

Lived Experience (Peer) Framework

A framework to nurture, guide, and strengthen
our Lived Experience (Peer) Workforce



FRAME
WORK



The Journey. Coming Together, working together

In particular, we wish to acknowledge the Custodians of the lands where our offices operate. We would like to thank the Noongar, Miriuwung Gajerrong, Tjurabalan, Yawuru, Nyikina, Ngarluma, Kariyarra, Nyiyaparli, Martu, and Wangkatja Peoples for their wisdom and generosity, and pay our respects to Elders of these lands both past and present.

Acknowledgement of Country

Anglicare WA delivers services across countless Countries in WA, from Balanggarra Country in the North to Minang Noongar Country in the South. We acknowledge Aboriginal Peoples as the Traditional Custodians of the lands that our services operate on.

Artwork by Hayley Thompson, a proud Noongar and Yuggera yorga.



Recognition of Lived Experience

Anglicare WA acknowledges and values the insight of the Lived Experience (Peer) Workforce in their respective journeys. We celebrate their courage, unique strengths and abilities, character, determination, and skills they possess to navigate their life journeys.

We commit to learning and growing through coming alongside people with lived experience. We understand that their identities go beyond the limits of any diagnostics or labels they might have received. People with lived experience hold the meanings, the narratives and beliefs associated with their life experiences. We respect people's lived experience as being truly unique and we commit to building our capacity to hold them with dignity in a safe and respectful space.

The advocates who worked on this framework brought with them a range of life experiences, expertise and specialist skills that were shared with a commitment to developing and growing the Lived Experience (Peer) Workforce within Anglicare WA.

Intention Statement

The statement below is the intention statement that the Anglicare WA Lived Experience (Peer) Framework Reference Group created to define the scope of the Lived Experience (Peer) Workforce, and its unique contribution to the wider Workforce.

People who have navigated adverse life experiences are uniquely placed to walk alongside those experiencing similar challenges providing a beacon of hope within their recovery journey.

Anglicare WA values and recognises the importance that lived experience provides both to people's lives as well as being a significant contribution to Anglicare WA's organisational culture. A Lived Experience (Peer) Workforce within Anglicare WA strengthens its diversity, competence and skill set available as a resource to its existing and potential community.

Introduction

The evidence for Lived Experience (Peer) Work is compelling and the need for it to be developed in a planned, systematic, and well supported is essential.

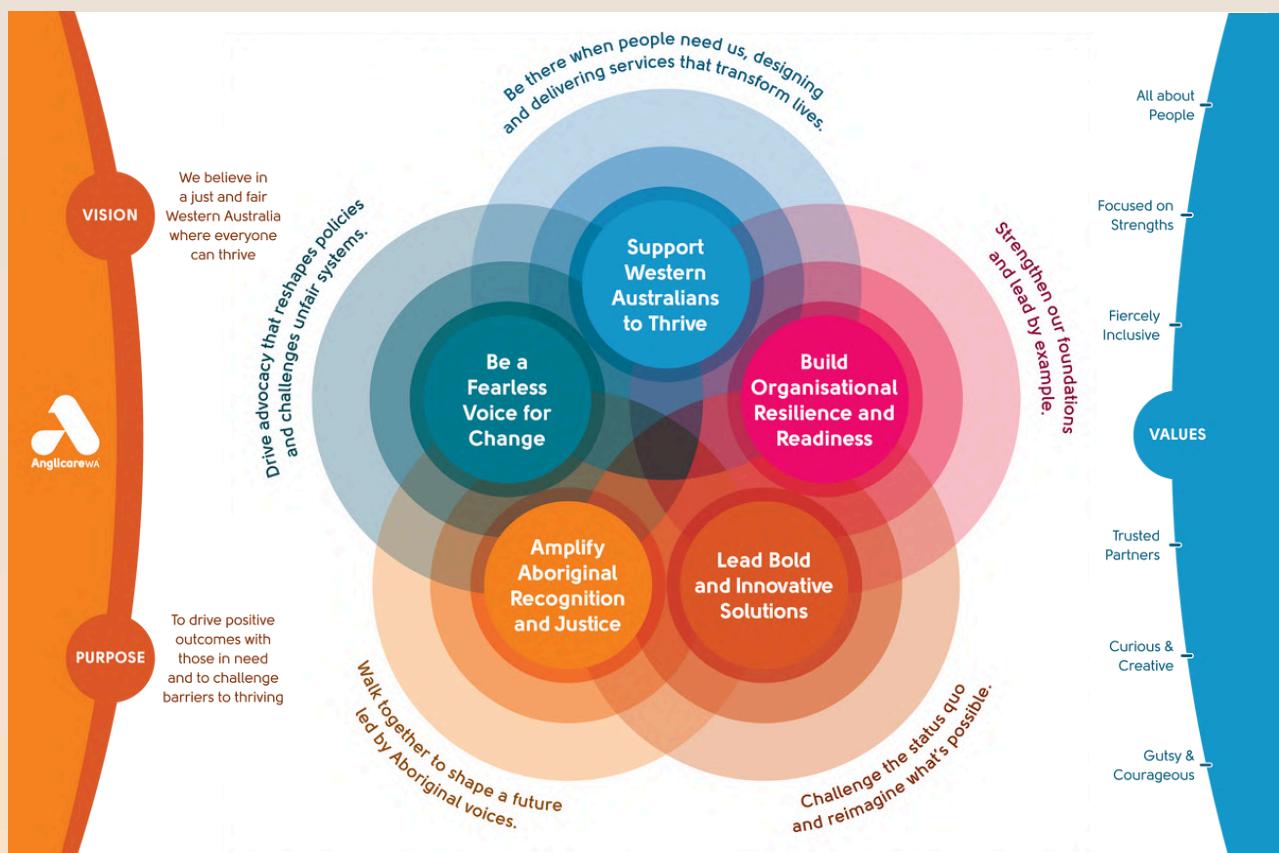
Anglicare WA has a long history of championing the voices of people who use our services, including well-established client participation opportunities and projects across the participation spectrum. **The Strategy 2030 is dedicated to embedding the Lived Experience (Peer) Framework into Anglicare WA's Pillars.**

We need to ensure the conditions within our organisation are 'safe enough' spaces for the foundations to thrive - this relies on us all. This includes a focus on culture, understanding, respect, and value for Lived Experience (Peer) Work.

The Lived Experience (Peer) Framework is central to the pillar of 'Support West Australians to Thrive', with Anglicare WA's goal to set the standard in high quality service delivery, guided by lived experience and underpinned by best practice and robust outcomes measures. Delivering the Lived Experience (Peer) Framework - Part 2 is set as a Horizon 1 Goal. Furthermore, the foundations of the Lived Experience (Peer) Framework are underpinned by the Anglicare WA values.

We commit to continuing this work and ensuring the people who use our services have good experiences. To ensure this, we promise to welcome the lived experiences of current, and past clients - through co-design, feedback, and other relevant opportunities to help shape and inform our services through their lived experience, voice and shared hopes.

This Framework supports a Workforce that is still evolving and provides a way forward. It realises the hope and capacity for recovery that exists in us all.



Language & Definitions

The language we use is important, and can convey a sense of hope, optimism, and possibility. Below is a simple guide on embedding recovery-oriented language into daily conversations.

Recovery-oriented Language needs to be:

- Respectful, non-judgmental
- Clear and understandable
- Free of jargon, confusing data, and speculative comment
- Consistent with our body language
- Sincere sense of commitment, hope and presenting the potential for opportunity
- Trauma-informed

WHAT NOT TO SAY	WHAT TO SAY
<p>Don't label people. Don't define a person by their background, distress, or psychosocial challenges.</p>	<p>Do put people first. Do say a person "is experiencing...".</p>
<p>Don't use condescending, disapproving, patronising, tokenistic, intimidating, or judgmental language. Don't make assumptions based on their appearance or the way they communicate.</p>	<p>Do use language that conveys hope and optimism and supports and promotes a culture of recovery.</p>
<p>Don't assume someone feels safe or welcome because they don't say anything.</p>	<p>Do ask people if they are comfortable and feel welcome.</p>
<p>Don't talk negatively about hopes and aspirations identified in the past that a person did not follow up.</p>	<p>Do ask "what is important to you?" Do ask "what are you looking forward to?"</p>
<p>Don't assume you know a person's best interest.</p>	<p>Do ask what has been helpful in the past.</p>

INAPPROPRIATE LANGUAGE	LANGUAGE OF ACCEPTANCE, HOPE AND OPTIMISM
Ali is not normal.	Ali lives with a mental health condition.
Marek is high functioning.	Marek is really good at...
Chia is dangerous, abusive, angry, or aggressive. Chia demonstrates challenging, risk behaviour/s. Chia is high risk, anti-social.	Chia tends to... describe action... when upset. Chia sometimes reacts to people nearby when hearing voices. Chia is finding it difficult to socialise.
Felix rejects help or advice. Felix isn't capable of deciding what's best on their own. Felix has complex needs.	Felix is used to being independent and is finding it difficult accepting support. Felix may need some support to help make decision. Felix may need support in some areas.

LIVED EXPERIENCE

Definitions

Definitions offer a consistent understanding of terms frequently used. Below outlines the definitions utilised within Anglicare WA. Within this document, and the workplace, the term 'Lived Experience worker' refers to both consumer and carer Lived Experience workers.

Service User Participation

Refers to the active involvement of people who are engaged/accessing support services in the design, delivery + evaluation of these services and using this engagement meaningfully to make changes that improve their experiences + better meet their needs.

Lived Experience

Refers to personal knowledge about the world gained through direct, first-hand involvement in everyday events rather than through representations, assumptions and constructs from other people, research, or media.

What enables a person with Lived Experience to work in a Lived Experience (Peer) role is being willing and able to purposefully share and apply the knowledge and understanding gained within their work role.

It is important to understand that the experiences, and impacts, are very personal and while 'how much experience is enough' is highly subjective, people with Lived Experience describe experiences that **changed life as they knew it and took them on a different path from what they had planned.**

The experiences, particularly for people in Lived Experience (Peer) roles also caused significant change to the way they viewed themselves and their place in the world. **It is not so much the particular lived experience that is important to Lived Experience roles but the expertise, valued knowledge, skills, and wisdom gained through this experience.**

When the words Lived Experience are present, written with capitalisation, this refers to the designated roles that purposefully draw upon their lived experience in their daily work. When the words lived experience are present, written in lowercase, this refers to the life experiences everyone has due to being human.

Lived Expertise

Skillset, qualifications, and/or expertise gained from the Lived Experience (Peer) discipline. This may include development through Lived Experience (Peer) Supervision, Lived Experience (Peer) Communities of Practice/Networks, conference events, Certificate IV in Mental Health Peer Work (Consumer/Carer), the Peer Skillset, Intentional Peer Support (IPS), eCPR (Emotional CPR), etc. These areas of Lived Expertise collectively support those in Lived Experience (Peer) roles to utilise their Lived Experience within a discipline-specific approach.

Peer Work

Peer work focuses on 1:1 and/or group work directly with people that access our services.

Executive Summary

We're all about people, and focused on strengths

Anglicare WA values and recognises the significance that a person's lived experience has on their own life, as well as on the organisation's culture. Workers in designated Lived Experience (Peer) roles are a valued and integral component of our Workforce. They strengthen the diversity, competence, and skillset we can provide to the individuals, families, and communities we walk alongside.

The Anglicare WA Lived Experience (Peer) Framework nurtures, guides, and strengthens our Lived Experience (Peer) Workforce with a set of principles through which all future decisions, supporting documents and actions will be developed from. The Framework is directly linked to Domain 4 'Organisational Commitment & Workforce Development' within the Anglicare WA Recovery Framework and is underpinned by our values.

Our Lived Experience (Peer) Workforce is recovery-oriented and amplifies hope

Workers in Lived Experience (Peer) roles, purposefully and professionally utilise their Lived Experience to deliver outcomes. This requires courage, vulnerability, and deep levels of self-awareness. Anglicare WA's Lived Experience (Peer) Workforce will be nurtured, guided, and strengthened through the following principles:

Connection: Lived Experience (Peer) workers hold a space for exploration and discovery in the relationship.

Diversity: Respect for individual approaches to wellbeing.

Mutuality: The ability to know where you are at and the ability to meet people where they are at.

Human Rights: Lived Experience (Peer) workers advocate for a socially just world.

Authenticity: It's about asking what has happened to you, not what's wrong with you.

Humanity: Having compassion for others is grounded in being compassionate towards yourself.

A Whole-of-Organisation Approach

A successful Lived Experience (Peer) Workforce requires all-level organisational commitment, engaging different voices and experiences and embedding voices across multiple platforms.

←———— Our framework is defined by four pillars: —————→

**Leadership
and culture**



**Design and
decision-making**



**Workforce
development**

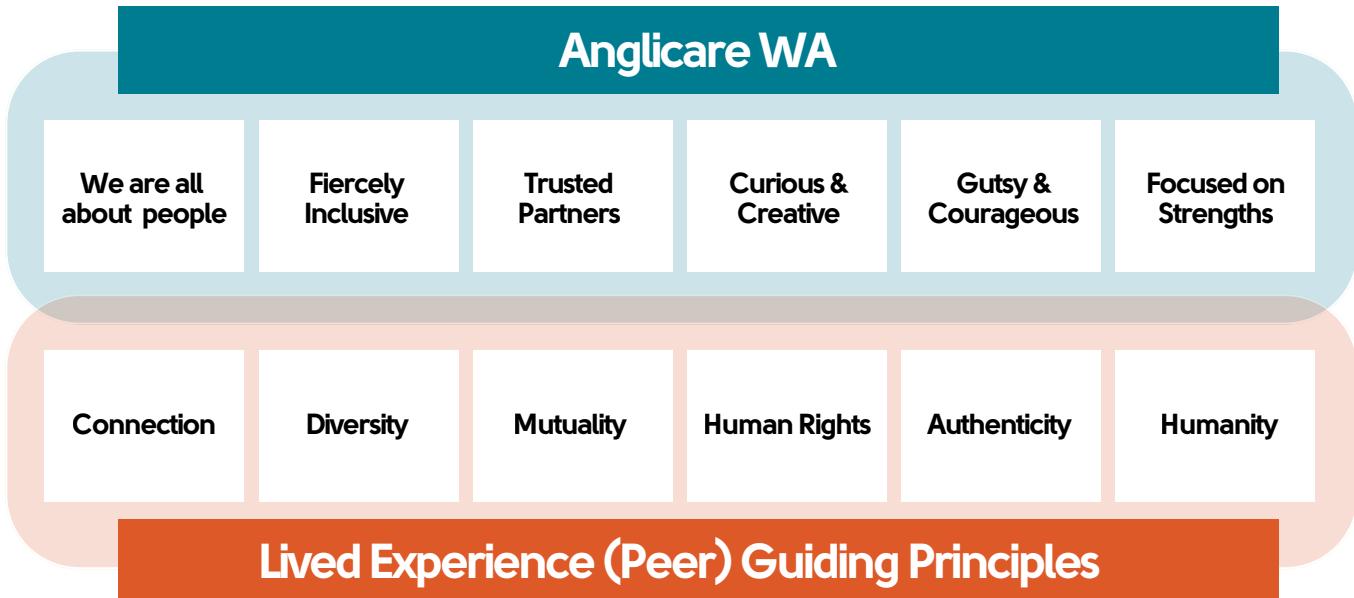


**Innovation and
influence**



Guiding Principles

Anglicare WA's delivery of the Framework and the deliverables within the four Pillars will be shaped by a commitment to six Lived Experience (Peer) guiding principles, shown below in relationship to the Anglicare WA values.



PRINCIPLE 1. CONNECTION

Lived Experience (Peer) workers hold space for exploration and discovery in the relationship.

WHY THIS IS IMPORTANT	WHAT THIS LOOKS LIKE IN PRACTICE
Connection is the cornerstone of Lived Experience (Peer) work, providing a space where relationships can be cultivated and sustained. Safely and intentionally sharing experiences foster deeper connections so that people feel heard and understood. It provides a place where the seeds of hope and optimism can grow. It's about sharing experiences, building trust and safety, being understanding and non-judgemental.	<ul style="list-style-type: none">• Conversations with a purpose• Empathy and understanding• Validating of people's experience• Offering and discussing options for Change• Sharing of self-care strategies

PRINCIPLE 2. AUTHENTICITY

Asking what has happened to you, not what's wrong with you.

WHY THIS IS IMPORTANT	WHAT THIS LOOKS LIKE IN PRACTICE
<p>Authenticity means bringing your true self to the work while knowing your capacity and limitations. A willingness to work in developing our own identity and support others in developing theirs too. It's about being genuine and honest, including what we can and can't do. Working with deliberate attentiveness and responsiveness because we have been there too.</p>	<ul style="list-style-type: none">• Showing vulnerability• Being Present• Following through

PRINCIPLE 3. DIVERSITY

Respect for individual approaches to wellbeing.

WHY THIS IS IMPORTANT	WHAT THIS LOOKS LIKE IN PRACTICE
<p>Appreciation for diversity of thought and diversity of beliefs and an understanding that each person's way is the right way for them. It's understanding and accepting yourself and others as they are. It's an openness to embrace different world views and ways of being.</p>	<ul style="list-style-type: none">• Self-awareness• Being welcoming and inclusive• Being curious in conversations• Willingness to develop and learn• Reflective practice

PRINCIPLE 4. HUMANITY

Compassion for others is grounded in being compassionate towards yourself.

WHY THIS IS IMPORTANT	WHAT THIS LOOKS LIKE IN PRACTICE
<p>Humanity is about recognising the inherent value of all individuals who are shaped by life experiences and are deserving of respect, opportunities, and compassion. Peers have an antenna for others' sensitivity and an awareness of the human condition.</p>	<ul style="list-style-type: none">• Being kind and caring• Showing compassion• Listening deeply• Person first

PRINCIPLE 5. MUTUALITY

The ability to know where you are at and the ability to meet people where they are at.

WHY THIS IS IMPORTANT	WHAT THIS LOOKS LIKE IN PRACTICE
<p>For Lived Experience (Peer) workers, mutuality means bringing the qualities of genuine true supporters to Lived Experience (Peer) work rather than a professional to client relationship. It's about intentionally developing and maintaining a two-way, equal relationship based on the kinship of common experience. LE (Peer) workers support people by 'being with' rather than 'doing for'. People learn and grow from each other through this peer relationship.</p>	<ul style="list-style-type: none">• Sharing power• Seeing others as equals• Allowing for change• Showing humility

PRINCIPLE 6. HUMAN RIGHTS

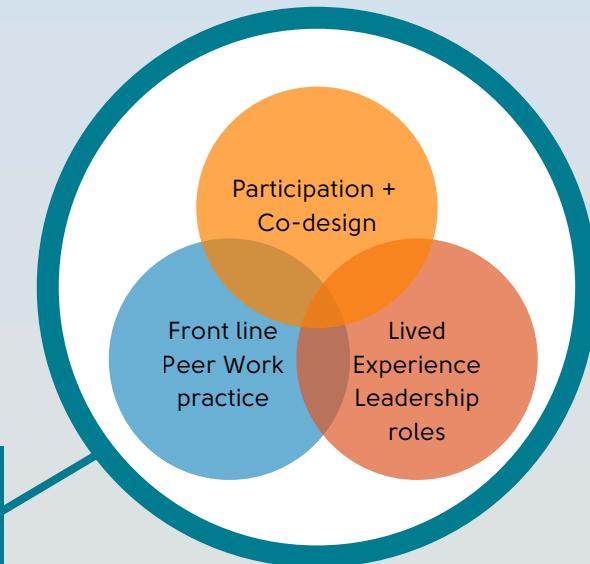
Lived Experience (Peer) workers advocate for a socially just world.

WHY THIS IS IMPORTANT	WHAT THIS LOOKS LIKE IN PRACTICE
<p>Lived Experience (Peer) workers support people's right to freedom and choice. It's a commitment to fairness, equity and 'a good life'. Lived Experience work involves working towards justice and rights for all people, to support inclusion and strong communities. This transformational work whether at an individual, service, or system level takes time and courage</p>	<ul style="list-style-type: none">• Supporting• 'Staying with'• Stepping and speaking up• Advocating• Promoting equity

Lived Experience (Peer) Work Model

The Anglicare WA approach to Lived Experience (Peer) Workforce with components that are interrelated and co-existing.

All Anglicare WA workers – their life experiences and contributions



All Anglicare WA staff – their life experiences and contributions

We commit to being an organisation where our workers can bring their true self to work, by providing a psychologically, socially, and culturally safe, affirming, and inclusive culture. We recognise and acknowledge that all Anglicare WA workers have unique life experiences, disclosed or non-disclosed, and all people contribute to and are shaped by the experiences that define them.

Participation and co-design

Participation and co-design opportunities enable a platform for Lived Experience (Peer) workers to contribute to decision-making at every level of Anglicare WA. Further definition of our approach can be found within Anglicare WA's SharePoint, People who access our service: [Client Participation](#)

Lived Experience (Peer) Work

Lived Experience (Peer) work is a unique and distinct discipline based on both Lived Experience, and Lived Expertise. There are a range of Lived Experience (Peer) roles across Anglicare WA, and the commonality of these roles is guided by meaningfully drawing from Lived Experience (Peer) Principles within this distinct practice: Connection, Authenticity, Diversity, Humanity, Mutuality and Human Rights.

Peer Work

At Anglicare WA, Peer Work primarily refers to working directly with people that access our service 1:1 and/or in group settings.

Lived Experience Leadership Roles

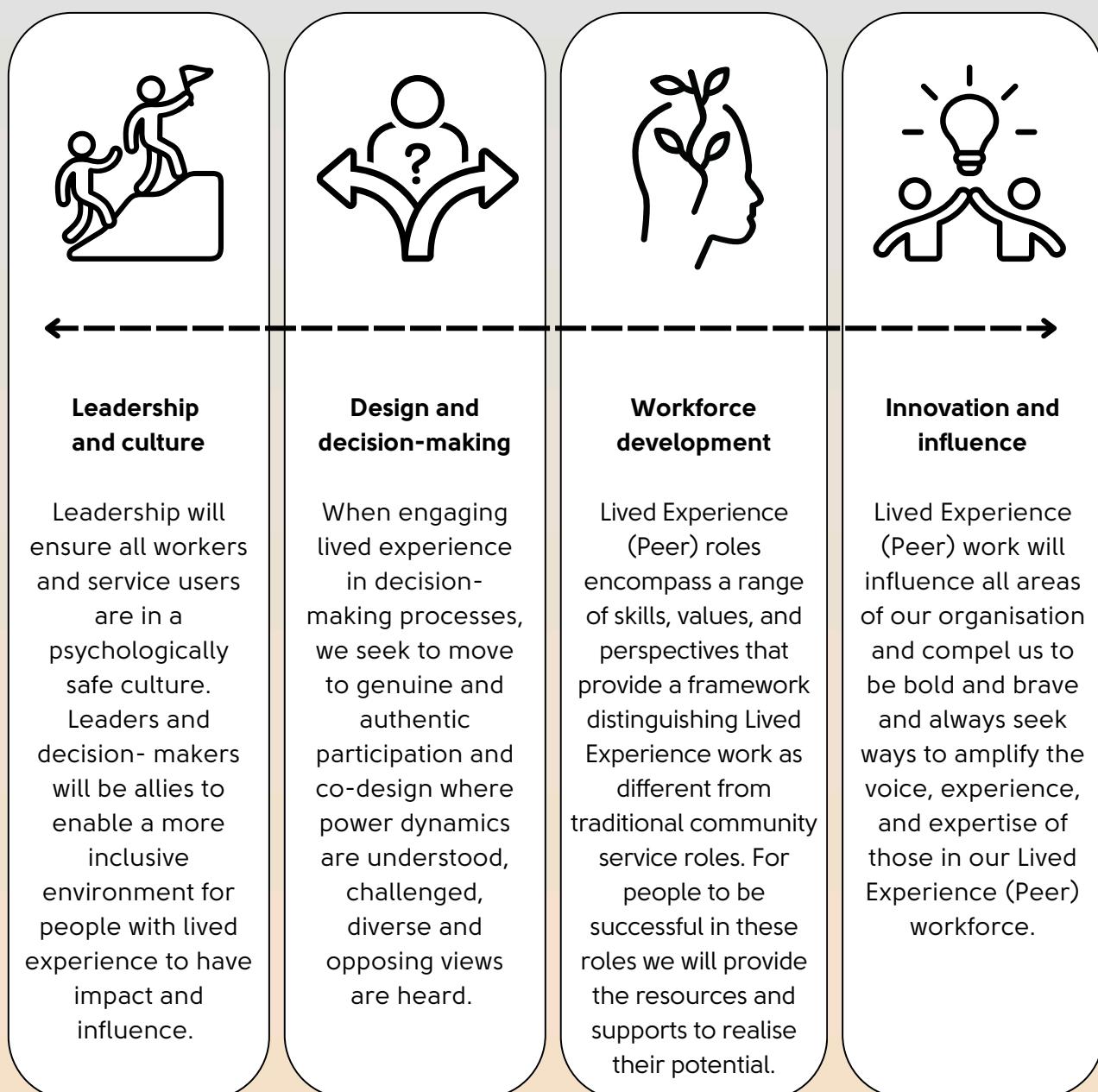
At Anglicare WA, there are a variety of designated Lived Experience leadership roles across the organisation that recognise both Lived Experience and Lived Expertise as an attribute of the role and require the person to work systemically to contribute this in addition to other professional skills and competencies.

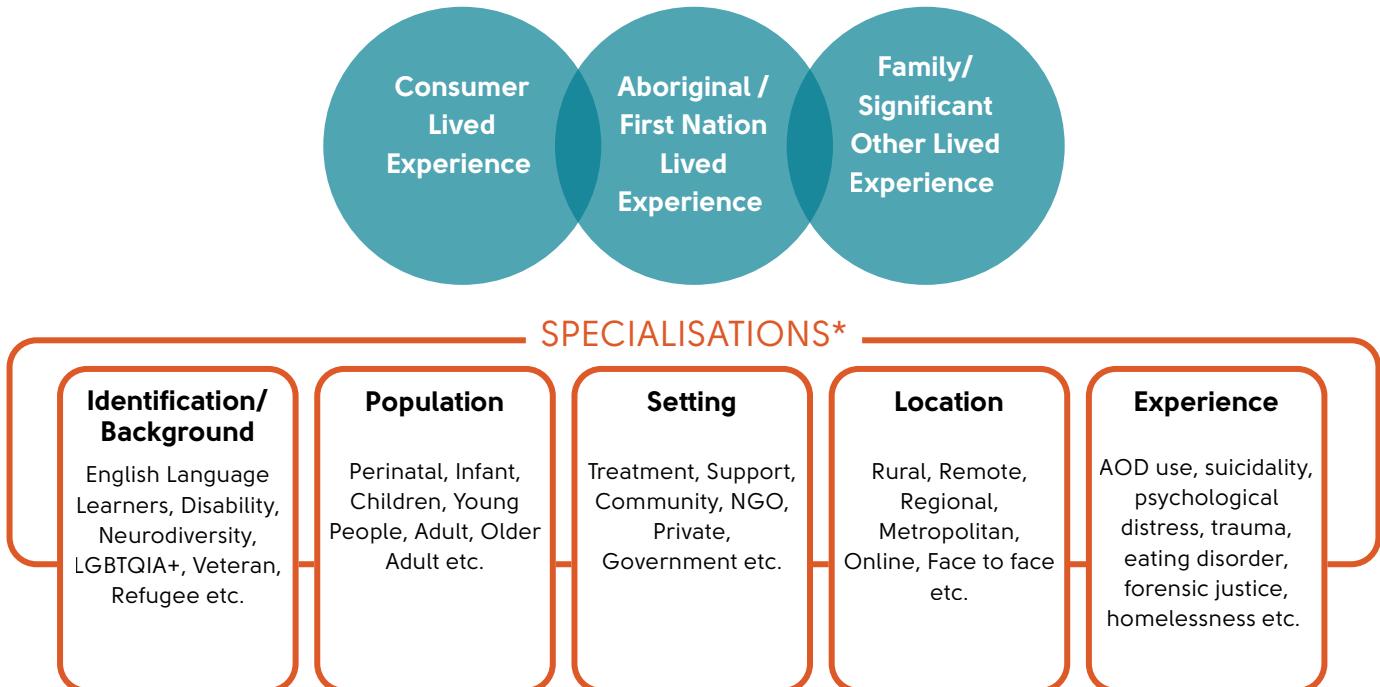
Staff working across our Lived Experience (Peer) roles within these roles are connected to support, inclusive of Lived Experience (Peer) Supervision, alongside and learning opportunities that build confidence and competency in the use and application of Lived Expertise in their work and are designed to ensure fidelity with the discipline and movement of Lived Experience (Peer) Work.

Our Approach

Future community service support and programs will be informed by the knowledge and expertise of lived experience. Anglicare WA's commitment to delivering a whole of organisation framework for Lived Experience (Peer) work, reflects our understanding that to effect meaningful change, we need to work at multiple levels of the organisation, engage different voices and experiences and deliver across multiple platforms to build on current commitments to achieve our vision for growth and development.

Our framework is defined by four pillars:





** This list of specialisations is for illustrative purposes and is not exhaustive*

Workforce Specialisations

The National Lived Experience (Peer) Workforce Development Guidelines acknowledges and promotes Lived Experience as a discipline in its own right. Anglicare WA adopts this standpoint and offers the following as a baseline for understanding the similarities and differences within the Lived Experience (Peer) Workforces.

Lived Experience (Peer) work incorporates understandings of the diversity of and within communities, identities, lifespan, and experiences of distress and service use. It is grounded in social and relational understandings of thoughts, feelings, beliefs, and perceptions. It is organised around the idea that we are all relational beings, rather than beings in relationships.

The Lived Experience (Peer) Workforce is comprised of three distinct specialisations within the Workforce - Aboriginal / First Nations Lived Experience, Consumer Lived Experience and Family/Carer/Significant Other Lived Experience.

The National Guidelines state that "Lived experience recognises the effects of ongoing negative historical impacts and or specific events on the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples. It encompasses the cultural, spiritual, physical, emotional and mental wellbeing of the individual, family or community." (Byrne et al., 2021, p. 3). This indicates the reason for the distinction within the workforce.

'Non-designated' role indicates a role that does not require an essential Lived Experience or Lived Expertise. These roles may be occupied by someone who has personal or family / significant other lived experience, but whose professional practice is determined by the values, principles and scope of their professional discipline relating to the role (for example a social worker or counsellor).

The distinction between designated and non-designated roles is an important one as it speaks to the requirement for expertise to be used as an essential part of a role, as distinct from a personal choice to draw upon it, or not.

It also identifies the distinction between lived experience + Lived Expertise which is required in a workplace role and lived experience of which we all have some element. The capitalisation of the L and E in the workforces' title is deliberately used to highlight that difference and also to signal the breadth of the fast developing Lived Experience (Peer) Workforces, as a discipline.

SAMPLE LIVED EXPERIENCE (PEER) ROLES

The type of Lived Experience (Peer) role specialisation: Consumer, Carer, Aboriginal person alongside the type of Lived Experience these roles require (Homelessness/housing insecurity, Mental Health, AOD, Justice Sector, Youth/Adults, etc) can be further outlined in the individual JDF than the role title to simplify things

*LE = Lived Experience

Frontline Service Delivery	Leadership + Governance	Advocacy	Learning + Development	People + Culture
Peer Support Volunteers	Lived Experience Board Member	Lived Experience (Peer) Practice Consultant	Lived Experience (Peer) Engagement Officer	Lived Experience People + Culture Representative
Lived Experience (Peer) Volunteers	Lived Experience CEO	Youth Consultants	Lived Experience (Peer) Learning + Development Partner	Lived Experience (Peer) Supervisor
Peer Support Worker (PSW)	Lived Experience Executive Director	Lived Experience Advisory Group Member (LEAG)	Lived Experience (Peer) Learning + Development Advisor	
Lived Experience (Peer) Group Facilitator	Lived Experience (Peer) Coordinator	Lived Experience Representative		
	Lived Experience General Manager/Service Manager			
	Lived Experience Project Officer / Project Lead			

Our Lived Experience leaders, and those employed in Lived Experience Leadership are roles are important to support the Lived Experience (Peer) Workforce and to ensure that decisions and practices are informed by lived experience at all levels.

The table below from the National Lived Experience (Peer) Workforce Development Guidelines provides a starting point for understanding the unique qualities of Lived Experience work highlighting its specialist knowledge and experience base.

UNIQUE KNOWLEDGE, ABILITIES, AND ATTRIBUTES	WHAT MAKES LIVED EXPERIENCE WORK EFFECTIVE?
<ul style="list-style-type: none"> • Profound life-changing mental health, alcohol, and other drug and/or life challenges that have led to a new life direction and concept of self or life changing experiences while supporting someone with mental health challenges that have profoundly impacted their life/world view. • Personal identification with, and experiences of service use and/or advocating for someone using services. • Understanding experiences of marginalisation, exclusion, discrimination, loss of identity/human rights/citizenship. • Willingness to purposefully share experiences and parts of personal story in work role. • Understanding both experiences of hopelessness and the critical need for hope – how to move from a position of hopelessness to one of hope. • Willingness to use emotional understanding and knowing as key to work role. • Willingness to be vulnerable and publicly 'out'. • Understanding the personal impact of experiences of trauma. • The degree of empathy and what they are able to understand and empathise with. • Greater equality and efforts to reduce power imbalances with people accessing services, including no involvement with coercive or restrictive practice of any kind. • Being an advocate/change agent. • Level of awareness about self-care and skills/strategies to prioritise it. 	<ul style="list-style-type: none"> • Applying Lived Expertise: not just having lived experience but what has been learned through that experience and how to apply. • Links with and understanding of the wider consumer movement and concepts. • Work that is values-based and authentically lived experience-informed, person-directed and aligned with recovery principles. • A social justice and fairness focus informed by understanding power imbalances. • Significant understanding and ability to use personal stories effectively and appropriately, for the benefit of the other person or system/service reform. • Convey or inspire optimism and hope. • A bridge between organisations and people accessing services/supporting people accessing services. • Understanding of overlapping identities and experiences (intersectionality) and the impacts of culture and identification. • Trauma-informed: awareness of the role/impact of trauma and how to respond sensitively and appropriately. • Resilience in the face of discriminating, prejudicial and disempowering attitudes, practices, and policies. • Focus on the relationship. • Greater flexibility/scope/ability to be responsive to the person, rather than being driven by a prescribed agenda. • Specialisation may be useful depending on the context and experience e.g. people from the Deaf community, Youth, people with experiences of family violence etc.

Pillars and Deliverables

The commitment to growth in our Lived Experience (Peer) Workforce requires us to be bold. The framework will be delivered through four pillars, shown below in detail. Each deliverable will be realised within timelines and accountabilities that will address gaps in our current organisational approach to Lived Experience (Peer) work. Deliverables draw from governance, workforce, training, research, and other organisational development processes to enable change. They will be delivered over a four-year period, supported, and monitored by a Lived Experience Advisory Group (LEAG). The Lived Experience Project Lead will provide quarterly reports on the deliverables to the Anglicare WA Executive Leadership team.

1. Leadership and Culture

Type	Deliverable	Success measure	Timeline	Responsibility	Accountability
STAGE 2					
Documents & Guides	Lived Experience training modules	Anglicare LE training modules available via HIVE	Jan 2026	General Manager Service Strategy & Partnerships	Director People & Culture
Actions	1.1.1 Senior Leadership team have a well-developed understanding of the Lived Experience Framework, Action Plan and any roles of Accountability toward it.	Senior Leadership review reports against Lived Experience Framework, Action Plan & Accountability through Executive meetings & contribute toward progressing actions.	Jun 2026	CEO	CEO
Actions	1.1.2 Anglicare WA's approach to lived experience is shared amongst external networks (framework, strategy + deliverables)	Anglicare WA is recognised as a leader in lived experience approaches	Ongoing	General Manager Service Strategy & Partnerships	Director Service
Actions	1.1.3 Senior leadership team to complete lived experience training (incorporating lived expertise, co-design, & peer work).	Increased understanding of principles and models	Completed	CEO	Director People & Culture
Actions	1.1.4 All managers of lived experience staff undertake Anglicare WA's manager training	Increased understanding of how to support lived experience staff.	Completed	Manager Learning & Development	Director People & Culture
Documents & Guides	Suitable learning opportunities are available to build leadership skills for those Lived Experience roles.	Increased understanding of how to support lived experience staff	Dec 2025	Manager Learning & Development	Director People & Culture
Actions	1.2.1 Community education /awareness raising as well as addressing stigma/ inaccuracy in perceptions.	Engagement Survey data shows increasing lived experience staff numbers and satisfaction	May – Jun 2026	General Manager People & Culture	Director People & Culture
Actions	1.2.2 Visibility of lived experience roles across varying levels of the organisation	Change to Lived expertise represented at all levels of the organisation.	Service delivery, Jul 2025 - Jun 2026 LE Project Lead, Jul 2025 - Jun 2026	General Manager People & Culture	Director People & Culture
Actions	1.2.3 Identify pathways to leadership for peer workers.	Career development pathways in place for peer workers	LE Project Lead Jul 2025-Jun 2026	Manager Learning + Development	Director People & Culture
Actions	1.2.4 Anglicare WA's approach to strategic partnerships is inclusive of lived experience partnerships	Strategic partnerships with lived experience led organisations and leaders	On-going	General Manager Service Strategy & Partnerships	Director Services

Stage 2: July 2025 – June 2026 *extension of timeline to be aligned to Anglicare WA's Strategy 2030, post Horizon 1.

2. Design and Decision Making

Type	Deliverable	Success measure	Timeline	Responsibility	Accountability
STAGE 2					
Documents & Guides	LEAG Terms of Reference LE Governance Standards + Fidelity Tool	<p>LEAG members have had access to LE (Peer) training to increase Lived Expertise</p> <p>LEAG is visual on our website and SharePoint, with governance documents completed, including Terms of Reference</p> <p>Report process finalised then reported on year by year</p>	<p>Terms of Reference - Aug 2025</p> <p>Training of LEAG members – annually, first session completed by Dec 2025.</p>	General Manager Service Strategy & Partnerships	Director Services
Actions	2.1.1 Creation of, and engagement with, Lived Experience Advisory Group (LEAG) and other consumer and carer participation in organisational planning and development processes are tracked, analysed to measure growth, e.g. independent cost code for hours	Reporting process formalised then reported on year on year	On-going	General Manager Service Strategy & Partnerships	Director Services
Actions	2.1.2 Policy and procedures developed for consistent practices for lived experience representatives on interview panels and committee membership and involvement	P&C standards, guides, procedures and knowledge developed for recruitment practices	Dec 2025	General Manager People and Culture	Director People & Culture
Documents & Guides	The fidelity of Anglicare's Lived Experience approaches can be evidenced against the National and State Lived Experience Guidelines and Practices.	Lived Experience Framework reporting to include national and state sector knowledge / trends, ensuring the fidelity of our approaches.	October 2025, then regular reporting timelines.	General Manager Service Strategy & Partnerships	Director Services
Actions	2.2.1 Fidelity with LEAG model to ensure participation is incorporated into organisational strategy, business development, operations & communications, policies, advocacy, & research functions	Lived Experience Advisory Group reports into the Executive meeting with updates on internal stakeholder engagement	October 2025	General Manager Service Strategy & Partnerships	Operational Directors
Actions	2.2.2 Recruited consumer & carer positions to relevant committees & sub-committees to ensure oversight & co-design opportunities on areas including workforce, learning & development, practice & models of care & policies & procedures.	Relevant Anglicare WA Working Groups have a membership base of 1-2 Lived Experience positions or attendance for specialist expertise.	On-going	General Manager Service Strategy & Partnerships	Operational Directors

3. Workforce Development

Type	Deliverable	Success measure	Timeline	Responsibility	Accountability
STAGE 2					
Documents & Guides	Position Descriptions Peer Supervision Framework + Guide Peer Practice Guide Wellbeing Plan Media Training – LE Specific, Safe Story Telling Paid Participation Policy	Resources on topics are created	Jun 2026	General Manager Service Strategy & Partnerships	Director Services + Director People & Culture
Actions	3.1.1 Ensure Peer Supervision for designated lived experience roles is a standard practice and suitably identified staff are offered external training to complete.	Direction for appropriate Peer Supervision for Lived Experience designated roles is included in the organisational approach to internal, external, group and reflective practice supervision.	Jun 2026	General Manager Practice Excellence	Director Services
Actions	3.1.2 Review flexible working arrangements procedures in line with access for staff with lived experience	Policy reviewed	Dec 2025	General Manager People and Culture	Director People & Culture
Actions	3.1.3 Provide consistency in peer roles across Anglicare WA, i.e., titles, minimum expectations for services, pay scales	Guidelines and specifications developed.	Jun 2026	General Manager People and Culture	Director People & Culture
Documents & Guides	Peer Pathway Guide	Resource created	Ongoing	Manager Learning & Development	Director People & Culture
Actions	3.2.1 Implementation of Peer Pathway Program to support growth of peer workforce.	Pathway participants graduate and are employed at Anglicare WA	Ongoing	Manager Learning and Development	Director People & Culture
Actions	3.2.2 Achieve overall growth of designated Lived Experience workforce across Anglicare.	Delivery of Lived Experience workforce growth project, showing an increase of 50% annually of designated Lived Experience roles.	Ongoing annual targets 10 by June 2025, 15 by June 2026	General Manager People & Culture	Director People & Culture and Director Services
Actions	3.2.3 Further development of approach to peer specialisations e.g. Carer, Youth, Aboriginal, Mental Health, Justice, AOD & Homelessness/Housing Insecurity.	Mapping of Lived Experience Framework, Diversity and Inclusion Strategy and Aboriginal Engagement Strategy.	Dec 2025	General Manager of Service Strategy	Director Services

4. Innovation and Influence

Type	Deliverable	Success measure	Timeline	Responsibility	Accountability
STAGE 2					
Documents & Guides	Brand + Communications Guide Consent Form + Process	Resources created	Oct 2025	General Manager Advocacy and Strategy	Director Innovation & Strategy
Actions	4.1.1 Ensure communications materials amplify lived experience perspectives.	Lived experience perspectives and voices consistently reflected in Anglicare WA communications.	On-going	Brand and Communications Manager	Director Innovation & Strategy
Actions	4.1.2 Ensure policy and advocacy approaches are influenced by the needs and experiences of people with lived experience.	All significant activities and responses are informed by LEAG or other relevant lived expertise.	Oct 2025 – on-going	General Manager Advocacy and Strategy	Director Innovation & Strategy
Actions	4.1.3 Ensure appropriate service program tenders are inclusive of minimum one designated Lived Experience role	Submission of 5 tenders annually with Lived Experience designated roles	On-going	General Manager Service Strategy & Partnerships	Director Services
Documents & Guides	Peer-Led Service Model Guide	Resource created	To be determined based on level of future resourcing allocated through the Strategy 2030 operational planning.	General Manager Service Strategy & Partnerships	Director Services
Actions	4.2.1 Partner and build Anglicare's knowledge and experience of delivering Lived Experience-led services	Anglicare WA delivering 1 or more Lived Experience-led service		Director Services	Director Services
Actions	4.2.2 Research and lived experience development projects: 1. Defined role for peer researchers 2. Research co-production methodology. 3. Research consultation and focus group methodology. 4. Research Advisory Group methodology.	1: Peer researcher role guidelines/PD in place 2-4: Guidelines and specifications developed.	To be determined based on level of future resourcing allocated through the Strategy 2030 operational planning.	General Manager Advocacy and Strategy	Director Innovation & Strategy

Additional support services

Emergency: 000

Lifeline Australia: 13 11 14

Suicide Call Back Service: 1300 659 467

Domestic Violence Hotline: 1800 65 64 63

1800RESPECT: 1800 737 732

Men's Referral Service: 1300 766 491

Men's Line: 1800 600 636



1300 11 44 46
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Support and Services for Western Australians

- Child Safety and Wellbeing
- Family and Domestic Violence
- Family Functioning and Parenting Support
- Financial Independence and Security
- Housing and Homelessness
- Mental Health and Wellbeing