the contributions of others.
- Be careful of committing to doing anything you either don't have time to do or aren't sure you can do. Ask for more information about what is involved or ask if you can discuss what is involved after the meeting. Keep notes of anything you agree to do before the next meeting.

Things to do after your first meeting.

- Reflect on the meeting and update any notes you have made.
- Speak to Wilhelmina Brown if you have any questions regarding the content of the meeting or would like to raise an issue.
- Plan time to undertake any tasks you agreed to at the meeting.

Please note, as a new Lived Experience Representative, Wilhelmina Brown will schedule a time to chat with you after you have attended 2 – 3 meetings to check in and see how you are going.

Note-taking form.

To assist lived experience and community representatives, the following form is available to guide notetaking. Its use is optional and for your personal record-keeping only.

Committee/ Working Group Name	
Purpose of the meeting	
Date of the committee meeting	
Who was there? Please list key Health Staff, community members or partners like NGOs, or Department of Housing, and any special guests.	
How I used my lived experience (personal experience, storytelling, etc)	
Key points taken from the meeting.	
Action items for you, or the Committee/ Working Group:	
Things or terms I would like further clarification on	

Talking about your experience

The Regional Plan is committed to hearing the voices of community members so that we can better understand the needs of the region.

To make sure that you can share your story in a way that supports your wellbeing and the people around you, we recommend that all representatives attend the Telling Your Story in a Public Forum course provided by the South Eastern Sydney Recovery College. Wilhelmina Brown will facilitate enrolment in this course.

While you are waiting to attend this training, we recommend that you review the following guides developed by Mindframe. While these were developed for media and public speaking, they may be helpful in thinking about how and what you share about your experience as part of this role:

- [A guide for lived experience speakers: talking about mental illness](#)
- [A guide for lived experience speakers: talking about suicide](#)
- [Support for lived experience speakers: preparing for an interview or speech](#)

Training and Resources

If you would like to develop your skills further as a representative, the following organisations provide training and/ or resources that may be of benefit.

Being	http://being.org.au/
Mental Health Carers NSW	https://www.mentalhealthcarersnsw.org/
Mental Health Coordinating Council	http://www.mhcc.org.au/about-mhcc/
Recovery and Wellbeing College	https://www.seslhd.health.nsw.gov.au/recovery-wellbeing-college
Roses in the Ocean	https://rosesintheocean.com.au/resources-for-lived-experience-representatives/

The Workforce and Training Working Group has collated resources for Health Professionals to develop their acumen to deliver services to priority population groups in the Central and Eastern Sydney Region. This resource can be found on the CESPHE website [here](#).

If you are aware of any other opportunities, please feel free to share these with the other representatives of the Regional Plan and with Wilhelmina Brown who will be able to include these in later publications of this resource.

References

The Orientation Guide for Lived Experience Representatives is the product of work undertaken by the Implementation Committee.

Multiple resources, documents and websites were reviewed during the process of creating this resource.

In particular, the resource was informed by:

Autism Spectrum Australia (2021), [How Can We Help – Easy English: What is a conflict of interest](#)

Brisbane North PHN (2016), Brisbane North PHN Peer Participation in Mental Health Services (PPIMS) Network Terms of Reference.

Brisbane North PHN (2016), Peer Participation Project Report July 2016.

Mindframe (2021) [Communicating about mental ill-health](#)

National Mental Health Commission (2019) [Consumer and Carer Engagement: A Practical Guide.](#)

Sydney Local Health District (2020) Representative Committee Report Form.

Sydney Local Health District (2020) Welcome Aboard Booklet for Consumer and Carer Advisors in Sydney Local Health District.

Western Sydney Local Health District (2017), Community and Consumer Engagement Framework: Communicating, Listening and Responding.



Appendix A: Lived Experience Representative Agreement

Appendix B: CESP HN Representation Policy and Procedure

Appendix C: Tac Invoice Claim Form – ABN

Appendix D: Representative Claim Form – No ABN

Appendix E: ATO Statement by a Supplier