

Lived Experience

A framework to nurture, guide, and strengthen
our Lived Experience workforce

FRAME
WORK



AnglicareWA™



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 Balangarra 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 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 workforce within Anglicare WA.

Intention Statement

The statement below is the intention statement that the Anglicare WA Lived Experience Framework Reference Group created to define the scope of the Lived Experience 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 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 work is compelling and the need for it to be developed in a planned, systematic, and well supported way 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 current strategic plan 2022 – 2025 is dedicated to growing our Lived Experience workforce.

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 and Peer Workers.

The Lived Experience Framework is linked to Domain 4 within the Recovery Framework; 'Organisational Commitment & Workforce Development' and is 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, their voice, and shared hopes.

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

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. The list 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 / Living Experience / Lived Expertise / Living Expertise – 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 designated Lived Experienced 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 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 and valued knowledge, skills, and wisdom gained through this experience.

When the words Lived Experience are present, written with capitalisation, this is referring 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 is referring to the life experiences everyone has due to being human.

Learned Experience – refers to planned or unplanned experiences in any number of settings that can be acquired through practice, opportunity, and exposure that transforms learner insights, supports emotional growth, and builds knowledge, skills, and dispositions.

Peer Work – often used interchangeably with the term 'Lived Experience', Peer Work focuses on 1:1 and/or group work directly with service users.

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 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 Framework nurtures, guides, and strengthens our Lived Experience 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 workforce is recovery-oriented and amplifies hope

Workers in Lived Experience designated roles, including Peer Work 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 workforce will be nurtured, guided, and strengthened through the following principles:

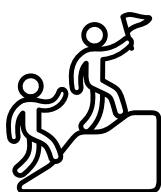
- **Connection:** Designated Lived Experience workers hold a space for exploration and discovery in the relationship
- **Diversity:** Respect for individual approaches to wellbeing
- **Mutuality:** It's the ability to know where you are at and the ability to meet people where they are at
- **Human Rights:** Lived Experience workers advocate for a socially just world
- **Authenticity:** 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 workforce requires organisational commitment at all levels, 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**

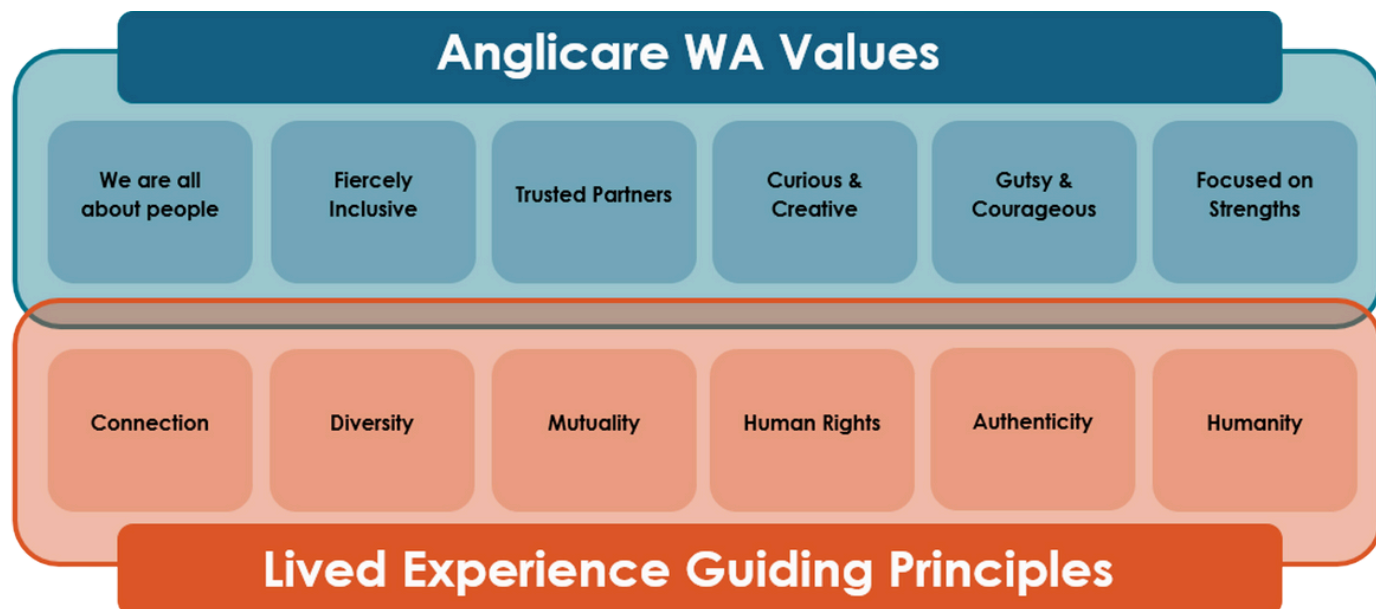


**Innovation and
influence**



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 guiding principles, shown in relationship to the Anglicare WA values.



PRINCIPLE 1. CONNECTION

Lived Experience workers hold a 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 work, providing a space where relationships can be cultivated and sustained. Safely and intentionally sharing experiences fosters deeper connections so 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 nonjudgemental.	<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
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.	<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
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.	<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
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.	<ul style="list-style-type: none">• Being kind and caring• Showing compassion• Listening deeply• Person first

PRINCIPLE 5. MUTUALITY

It's 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
For Lived Experience workers, mutuality means bringing the qualities of genuine true supporters to Lived Experience 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. Lived Experience workers support people by 'being with' rather than 'doing for'. People learn and grow from each other through this peer relationship.	<ul style="list-style-type: none">• Sharing power• Seeing others as equals• Allowing for change• Showing humility

PRINCIPLE 6. HUMAN RIGHTS

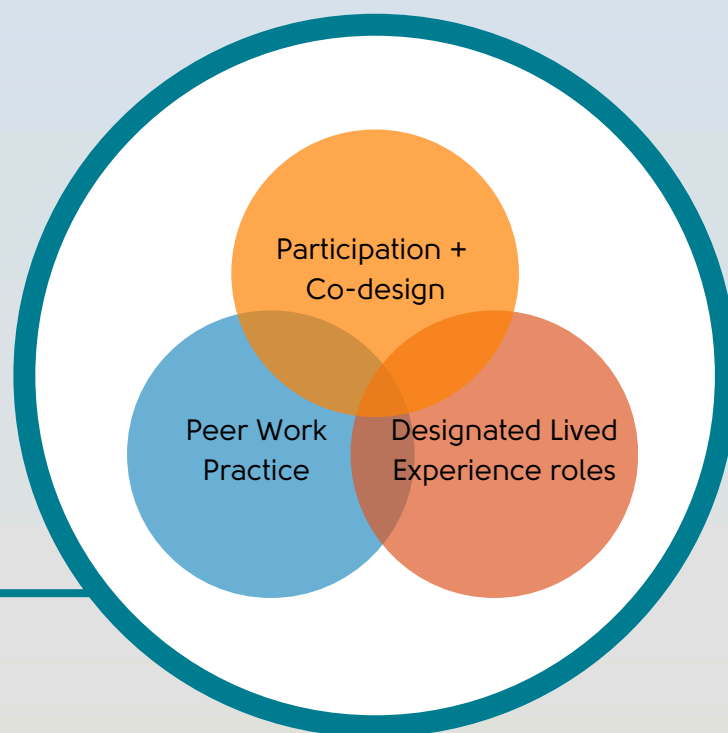
Lived Experience workers advocate for a socially just world

WHY THIS IS IMPORTANT	WHAT THIS LOOKS LIKE IN PRACTICE
Lived Experience 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.	<ul style="list-style-type: none">• Supporting• 'Staying with'• Stepping and speaking up• Advocating• Promoting equity

Model of Lived Experience

The Anglicare WA approach to the Lived Experience 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 – Opportunities enable a platform for Lived Experience 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, Client (service user) Participation: [Client Participation](#)

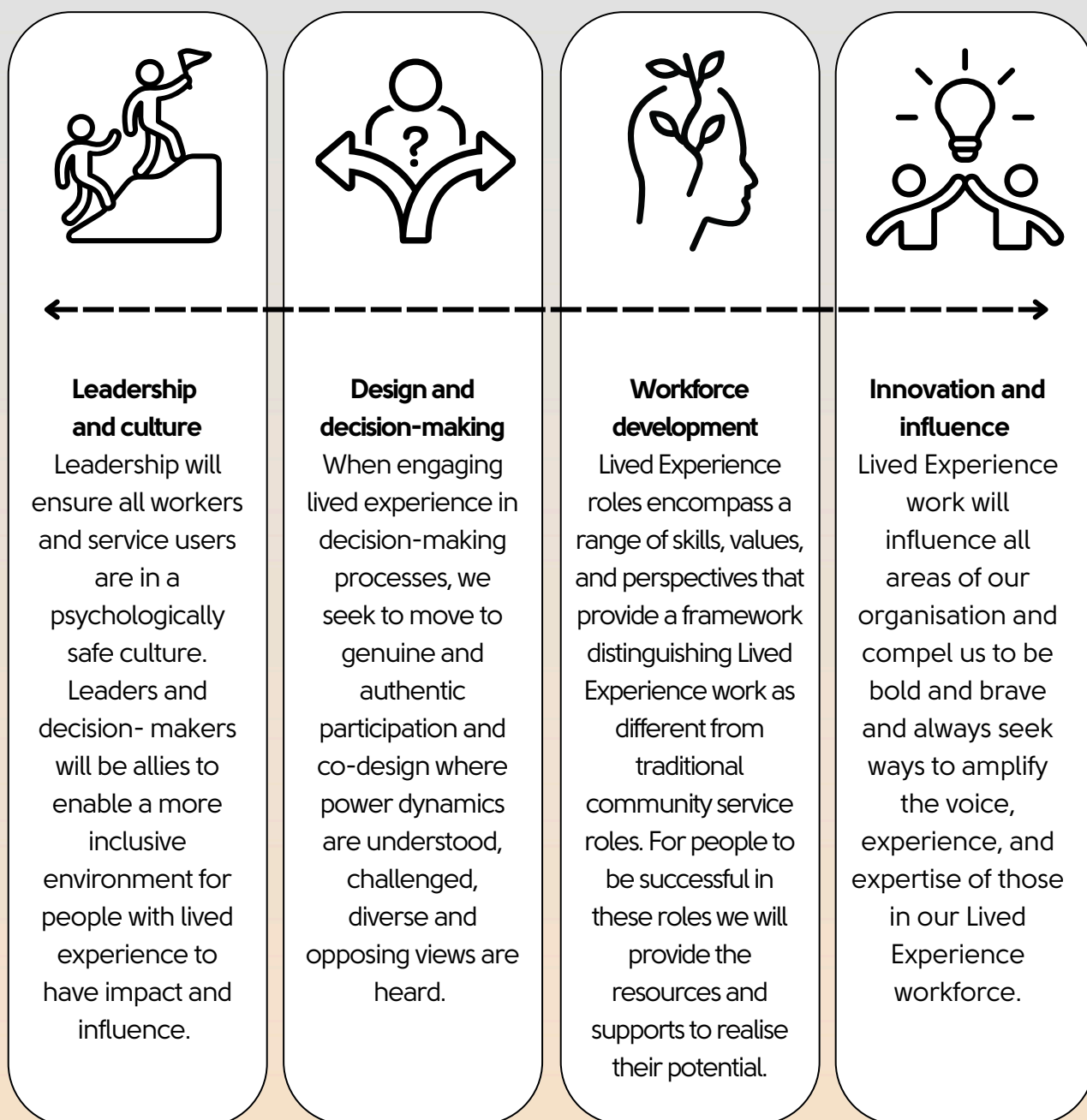
Peer work – A unique and distinct discipline based on sharing experiences, modelling hope, empowerment, mutuality, and advocacy. At Anglicare WA, Peer Work primarily refers to the work of Lived Experience workers involved in client service delivery through Peer Support, guided by Anglicare WA's Peer Work Framework, scheduled for 2025.

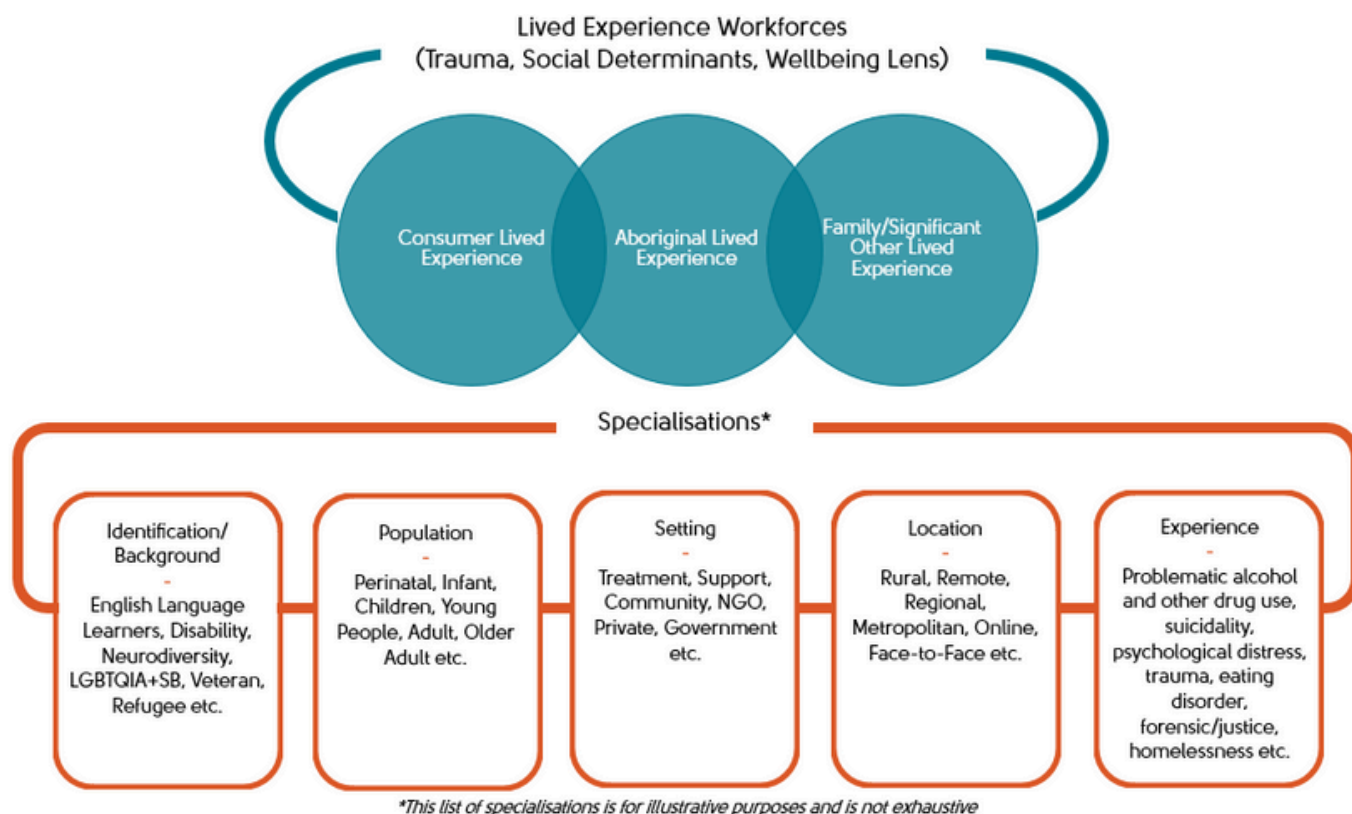
Designated Lived Experience roles – roles across the organisation that recognise Lived Expertise as an attribute of the role and require the person to work systemically to contribute this in addition to other professional skills and competencies. Staff within these roles are connected to support and 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.

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, 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:





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 workforces.

Lived Experience 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 workforce is comprised of three distinct workforces – the Aboriginal Lived Experience workforce, the Consumer Lived Experience workforce, and the Family/Significant Other Lived Experience workforce.

- **Non-designated** – indicates a role that does not require an essential Lived Experience 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).
- **Distinction between designated and non-designated roles** – this 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 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** – deliberately used to highlight that difference and also to signal the breadth of the fast-developing Lived Experience discipline.

SAMPLE LIVED EXPERIENCE ROLES

The following roles are ALL Lived Experience roles across different organisations and community sectors but may have different role titles and may not necessarily be roles hosted by AWA.

*LE = Lived Experience

Frontline Peer Workers	Leadership Roles	Advocacy Roles	Education Roles	Policy Roles	Research & Evaluation Roles
Peer Worker	Board Director	Representative	LE (Peer) Trainer, Facilitator, Educational assessor	Planner	Reviewer, Assessor
Peer Support Worker Senior PSW	LE CEO including of a peer-led organisation	Consumer, Consultant, Family-Carer Consultant	LE Educator	Advisor	Planning
50(d) position	Senior Executive	Advisor (design, delivery, LE Governance)	Cert IV Peer Support LE Educator	Writer	LE Researcher
Traditional Healer	Director Cultural Advisor	Strategic Advisor	Aboriginal Cultural Educator	LE HR Advisor on recruitment, retention	LE Research Assistant Associate Researcher
Peer Specialist	Manager, Coordinator	Indigenous Procurement Strategist	Developer, Designer		
Peer Group Facilitator	Team Leader	Independent Lived Experience Consultant	Lived Experience Academic (Consumer / Family Member)		
Aboriginal Consumer Participation Coordinator	Supervision Facilitator	Advocate	Peer Group Facilitator		
Aboriginal Liaison Officer, Cultural Advisor	Independent Peer to Peer Supervisor	Champion	Independent Lived Experience Academic		

Lived Experience leaders are important to support the Lived Experience workforce and to ensure that decisions and practices are informed by lived experience at all levels. **Lived Experience Peer Workers connect with individuals and their families**, carers, and other personal supports through the shared perspective of lived experience.

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 a lived/living experience but what has been learned through that experience and how it's applied. • 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 orgs. 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 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 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. 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 comprised of a minimum of 90% lived experience membership. The Lived Experience Project Lead will provide quarterly reports on the deliverables to the Anglicare WA Executive Leadership team.

1. Leadership and Culture

Stage 1: July 2024 – June 2025
Stage 2: July 2026 – June 2028

Deliverable	Success measure	Timeline	Responsibility	Accountability
Stage 1				
Lived Experience training modules	Resources created	Dec 2024	General Manager Service Strategy & Partnerships	Director People & Culture
1.1.1 Defined expectations established for senior leadership relating to participation activities.	Senior leadership consistently engage Lived Expertise	Dec 2024	CEO	CEO
1.1.2 Anglicare WA's approach to Lived Experience are 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 Services
1.1.3 Senior leadership team to complete Lived Experience training (incorporating Lived Expertise, co-design, and peer work)	Increased understanding of principles and models across senior leadership	Dec 2024	CEO	Director People & Culture
1.1.4 All managers of Lived Experience staff undertake Anglicare WA's manager training	Increased understanding of how to support Lived Experience staff	Dec 2024	Manager Learning & Development	Director People & Culture
Stage 2				
Lived Experience Leadership Program & Lived Experience Partnership Manual	Resources created	To be determined based on level of future resourcing allocated post-current strategic plan	General Manager Service Strategy & Partnerships	Director People & Culture
1.2.1 Explore activities that actively addresses stigma and inaccurate perceptions relating to Lived Experience	Engagement Survey data shows increasing Lived Experience staff numbers and satisfaction		General Manager People & Culture	Director People & Culture
1.2.2 Visible Lived Experience roles in varying levels of the organisation	Lived Expertise representation at all levels of the organisation		CEO	CEO
1.2.3 Identify pathways to leadership for peer workers	Career development pathways in place for peer workers		Manager Learning & Development	Director People & Culture
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		General Manager Service Strategy & Partnerships	Director Services

2.Design and Decision-making

Stage 1: July 2024 – June 2025
Stage 2: July 2026 – June 2028

Deliverable	Success measure	Timeline	Responsibility	Accountability
Stage 1				
Lived Experience Advisory Group Terms of Reference & Lived Experience Governance Standards	Resources created	Dec 2024	General Manager Service Strategy & Partnerships	Director Services
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	Ongoing	General Manager Service Strategy & Partnerships	Director Services
2.1.2 Policy and procedures developed for consistent practices for Lived Experience representatives on interview panels and committee membership and involvement	Procedure in place	June 2025	General Manager People & Culture	Director People & Culture
Stage 2				
Fidelity Audit Tool & Reporting Tool	Resources created	To be determined based on level of future resourcing allocated post-current strategic plan	General Manager Service Strategy & Partnerships	Director Services
2.2.1 Fidelity with Lived Experience Advisory Group model to ensure participation is incorporated into organisational strategy, business development, operations and communications, police, advocacy, and research functions	Lived Experience Advisory Group reporting shows depth of involvement		General Manager Service Strategy & Partnerships	Director Services
2.2.2 Recruited consumer and carer positions to relevant committees and sub-committees to ensure oversight and co-design opportunities on areas including workforce, learning and development, policies and procedures, practice, and models of care	All formal organisational committees and project control groups have 1-2 Lived Experience positions		General Manager Service Strategy & Partnerships	Operational Directors

3. Workforce Development

Stage 1: July 2024 – June 2025
Stage 2: July 2026 – June 2028

Deliverable	Success measure	Timeline	Responsibility	Accountability
Stage 1				
Position Descriptions Peer Supervision Framework + Guide Peer Practice Guide Wellbeing Plan Media Training – LE Specific Safe Story Telling Guide Paid Participation Policy	Resources created	All completed by June 2028	General Manager Service Strategy & Partnerships	Director Services + Director People & Culture
3.1.1 Ensure Peer Supervision for designated Lived Experience roles is a standard practice and suitable identified staff are offered external training to complete	Peer Supervision is consistently delivered	June 2025	General Manager Practice Excellence	Director Services
3.1.2 Review flexible working arrangements procedure in line with access for staff with Lived Experience	Policy reviewed	June 2025	General Manager People & Culture	Director People & Culture
3.1.3 Provide consistency in peer roles across Anglicare WA, i.e., titles, minimum expectations for services, pay scales	Guidelines and specifications developed.	June 2025	General Manager People & Culture	Director People & Culture
Stage 2				
Peer Pathway Guide	Resources created	To be determined based on level of future resourcing allocated post-current strategic plan	Manager Learning & Development	Director People & Culture
3.2.1 Implementation of Peer Pathway Program to support growth of peer workforce	Pathway participants graduate and are employed at Anglicare WA		Manager Learning & Development	Director People & Culture
3.2.2 Achieve overall growth of designated Lived Experience workforce to 10% of total workforce in four years from launch of Lived Experience Framework <ul style="list-style-type: none"> Reclassification of roles to peers Increase number of peer workers in services Peer leadership roles Development of systemic designated Lived Experience roles – position descriptions and key competencies relating to lived expertise	Delivery of Lived Experience workforce growth project showing increase to 10% of total workforce after four years from launch of Lived Experience Framework.		General Manager People & Culture	Director Services + Director People & Culture
3.2.3 Further development of approach to peer specialisations e.g., Indigenous, Carers, Youth, Cultural, LGBTQ+, AOD and Homelessness	Increased understanding and development of specialisation roles.		General Manager Practice Excellence	Director Services

4. Innovation and Influence

Stage 1: July 2024 – June 2025
Stage 2: July 2026 – June 2028

Deliverable	Success measure	Timeline	Responsibility	Accountability
Stage 1				
Brand + Communications Guide & Consent Form + Process	Resources created	June 2025	General Manager Advocacy & Strategy	Director Innovation & Strategy
4.1.1 Ensure communications materials amplify lived experience perspectives	Lived Experience perspectives and voices consistently reflected in Anglicare WA communications	Ongoing	Brand & Communications Manager	Director Innovation & Strategy
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 the Lived Experience Advisory Group or other relevant lived expertise	June 2025	General Manager Advocacy & Strategy	Director Innovation & Strategy
4.1.3 Ensure appropriate service program tenders are inclusive of minimum one designated Lived Experience role	Submission of 5 tenders with Lived Experience designated roles	June 2025	General Manager Service Strategy & Partnerships	Director Services
Stage 2				
Peer-Led Service Model Guide	Resources created	To be determined based on level of future resourcing allocated post-current strategic plan	General Manager Service Strategy & Partnerships	Director Services
4.2.1 Explore approaches to fully Lived Experience led services	Anglicare WA delivering > 1 Lived Experience led service/s in three years		Director Services	Director Services
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		General Manager Advocacy & Strategy	Director Innovation & Strategy

References

Australian Government National Mental Health Commission

National Lived Experience (Peer) Workforce Development Guidelines
National Lived Experience (Peer) Workforce Development Guidelines – Roadmap
National Lived Experience (Peer) Workforce Development Guidelines - Summary
National Lived Experience (Peer) Workforce Development Guidelines - Roles
Investing in Lived Experience Workforce Development
Lived Experience Workforce Development

Government of Western Australia Mental Health Commission

Lived Experience (Peer) Workforces Framework

Mental Health Coordinating Council

Recovery Oriented Language Guide 3rd Edition

Mind Australia

Peer Work Framework
Lived Experience Strategy

Mission Australia

Client Informed Services Framework
Lived Expertise Practice Framework

National Mental Health Consumer and Carer Forum and the National Primary Health Network Mental Health Lived Experience Engagement Network

The Lived Experience Governance Framework
A Toolkit to Authentically Embed Lived Experience Governance

NSW Council of Social Services

Principles and practices for Lived Experience partnerships

Queensland Mental Health Commission

Queensland Framework for the Development of the Mental Health Lived Experience Workforce
Role Titles and Descriptions for the Development of the Mental Health Lived Experience Workforce

SA Lived Experience Leadership & Advocacy Network

The Model of Lived Experience Leadership

Shelter WA

Hear Of My Experience (HOME) Lived Experience Engagement Framework

WA Council of Social Service

Lived Experience Framework



1300 11 44 46

info@anglicarewa.org.au

anglicarewa.org.au

@anglicarewa



Support and services for Western Australians

- Aboriginal Communities • Counselling & Separation
- Disability Services • Family & Domestic Violence
- Financial Wellbeing • Housing & Homelessness
- Mental Health • Parenting Support • Suicide Postvention
- Sexual Abuse Support Services • Youth Services