

Storyboard

Document Objectives:

- This document (storyboard) gives the “instructional” representation of the page level content and its representation.
- This document also contains the reference layouts to understand the screen treatment/presentation.
- It also gives the page level audio transcript (wherever applicable). The same would be used to record the audio.
- Terminal learning objectives show the objectives of the module/topic.
- The general comments area poses queries that require comments from customers, reviewers and/or SMEs.

Customer Name: NSW Health	Project/Course Name: Peer Work Education	Module Name: We Care
El Project Manager: Rashida	Instructional Designer: Majid	SME: NSW Health Team

Version History			
Date	Version number	Author/Reviewer	Description
18-09-2023	1.0	Majid	First Draft

Storyboard

Project Brief/Requirement

- Seat time: 35 mins ; Language: UK/Aus English
- Interaction levels: Level 2
- Input documents for creating this document: Peer Support Network Session 1 Introduction.pptx
- Audio: Yes
- Number of VO artists: 1
- Assessment - number of questions: NA
- Assessment - Passing score: 70%
- Authoring Tool: Storyline
- List with names of Characters/Cast required in the module: NA
- Diversity in characters used: NA
- Overall approach note:
 - This course contains standard and accessible versions.
- All images referred here are from getty images
- Colour code used for updates: Alpha Edits; Beta Edits; Final Edits

Storyboard

For Graphic Design and Production Team

Summary of this Storyboard

[illegible][illegible]

Welcome to the Peer Work education training
on

We Care

‘We Care. We’ve Been There’:
Providing Support Through Shared
Experience

START



This course contains audio. Make sure that your
headphones or speakers are connected.



A transcript is also available on every
audio screen.

Template ID: [G01-L-Welcome-001](#)

Screen ID: [Topic 0](#) | [Page 0](#)

Audio Transcript:

Hello and welcome to the Peer Work Education Training Course on ‘We Care’. This training module provides an understanding of the role of peer work in mental health care.

Select the Start button to begin the course.

Graphic Notes and Image IDs:

Welcome Screen

Getty id : 1165981632



Audio Transcript:

<No audio, only
background music>

Graphic Notes and Image IDs:

Bring the on-screen text for each
para one by one in animation.
Image provided in source document
by NSW
Play the BG music in lower volume -
link:
<https://elements.envato.com/explori>

*At Murrumbidgee Local Health District,
we acknowledge that we are living and
working on Aboriginal land. The MLHD
covers the traditional lands of the
Wiradjuri, Wamba Wamba/Wemba
Wemba, Perrepa Perrepa, Yorta Yorta,
Nari Nari, Muthi Muthi, Ngarigo and
Ngunnawal nations.*

*We pay our respects to Elders, past,
present and emerging, and acknowledge
the strength, resilience and capacity of
all Aboriginal people and their rich history
on this land.*



Artwork by Owen Lyons “Wiradjuri River People
– Healing”

Audio Transcript:

<No audio, only
background music>

Graphic Notes and Image IDs:

TBC

Awaiting Content from NSW



Artwork by Amanda Chappell “Brightness comes from dark and darker days”

Learning Objectives

Upon completion of this session, you will be able to:



Describe a peer worker



State the benefits of Peer Work



Describe the values and principles of Peer Work



Identify the areas of focus for First Nations Peer Workers



Describe the differences between consumers and carer peer workers



Describe the stages of the Peer Work journey

Audio Transcript:

Upon completion of this session, you will be able to:

- Describe a peer worker
- State the benefits of Peer Work
- Describe the values and principles of Peer Work
- Identify the areas of focus for First Nations Peer Workers
- Describe the differences between consumers and carer peer workers
- Describe the stages of the Peer Work journey

Graphic Notes and Image IDs:

Noun project Icon ids for objectives:
3303453, 5995944, 6040347, 6065071,
4393378, 4261417

Your Learning Journey

 **Select a topic to proceed.**



**Understanding
Peer Worker**

**Benefits of
Peer Work**




**Peer Work Values
and Principles**

**First Nations Peer
Workers**

**Consumer Peers
and Carer Peers**

**Peer Work in the
Multidisciplinary
Team**

**Stories of
Practice**

-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Here are the topics covered in this training module. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

Select a topic to proceed.

Graphic Notes and Image IDs:

Nounproject.com icon id:
195564

- **Make a roadmap kind of learning journey.**
- **Place and move the ambulance icon to the topic the learner moves to.**

What is a Peer Worker?

A mental health peer worker is employed on the basis of their personal lived experience of mental health issues and recovery (consumer peer worker), or their experience of supporting family or friends with mental health issues(carer peer worker).



What is peer work? Peer Work Hub, NSW

Watch this video to get some insights on peer work.

Audio Transcript:

Let's begin by understanding what a peer worker is. A mental health peer worker is someone employed on the basis of their personal lived experience of mental health issues and recovery, or their experience of supporting family or friends with mental health issues(carer peer worker).

Let's watch this video to get some insights on peer work.

Graphic Notes and Image IDs:

Animated Video Screen.

BG Getty image id: 1396404106

Video thumbnail from source content slide 4

Video link:

https://www.youtube.com/watch?v=fF_3Ex3wXGM

Peer Worker – Lived Experience



The roles of consumer peer workers and carer peer workers are distinct.



Lived experience is an essential qualification for their job, in addition to other skills and experience.

Audio Transcript:

As the needs of consumers and carers are different, therefore the roles of consumer peer workers and carer peer workers are distinct. This lived experience is an essential qualification for their job, in addition to other skills and experience required, including a nationally-recognised qualification - Certificate IV Mental Health Peer Work. Here's what the Peer Work Hub, Mental Health Commission of NSW states about lived experience.

Graphic Notes and Image IDs:

Three images and text/
Image 1 Getty id: 1169326272
Image 2 Getty id: 851106218

Audio Transcript:

Here's what the Peer Work Hub, Mental Health Commission of NSW states about lived experience.

Graphic Notes and Image IDs:

Static Image and text

Getty image id: 1286443972

Peer Worker – Lived Experience (Continued)

“While many people in the workforce have personal lived experience or support family or friends with mental illness, they are distinguished from peer workers because they are not required to be open about, and purposefully use or share, this lived experience in the course of their job. Peer workers by definition draw on their lived experience of mental illness and subsequent recovery in conversations, documentation, decision-making and advocacy.”

- The Peer Work Hub, Mental Health Commission of NSW



Audio Transcript:

Before we delve into the history of peer work, let's look at this quote from Larry Davidson about Peer support among persons with severe mental illnesses.

Graphic Notes and Image IDs:

Static Image and text

Getty image id: 501710302

History of Peer Work and Consumer Rights

"Peer support among persons with severe mental illnesses has been largely considered a recent phenomenon, with the first published account of this presumably "new" form of service delivery dating to 1991 and attributed to the mental health service user movement that began in the 1970s. However, the idea that persons in may be especially well-suited to helping others suffering from a severe mental illness has a longer, if unacknowledged, history"

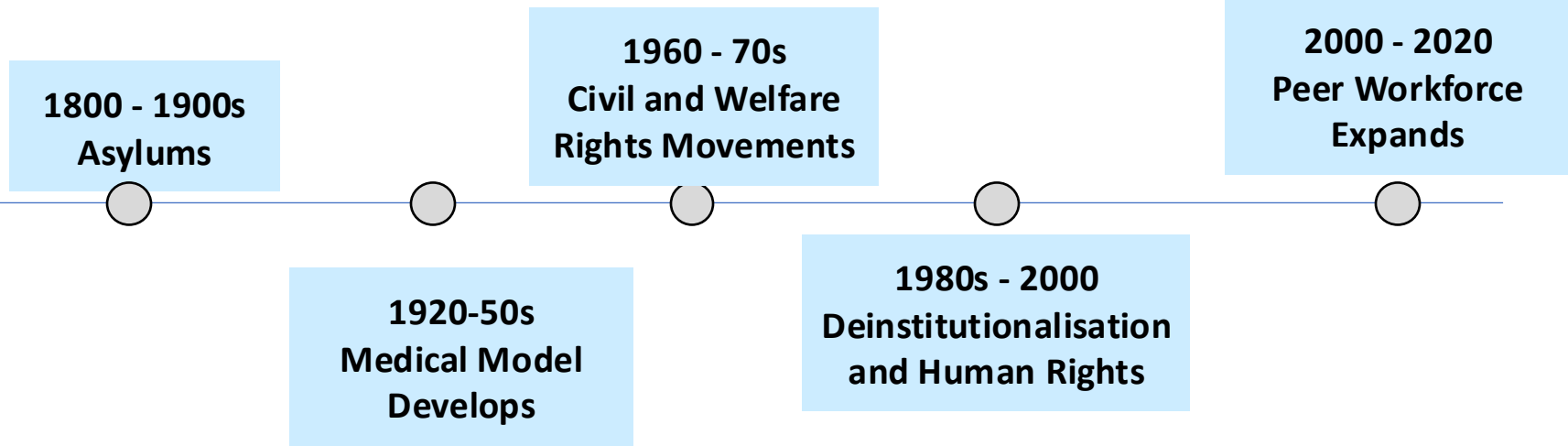
– Larry Davidson, 'Peer support among persons with severe mental illnesses: a review of evidence and experience,' 2013 Journal of World Psychiatry



History of Peer Work and Consumer Rights – Key Developments

It can be useful to understand the history of mental health care and how the approach has changed over time.

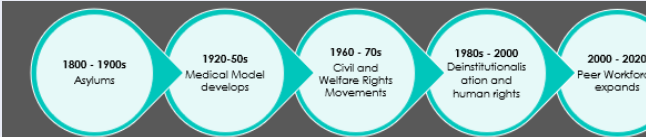
➤ **Select the timeline events to learn about the key developments in the peer support, consumer and carer movements.**



Audio Transcript:
To understand the context of the Peer Work role further, it can be useful to understand the history of mental health care and how the approach has changed over time. Select the timeline events to learn about the key developments in the peer support, consumer and carer movements.

Graphic Notes and Image IDs:
Timeline click infographic

Reference for Infographic:



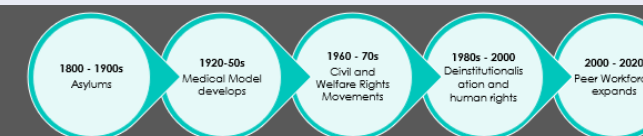


Audio Transcript:

Graphic Notes and Image IDs:

Pop-up 1

Reference for Infographic:



History of Peer Work and Consumer Rights – Key Developments

1800 - 1900s Asylums

CLOSE

- In the 1800s, people with mental illness were commonly treated inhumanely and detained in places against their will. People were incarcerated in prisons or asylums, with ‘lunacy’ seen as a crime.
- Asylums were chronically overcrowded and treatments included ‘moral influence’, painful ‘treatments’ and manual labour. It was a time of disempowerment and institutionalisation, with few choices or rights for patients.
- The beginnings of peer support can be traced to a psychiatric hospital in late 18th century France (stated by Larry Davidson, Professor of Psychiatry at the Yale School of Medicine) which employed recovered patients as hospital staff. The chief physician at the hospital, Philippe Pinel, praised these peer staff for being “gentle, honest, and humane”, “averse from active cruelty”, and “disposed to kindness”.



Audio Transcript:

History of Peer Work and Consumer Rights – Key Developments

1920-50s Medical Model Develops

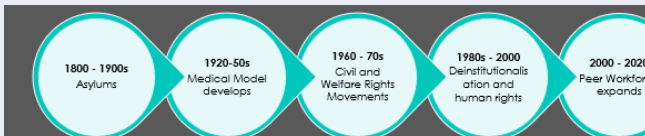
CLOSE

- In 1930, the Victorian Association for Mental Health was established to give public voice to people's concerns about the lack of adequate facilities and trained staff, overcrowding and apathy on the issue of mental health care. Relative support groups also began to be established.
- In 1933, The Mental Hygiene Act changed the term 'Asylum' to 'Mental Hospital' and 'Lunatics' to 'Mental Patients.'
- 'Lunatic attendants' became 'Mental Nurses' - a shift in perspective to acknowledge that those caring for people with mental illness were health professionals, beginning the professionalisation of the mental health nursing workforce.
- By 1950, mental health nursing would be available as a specialism and soon commenced a more modern era of psychiatry with emphasis on personal freedoms and humane approaches to care.
- New medications, including anti-psychotic medications, were developed and pharmacological use began to replace physical restraint.

Graphic Notes and Image IDs:

Pop-up 2

Reference for Infographic:





Audio Transcript:

History of Peer Work and Consumer Rights – Key Developments

1960 - 70s Civil and Welfare Rights Movements

CLOSE

- In Sydney, GROW was founded as a peer supported program for growth and personal development of people with a mental illness.
- The civil and welfare rights movements of the 1960s inspired the first consumer organisation in Australia, Campaign Against Psychiatric Injustice and Coercion (CAPIC) to be established. Other consumer and carer groups soon followed, including Australia's first family support group (NSW ARAFMI).
- New Mental Health Acts were introduced in Australian states.
- The use of the term, 'consumer' was adopted from the physical health consumer movement and began to be used in a mental health context. This terminology was a statement that people wanted a say in important decisions being made about their own bodies and have a right to demand good quality work and information to guide their decision making.

Graphic Notes and Image IDs:

Pop-up 3

Reference for Infographic:





Audio Transcript:

History of Peer Work and Consumer Rights – Key Developments

1980s – 2000 Deinstitutionalisation and Human Rights

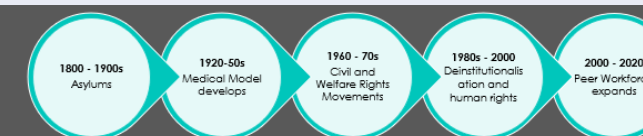
CLOSE

- In the 1980s the Richmond Report was published - a NSW government inquiry into 'health services for the psychiatrically ill and developmentally disabled.' As a result, deinstitutionalisation was introduced, and large numbers of people were released from mental health institutions into the community.
- Consumer and carer groups grew in number and strength as deinstitutionalisation policies were enacted.
- In the 1993 the Burdekin Report 'National Inquiry Into the Human Rights of People with Mental Illness' found widespread ignorance, discrimination and belief that recovery was impossible. It recommended reforms to ensure appropriate care and respect for the rights of people affected by mental illness and introduced the notion that consumers and carers should be actively involved in decision-making.
- 1st National Mental Health plan (1993 – 1998) was released with 12 priority areas including consumer rights and the linking of mental health services with other services.

Graphic Notes and Image IDs:

Pop-up 4

Reference for Infographic:





Audio Transcript:

History of Peer Work and Consumer Rights – Key Developments

2000 – 2020 Peer Workforce Expands

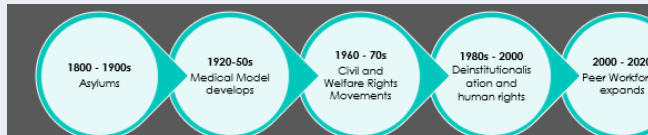
CLOSE

- In 2002, the National Consumer and Carer Forum was developed and in 2007, the National Register of Mental Health Consumers and Carers (NRMHCC) was formed to provide a strong national consumer and carer voice.
- The Carer Recognition Act was passed in 2010 and in 2011 the National Carer Strategy was released. The National and NSW Mental Health Commissions were established in 2012.
- The professionalisation of the peer workforce picked up speed, with a number of state and national plans including direct reference to the support and growth of the peer workforce.
- The Certificate IV Mental Health Peer Work national qualification was developed in 2014/15.
- NSW Lived Experience Framework 2018 provided strategic direction and vision for embedding lived experience in development and delivery of services.
- The Towards Zero Suicides initiative was launched in 2020 and included new suicide prevention services which were led or co-delivered by Peer Support Workers (Safe Havens and Suicide Prevention Outreach Teams).
- In 2021, the evaluation of the NSW Peer Supported Transfer of Care (Peer-STOC) program, launched in 2017, found that the program reduced 28-day readmission rates, improved consumer experiences and had a net budget impact (saving) of \$1.85 million over the first 3 years.

Graphic Notes and Image IDs:

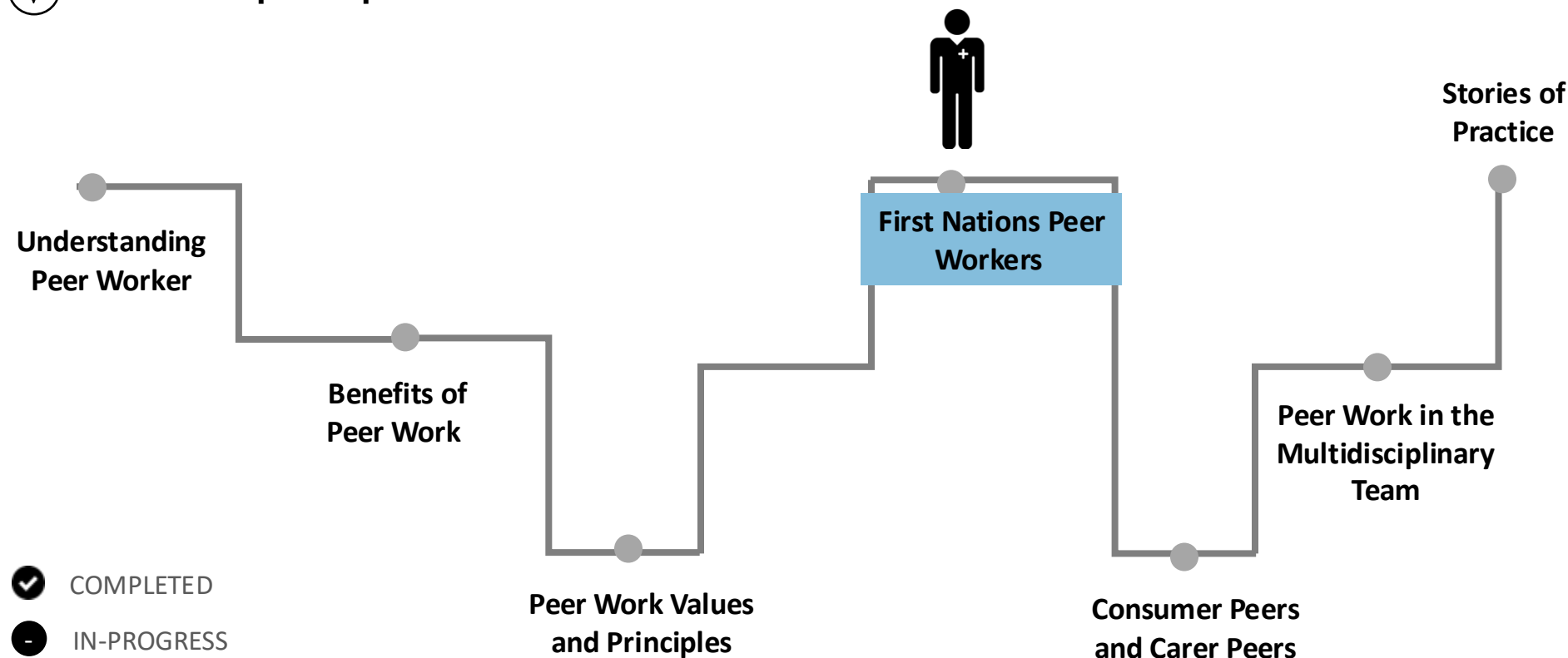
Pop-up 5




Reference for Infographic:



Your Learning Journey

 **Select a topic to proceed.**



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Here are the topics covered in this training module. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

Select a topic to proceed.

Graphic Notes and Image IDs:

Nounproject.com icon id:
195564

- **Make a roadmap kind of learning journey.**
- **Place and move the ambulance icon to the topic the learner moves to.**



Audio Transcript:

Let's now focus on the benefits of peer work. A major piece of work conducted by Health Workforce Australia - Mental Health Peer Workforce Study found many benefits for consumers carers and staff who had worked with a peer worker. Select the button to explore the benefits of the lived experience workforce.

Graphic Notes and Image IDs:

Click button interactivity
Getty id:1201091087



A major piece of work conducted by Health Workforce Australia - Mental Health Peer Workforce Study found many benefits for consumers carers and staff who had worked with a peer worker.

– <http://www.mhcsa.org.au/wp-content/uploads/2018/12/HWA-Mental-health-Peer-Workforce-Study.pdf>

Benefits of the Lived Experience Workforce

Select the button to explore the benefits of the lived experience workforce.



Audio Transcript:

Graphic Notes and Image IDs:

Click button interactivity

Getty id:1201091087

Benefits of the Lived Experience Workforce

Benefits of the Lived Experience Workforce

CLOSE

A well supported Lived Experience workforce results in benefits for people accessing services, families, social network, and organisations, as well as the broader community.

Benefits that can be measured within the individual service setting include:

- Improved rates of engagement and retention in treatment
- Reduced critical incidents or need for restrictive practices
- Improved self-management
- Reduced need for readmission or acute care
- Improved staff retention, safety and wellbeing



Audio Transcript:

Peer Work benefits different sections of society, like families, people accessing services, colleagues, organisations and others. Select each tab to learn about the benefits of Peer Work.

Graphic Notes and Image IDs:

Tab Interaction

Benefits for Society

Peer Work benefits different sections of society.

Select each tab to learn about the benefits of Peer Work.

Benefits for all	<ul style="list-style-type: none">• Social justice• Equality• Diversity• Increased value of lived experience• Increased hope and optimism – raising expectations of what is possible for people with lived experience• Greater wellbeing and inclusion• Improved culture for safe sharing• Challenge discrimination and prejudice
Benefits for families, careers and social networks	
Benefits for people accessing services	
Benefits for organisations and colleagues	



Audio Transcript:

Graphic Notes and Image IDs:
Tab Interaction

Benefits for Society

Peer Work benefits different sections of society.

Select each tab to learn about the benefits of Peer Work.

Benefits for all	<ul style="list-style-type: none">• Lived understanding aids rapport and relationships built on connection and trust• More equitable relationships• Foster a sense of belonging/community• Focus on human rights/social justice• Living example of hope• Increased empathy• Advocacy• Mutuality
Benefits for families, careers and social networks	
Benefits for people accessing services	
Benefits for organisations and colleagues	



Audio Transcript:

Graphic Notes and Image IDs:
Tab Interaction

Benefits for Society

Peer Work benefits different sections of society.

Select each tab to learn about the benefits of Peer Work.

Benefits for all	<ul style="list-style-type: none">• Risk adverse approaches replaced by dignity of risk• Lived understanding aids rapport or relationships built on connection and trust• More equitable relationships• Foster a sense of belonging/community• Focus on human rights/social justice• Living example of hope• Increased empathy• Advocacy• Mutuality
Benefits for families, careers and social networks	
Benefits for people accessing services	
Benefits for organisations and colleagues	



Audio Transcript:

Graphic Notes and Image IDs:
Tab Interaction

Benefits for Society

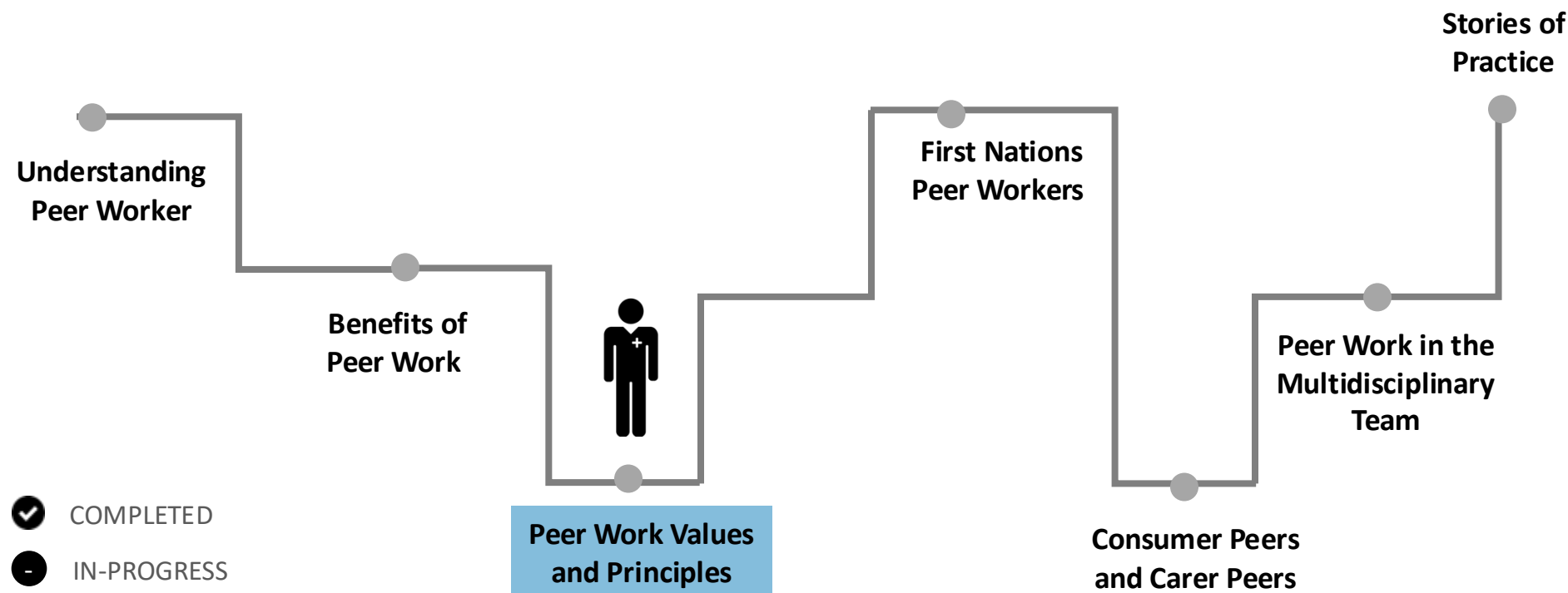
Peer Work benefits different sections of society.

Select each tab to learn about the benefits of Peer Work.

Benefits for all	<ul style="list-style-type: none">• Greater recovery understanding/orientation• Contribute to more person-directed approaches• Co-production leads to safer and more accountable services• Contribute to more inclusive, flexible, resilient work culture• 'Bridge' of understanding between people accessing services and colleagues in traditional roles• Reduced need for ongoing formal support and hospitalisation
Benefits for families, careers and social networks	
Benefits for people accessing services	
Benefits for organisations and colleagues	

Your Learning Journey

Select a topic to proceed.



- COMPLETED
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- NOT STARTED

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Select a topic to proceed.

Graphic Notes and Image IDs:

Nounproject.com icon id:
195564

- **Make a roadmap kind of learning journey.**
- **Place and move the ambulance icon to the topic the learner moves to.**

Audio Transcript:

Although lived experience is a crucial part of the Peer Support role, it is not the only perspective that Peer Workers bring to their role. Lived Experience work is values based, with values acknowledged as important in setting priorities in Lived Experience practice. The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as: Hope, Belonging or Inclusion, Equality or Equity, Mutuality, Interdependence or interconnectedness, Empathy, Choice, Justice or Human Rights Respect and Authenticity, Select value to learn about it

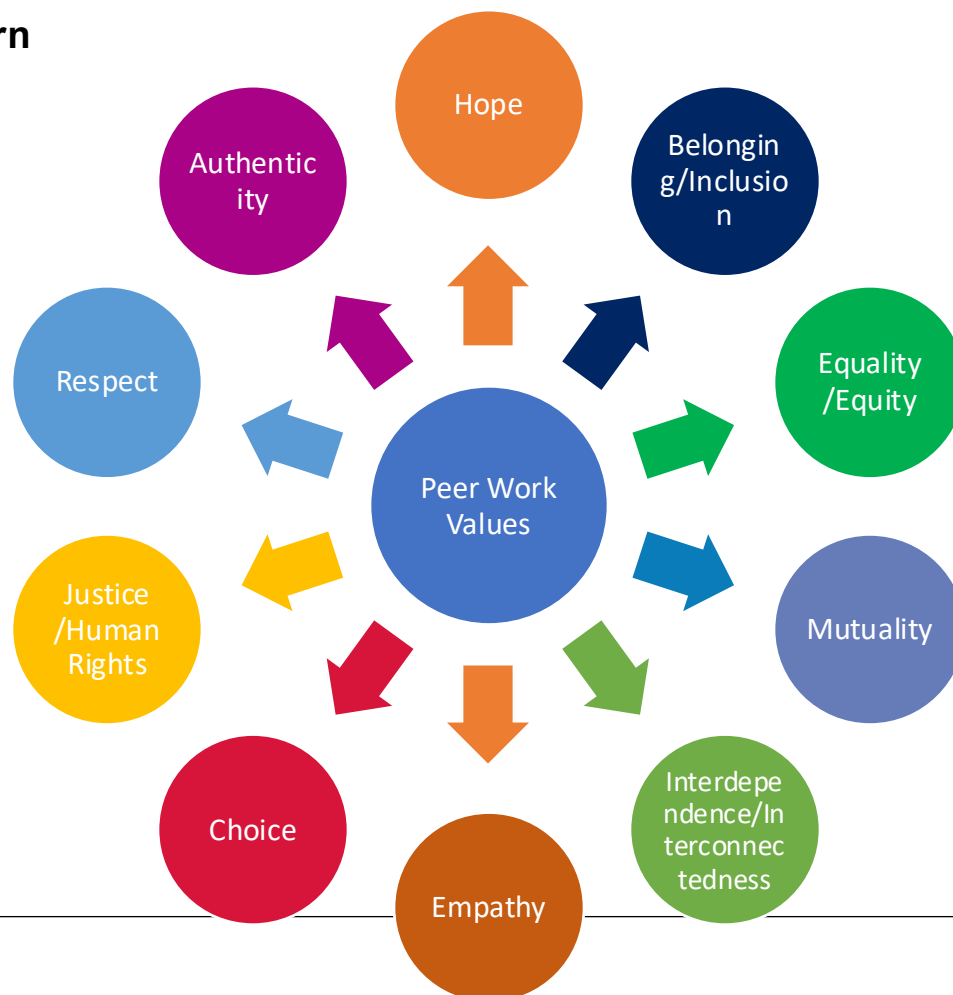
Graphic Notes and Image IDs:

Create an infographic with 9 clickable buttons.
Build up the circular points in synch with the audio

Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

Select value to learn about it.



Create an infographic with 9 clickable buttons.

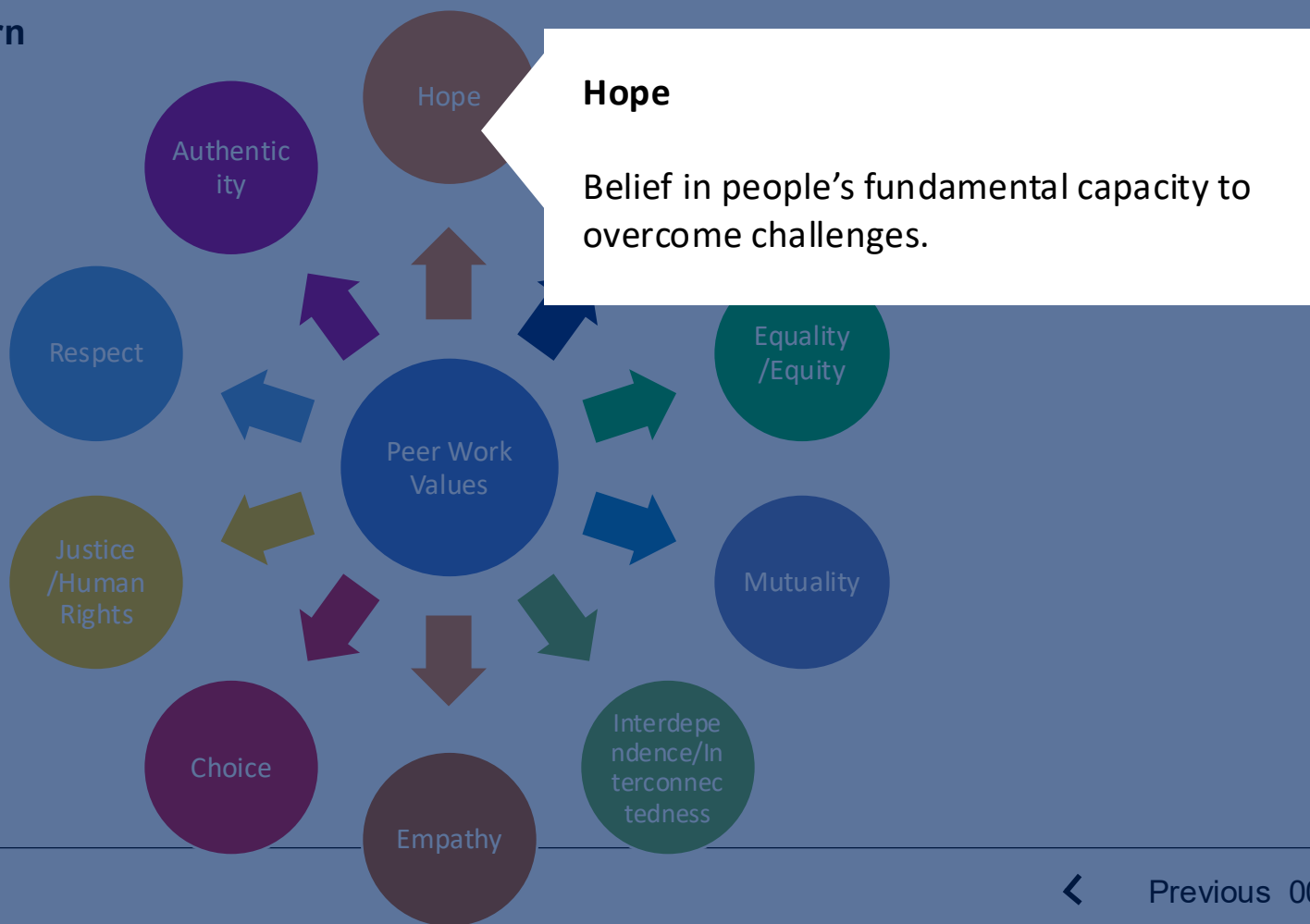
Build up the circular points in synch with the audio

Show the pop-ups in the form of call outs and not in pop-up windows

Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

Select value to learn about it.



Create an infographic with 9 clickable buttons.

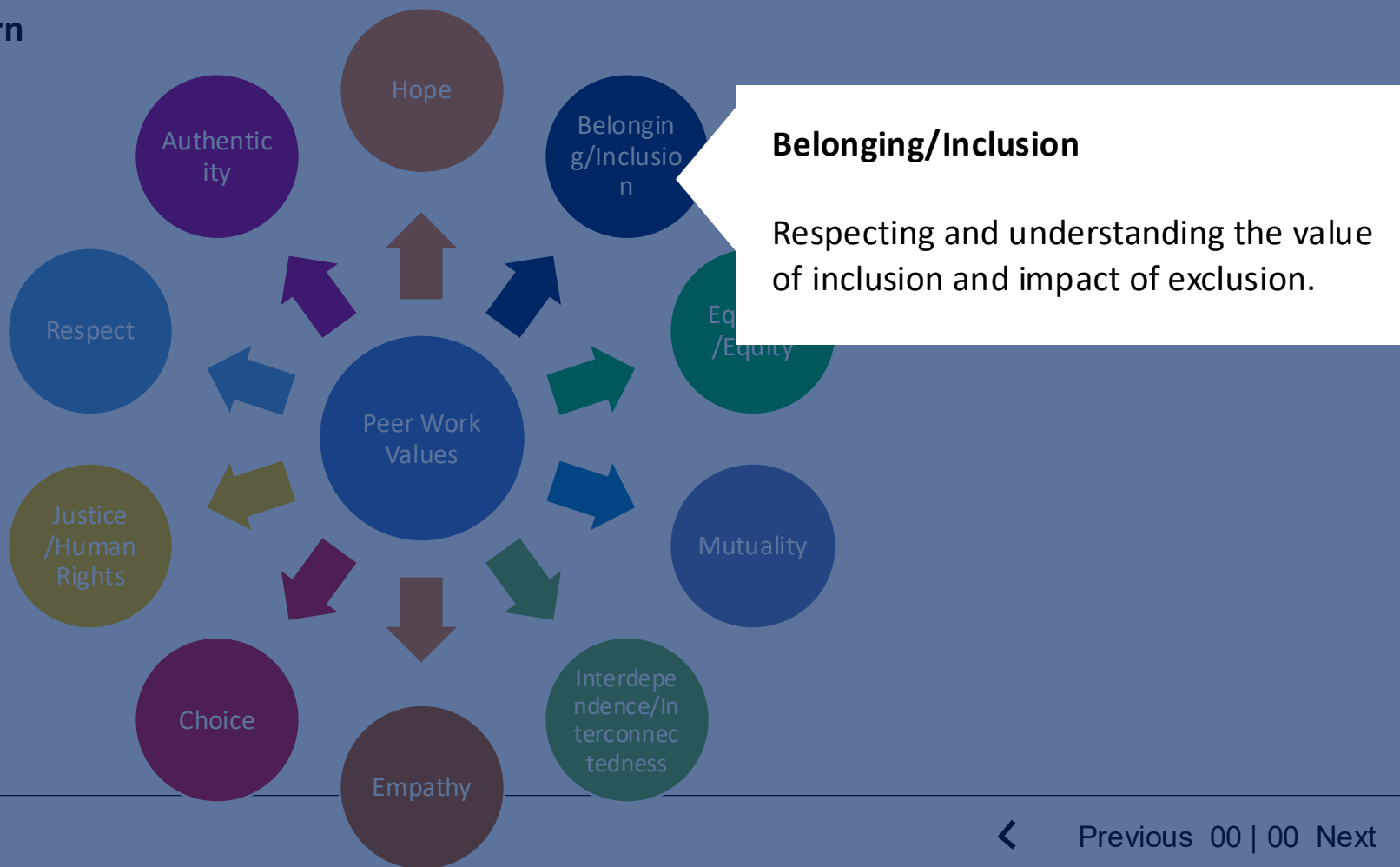
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Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

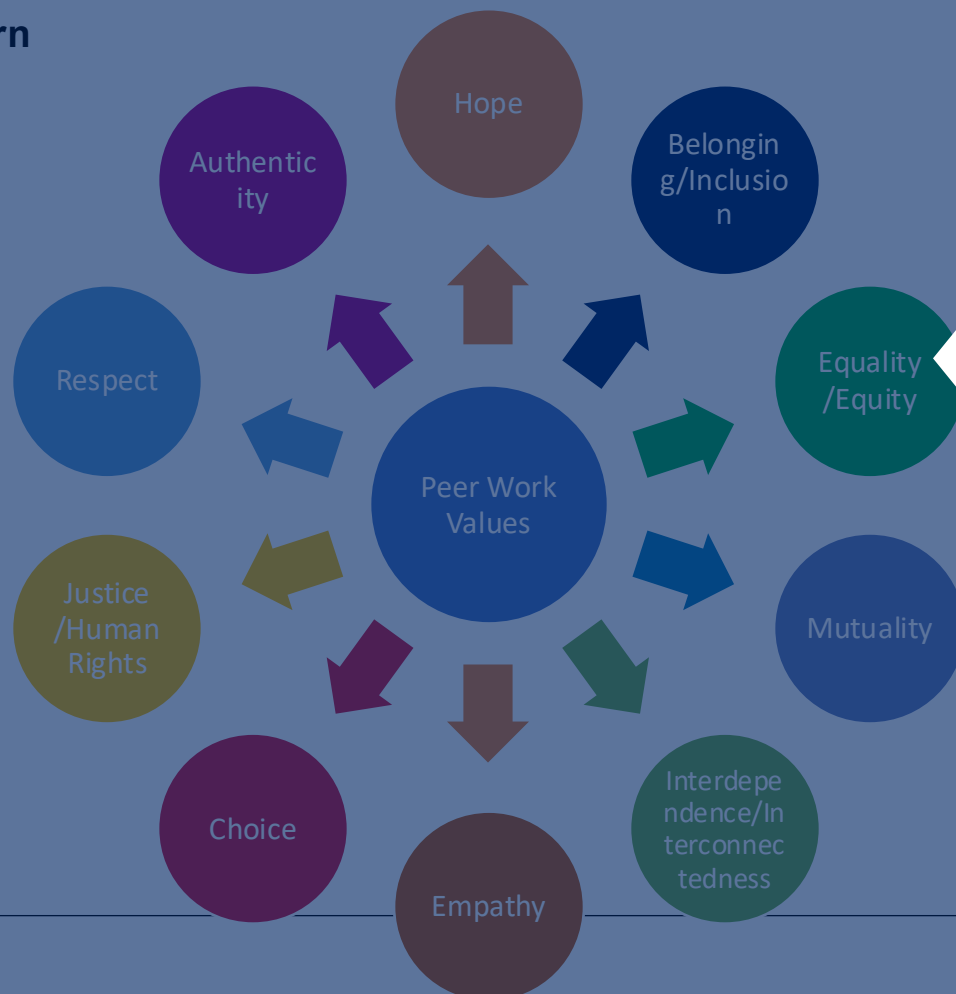
Select value to learn about it.



Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

Select value to learn about it.



Equality/Equity

Working from a place of common humanity and working to minimise power imbalances.

Create an infographic with 9 clickable buttons.

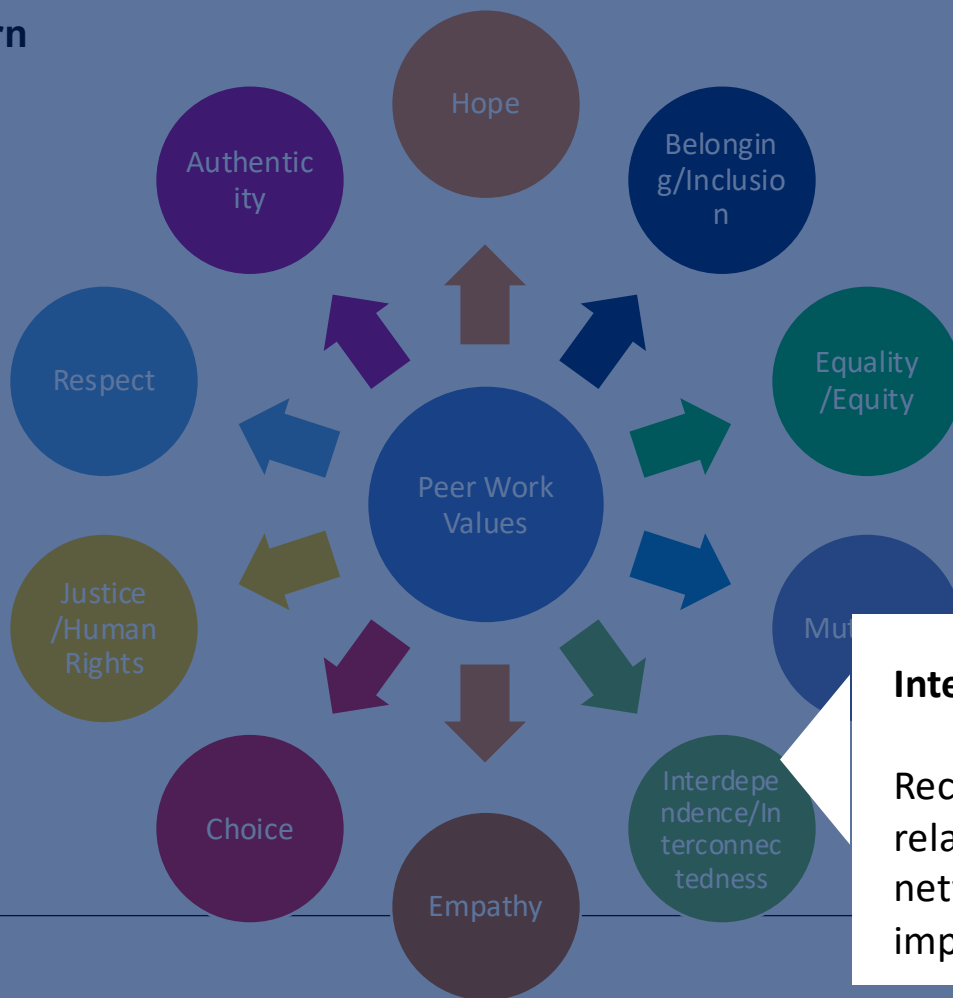
Build up the circular points in synch with the audio

Show the pop-ups in the form of call outs and not in pop-up windows

Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

Select value to learn about it.



Interdependence/ Interconnectedness

Recognition that we exist in relationships with families and/or social networks and that these are often impactful and important to healing.

Create an infographic with 9 clickable buttons.

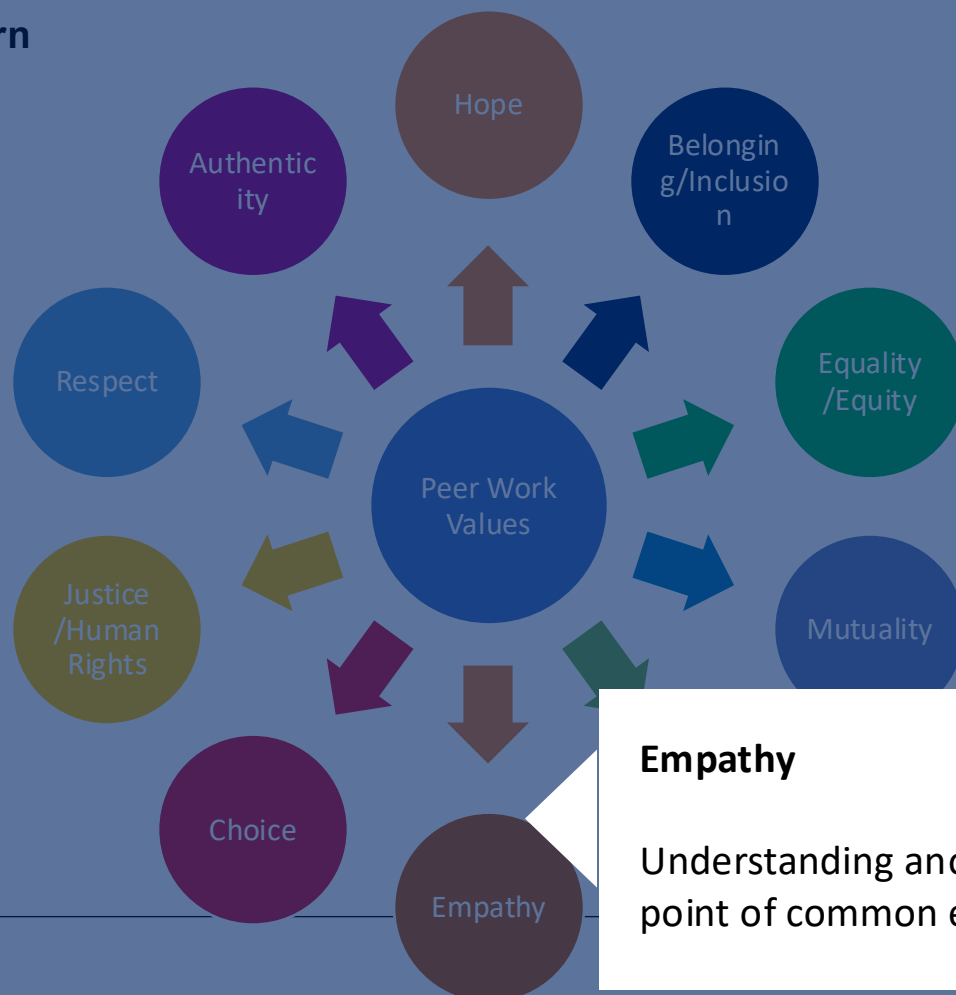
Build up the circular points in synch with the audio

Show the pop-ups in the form of call outs and not in pop-up windows

Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

Select value to learn about it.



Empathy

Understanding another's experience from a point of common experience.



Audio Transcript:

Graphic Notes and Image IDs:

Create an infographic with 9 clickable buttons.

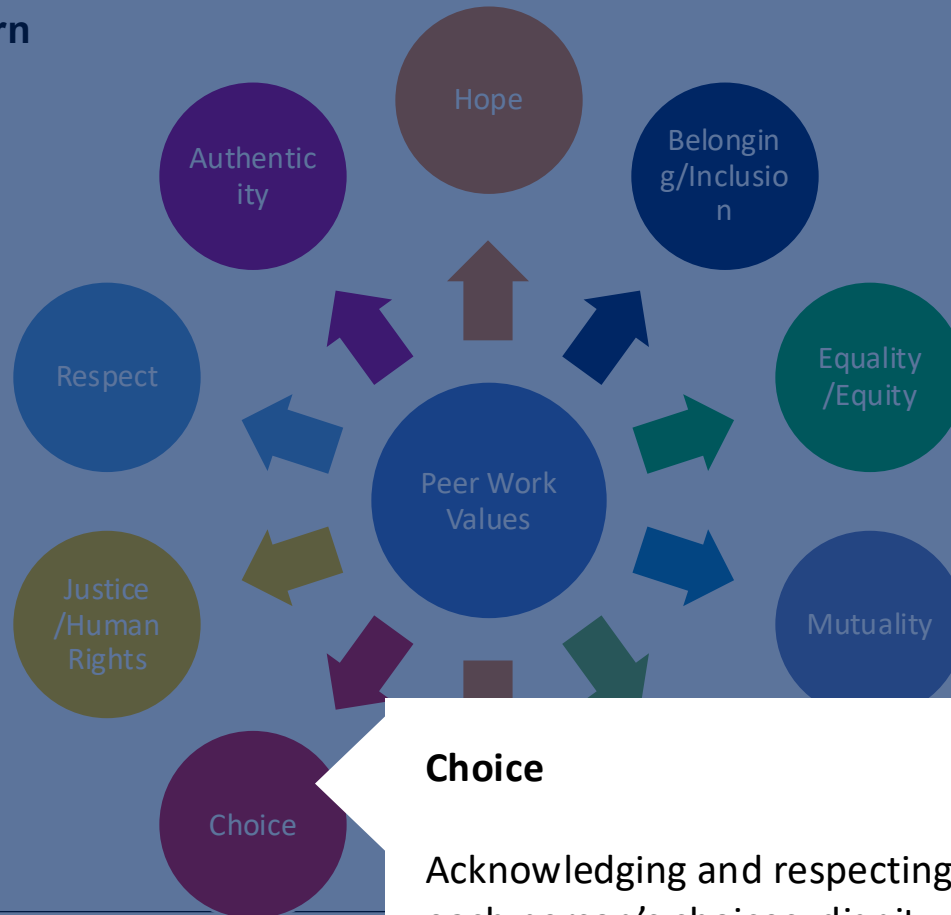
Build up the circular points in synch with the audio

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Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

Select value to learn about it.



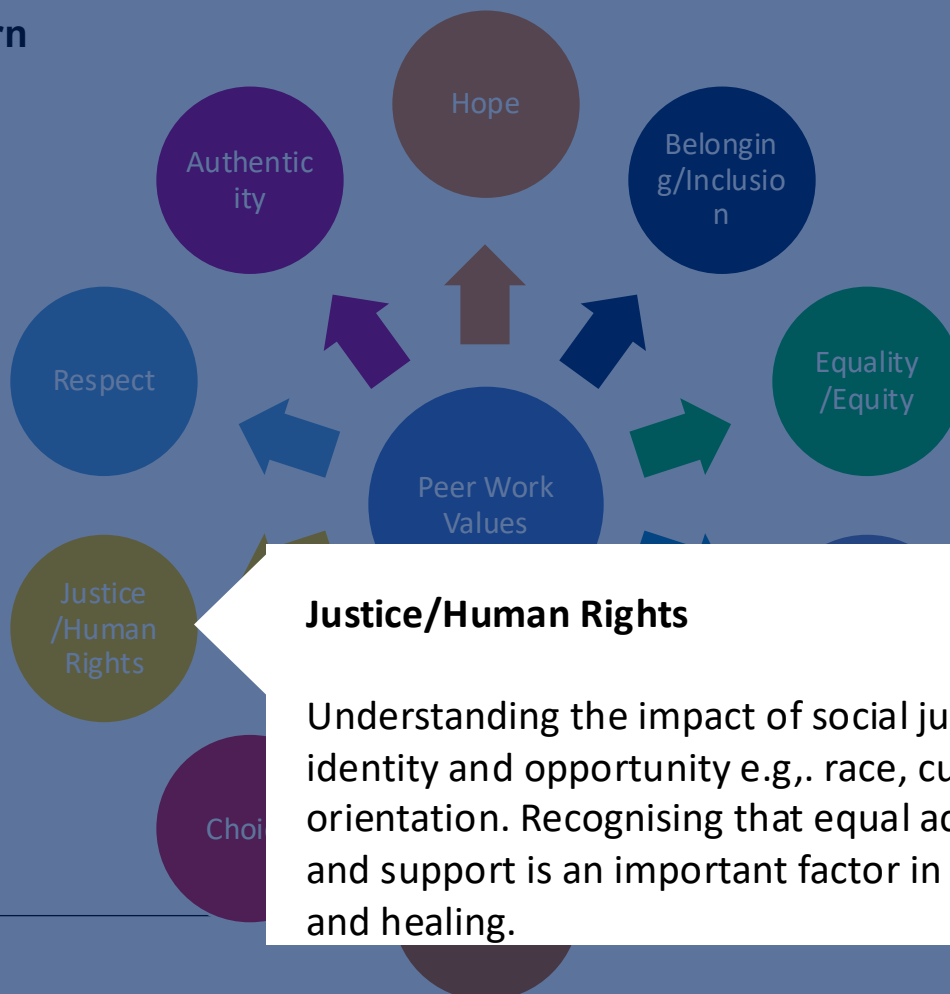
Choice

Acknowledging and respecting each person's choices, dignity of risk and boundaries.

Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

Select value to learn about it.



Create an infographic with 9 clickable buttons.

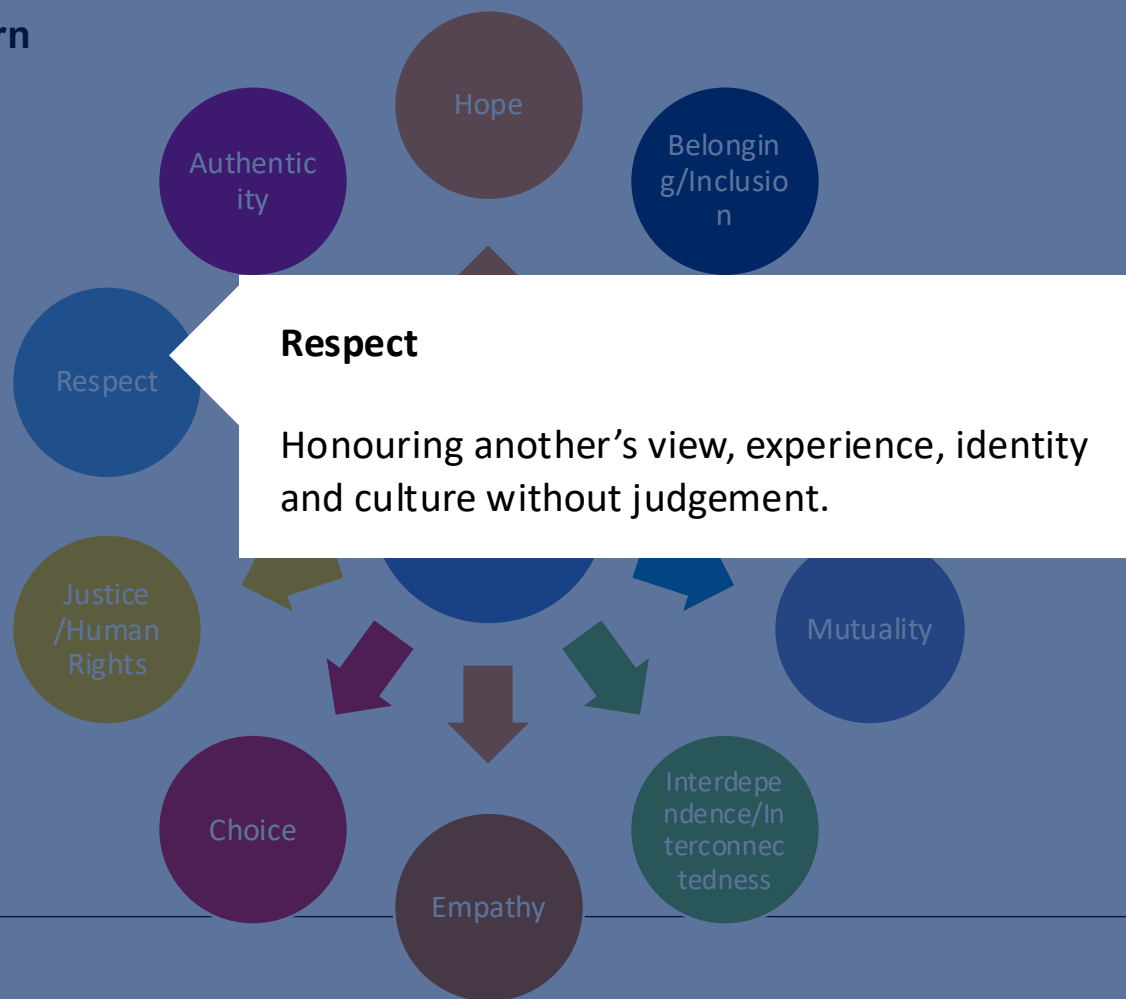
Build up the circular points in synch with the audio

Show the pop-ups in the form of call outs and not in pop-up windows

Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

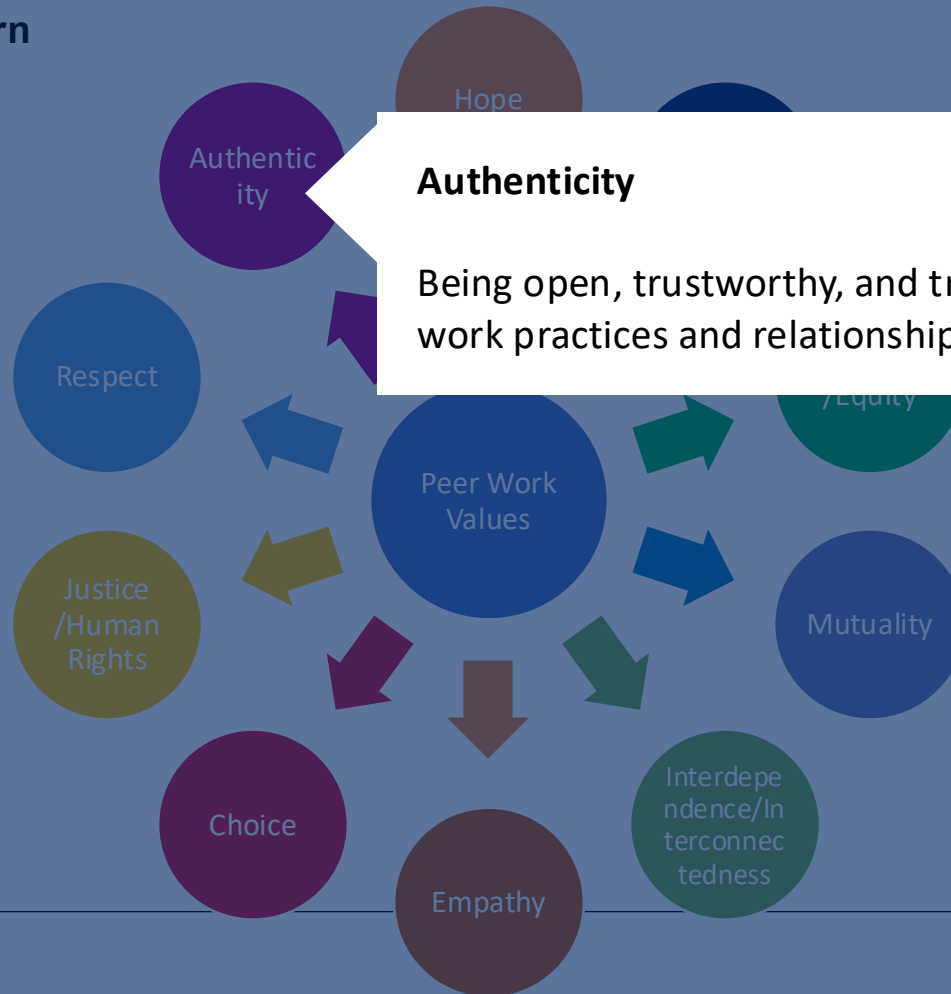
Select value to learn about it.



Peer Work Values

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values as:

Select value to learn about it.



Authenticity

Being open, trustworthy, and transparent in work practices and relationships.



Audio Transcript:

Guiding principles flow from values, and shape how Lived Experience work is practiced. In essence, principles embody the 'character' and philosophy of Lived Experience workforce. The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles. Select each icon to learn about the peer work principles.

Graphic Notes and Image IDs:

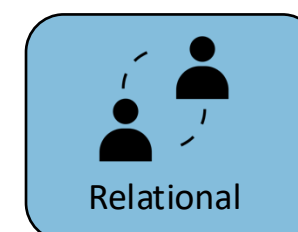
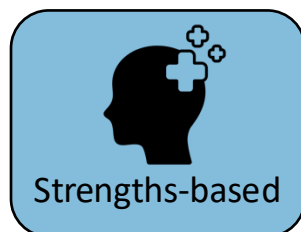
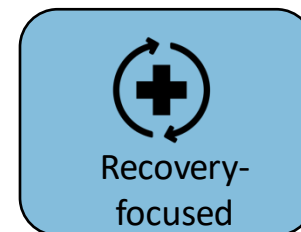
Create an infographic with 10 clickable buttons.
Icons nounproject ids: 5027764, 1551947, 6054023, 1951292, 2188775, 2626809, 2577634, 2686188, 2132429, 5408796

Peer Work Principles

Principles embody the 'character' and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.





Peer Work Principles

Principles embody the 'character' and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.

Lived experience as expertise

The expertise that arises from a lived experience is of equal value to other types of expertise, including academic qualifications.



Lived experience as expertise



Voluntary



Recovery-focused



Family-Focused



Person-directed



Strengths-based



Relational



Trauma-informed



Audio Transcript:

Graphic Notes and Image IDs:

Create an infographic with 10 clickable buttons.

Show the pop-ups in the form of call outs and not in pop-up windows

Peer Work Principles

Principles embody the 'character' and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.



Lived experience
as expertise



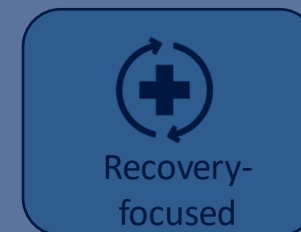
Self-
determination

Self-determination

Respecting individual choice
and personal agency.



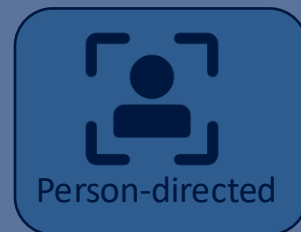
Voluntary



Recovery-
focused



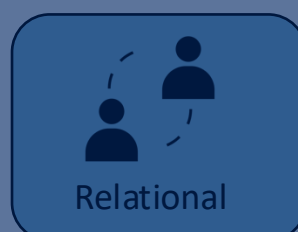
Family-Focused



Person-directed



Strengths-based



Relational



Trauma-
informed

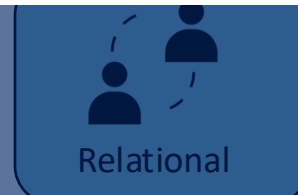
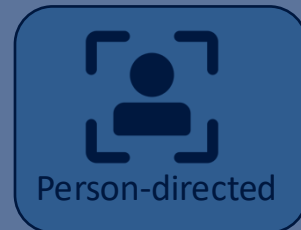


Peer Work Principles

Principles embody the 'character' and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.



Humanistic

The relational nature of Lived Experience work is recognised for its effectiveness to engage people through human connection and a holistic focus.



Peer Work Principles

Principles embody the 'character' and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.



Lived experience
as expertise



Self-
determination



Humanistic



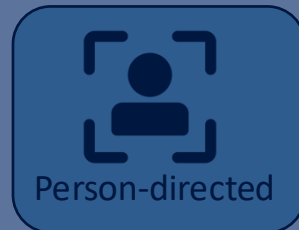
Voluntary

Voluntary

Participation is always voluntary (not coercive) and Lived Experience workers often take an active role in working towards eliminating forced treatment and restrictive practice.



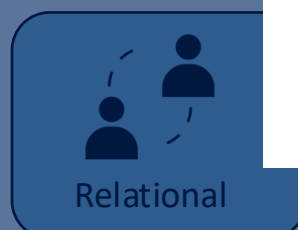
Family-Focused



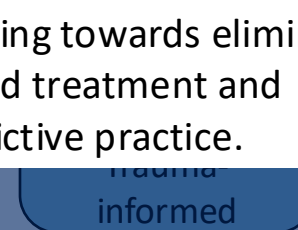
Person-directed



Strengths-based



Relational



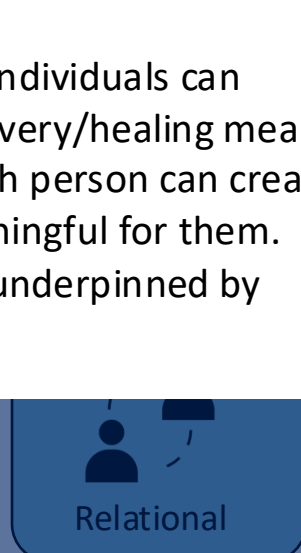
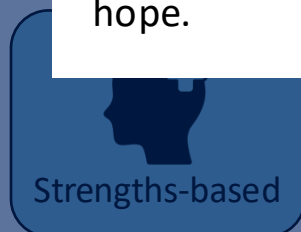
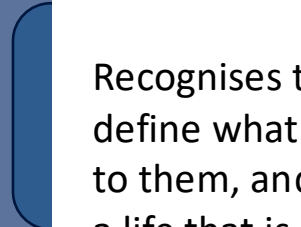
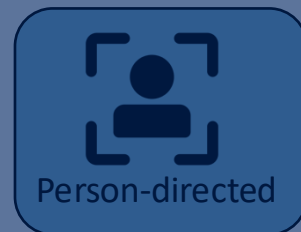
Trauma-
informed

Peer Work Principles

Principles embody the 'character' and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work



Recovery-focused

Recognises that individuals can define what recovery/healing means to them, and each person can create a life that is meaningful for them. Interactions are underpinned by hope.



Peer Work Principles

Principles embody the 'character' and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.



Family Focused

Improving outcomes for families impacted by mental health, by embedding a family focused approach, meeting the needs of families; and allowing family's and carers the opportunity to assist in the coordination of treatment and support for a loved one.



Peer Work Principles

Principles embody the 'character' and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.



Lived experience
as expertise



Self-
determination



Humanistic



Voluntary



Recovery-
focused



Family-Focused



Person-directed

Person-directed

Service access and individual recovery planning/journey is directed by the person themselves and recognises the person as the expert of their own experiences. Respects where each individual happens to be in their journey of recovery/healing, and recognises that goals, values, spirituality, beliefs, and choices will be unique to each person.



Peer Work Principles

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The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.



Lived experience
as expertise



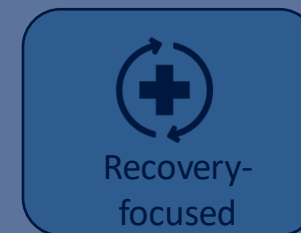
Self-
determination



Humanistic



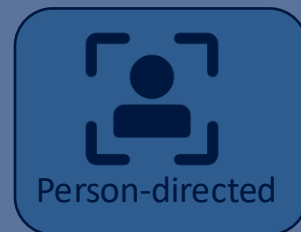
Voluntary



Recovery-
focused



Family-Focused



Person-directed



Strengths-based

Strengths-based

Identifying and drawing on existing strengths to support growth, recovery and healing.
Recognising the value/learning that can come from experiences of crisis.

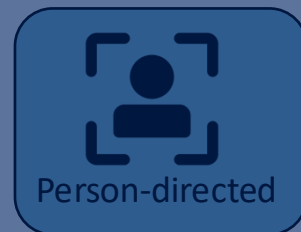
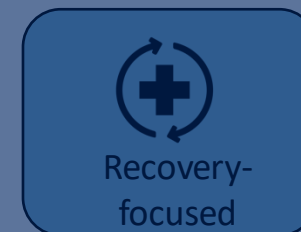


Peer Work Principles

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Peer Work Principles

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The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.



Lived experience
as expertise



Self-
determination



Humanistic



Voluntary



Recovery-
focused



Family-Focu

Relational

Relationships are the basis of practice, and connection is used to build relationships of trust. Recognises relationships built on trust and respect as foundational to working effectively with other Lived Experience workers and within multi-disciplinary environments.



Relational



Trauma-
informed



Peer Work Principles

Principles embody the ‘character’ and philosophy of Lived Experience workforce.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer principles as:

Select each icon to learn about the peer work principles.

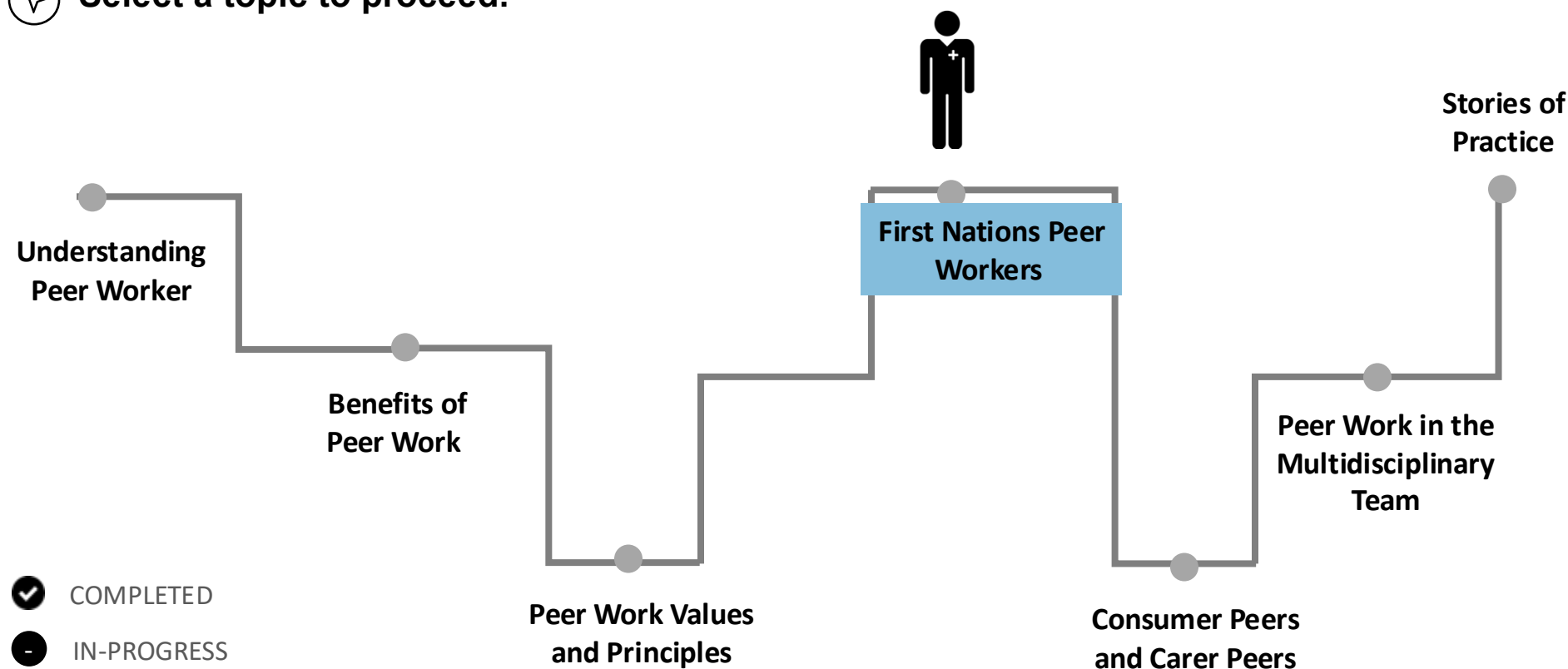





Trauma-informed

Acknowledges the impact and prevalence of trauma, negative experiences and loss of control and power. Emphasises the need for physical, psychological and emotional safety. Creates opportunities for empowerment and for people to take an active role in their own healing/recovery. This is also captured in the lived experience conviction that it is better to ask, “What happened to you?” not “What is wrong with you?”

Your Learning Journey

 **Select a topic to proceed.**



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Here are the topics covered in this training module. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

Select a topic to proceed.

Graphic Notes and Image IDs:

Nounproject.com icon id:
195564

- **Make a roadmap kind of learning journey.**
- **Place and move the ambulance icon to the topic the learner moves to.**

Role of First Nations Peer Workers

First Nations Peer Workers will also conduct their practice through the lens of Social and Emotional Wellbeing.



Social and emotional wellbeing is a holistic concept that recognises the importance of connection to country, culture, spirituality, ancestry, family and community, and how these affect the individual

Audio Transcript:

In addition to the peer work principles and values, First Nations Peer Workers will also conduct their practice through the lens of Social and Emotional Wellbeing. Social and emotional wellbeing is widely understood to be the foundation for Aboriginal people's physical, mental and spiritual wellness. Social and emotional wellbeing is a holistic concept that recognises the importance of connection to country, culture, spirituality, ancestry, family and community, and how these affect the individual. (NSW Aboriginal Mental Health and Wellbeing Strategy 2020-2025)

Graphic Notes and Image IDs:

Text and Image

Getty image ids:1397246906,
503663600



Audio Transcript:

First Nations Peer Workers will support those they are working with to build their connection to culture and community and place importance on spiritual and cultural healing practices. These skilled roles balance their own identity and culture, with their lived experience of mental health, drug or alcohol issues to provide a holistic and culturally safe peer support practice. In particular, First Nations Peer Workers focus on the following areas. Select each focus area to learn about it.

Graphic Notes and Image IDs:

Accordion

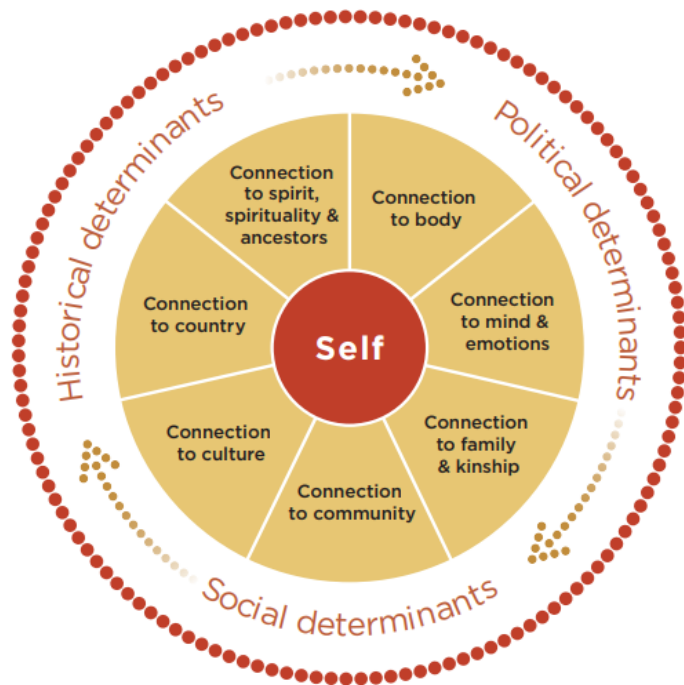
Image from slide 9 of the source content PPT - [Link](#)

First Nations Peer Workers – Areas of Focus

First Nations Peer workers balance their identity and culture, with their lived experience of mental health, drug or alcohol issues.

First Nations Peer Workers focus on the following areas:

Select each focus area to learn about it.



© Gee, Dudgeon, Schultz, Hart and Kelly, 2013

Cultural Context



Supporting First Nations consumers to feel culturally safe, to communicate effectively with mental health providers, navigate the mental health system, and advocate for their rights and needs.

Communication and Advocacy



Self-Determination and Empowerment



Collaborative and Holistic Care





Audio Transcript:

Graphic Notes and Image IDs:
Accordion
Image from slide 9 of the source content
PPT

First Nations Peer Workers – Areas of Focus

First Nations Peer workers balance their identity and culture, with their lived experience of mental health, drug or alcohol issues.

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 **Select each focus area to learn about it.**

Cultural Context



Communication and Advocacy

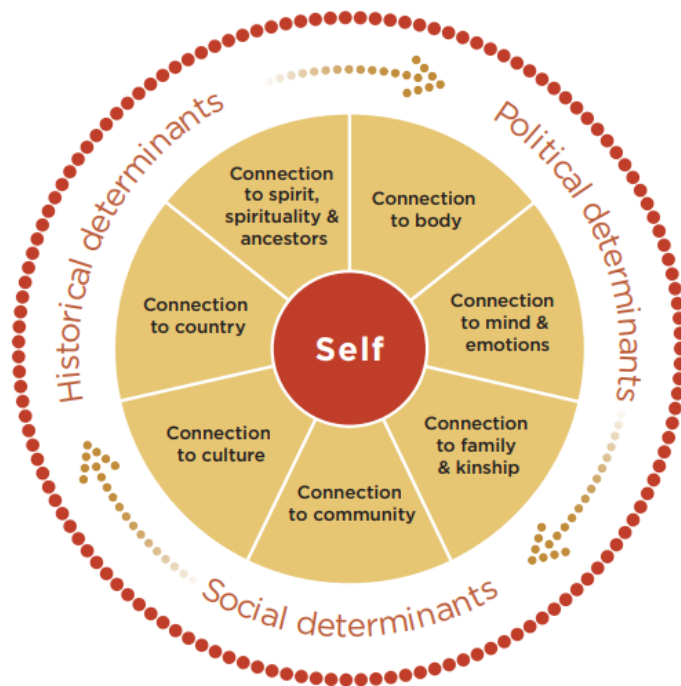


Supporting First Nations consumers to feel culturally safe, to communicate effectively with mental health providers, navigate the mental health system, and advocate for their rights and needs.

Self-Determination and Empowerment



Collaborative and Holistic Care



© Gee, Dudgeon, Schultz, Hart and Kelly, 2013



Audio Transcript:

Graphic Notes and Image IDs:


Accordion

Image from slide 9 of the source content
PPT

First Nations Peer Workers – Areas of Focus

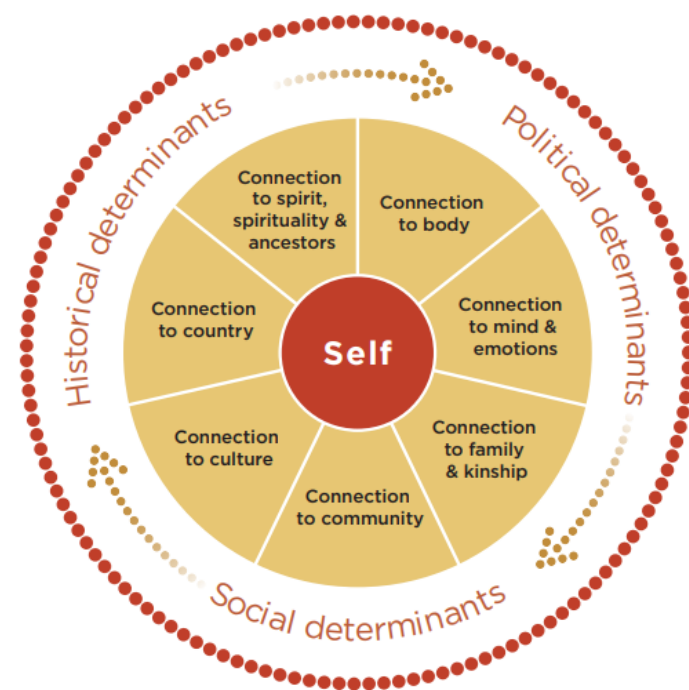
First Nations Peer workers balance their identity and culture, with their lived experience of mental health, drug or alcohol issues.

First Nations Peer Workers focus on the following areas:

 **Select each focus area to learn about it.**

Cultural Context**Communication and Advocacy****Self-Determination and Empowerment**

First Nations Peer Workers play an important role in supporting self-determination and empowerment for Aboriginal consumers in mental health. Supporting consumers to build their skills, knowledge, and confidence to manage their mental health and make informed decisions about their care.

Collaborative and Holistic Care

© Gee, Dudgeon, Schultz, Hart and Kelly, 2013



Audio Transcript:

Graphic Notes and Image IDs:


Accordion

Image from slide 9 of the source content PPT

First Nations Peer Workers – Areas of Focus

First Nations Peer workers balance their identity and culture, with their lived experience of mental health, drug or alcohol issues.

First Nations Peer Workers focus on the following areas:

 **Select each focus area to learn about it.**

Cultural Context



Communication and Advocacy



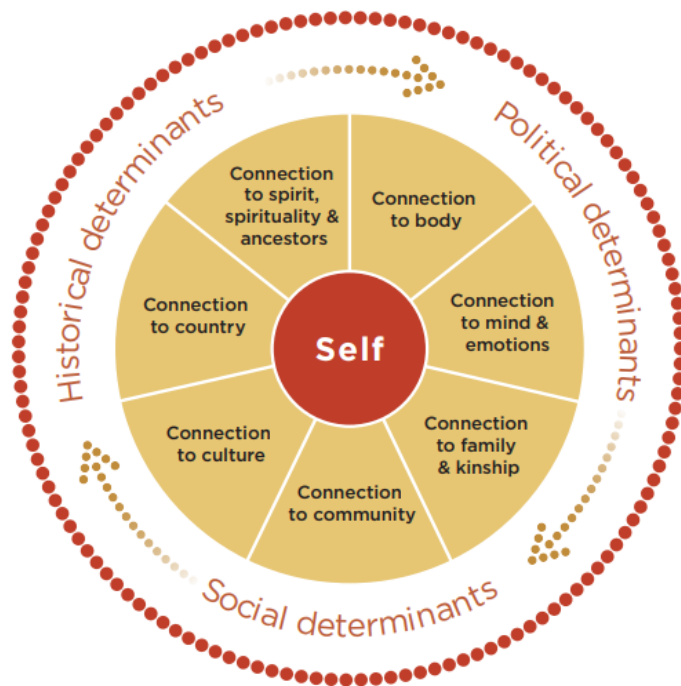
Self-Determination and Empowerment



Collaborative and Holistic Care



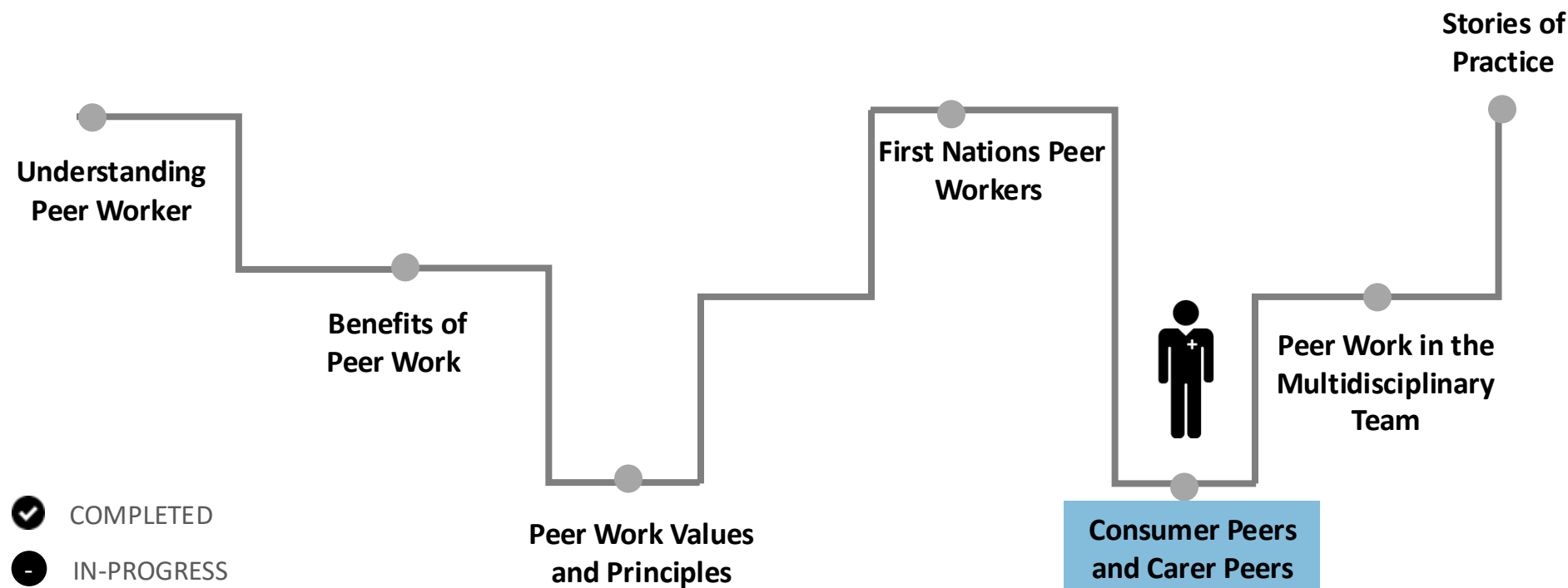
First Nations Peer Workers often work as part of a wider mental health team, and they need to collaborate effectively with their colleagues about the importance of a holistic approach to mental health care. Acknowledging the interplay between mental health and social, cultural, spiritual, and environmental factors.






© Gee, Dudgeon, Schultz, Hart and Kelly, 2013

Your Learning Journey

 **Select a topic to proceed.**



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Here are the topics covered in this training module. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

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Graphic Notes and Image IDs:

Nounproject.com icon id:
195564

- **Make a roadmap kind of learning journey.**
- **Place and move the ambulance icon to the topic the learner moves to.**

Difference Between Consumer and Carer Peers

“When we talk about peer workers, the word peer relates to ‘experiences in common’ (Peer Work Hub)

- MLHD, MHDA services: Both Consumer Peer Support Workers and Family and Carer Support Workers.
- These roles are unique and play distinct parts in the multidisciplinary team; both come from the perspective of ‘peer’, or shared experiences.



Peer workers and carer peer workers. Peer Work Hub, NSW

Audio Transcript:

Do you know what are commonalities and differences between consumer and carer peers. Let's find out. In MLHD, MHDA services, we have both Consumer Peer Support Workers and Family and Carer Support Workers. These roles are unique and play distinct parts in the multidisciplinary team, however both come from the perspective of 'peer', or shared experiences. Watch this video to learn about the differences between a consumer peer worker and a carer peer worker.

Graphic Notes and Image IDs:

Animated Video Screen.

BG Getty image id: 1396404106

Video link: [Peer workers and carer peer workers | Peer Work Hub – YouTube](#)

Audio Transcript:

After discussing the differences between consumer and carer peers, let's explore what similarities they have. Select each tab to learn the roles of consumer peers and carer peers and the similarities between them.

Graphic Notes and Image IDs:

Tab Interaction

Role Similarities Among Consumer and Carer Peers

Select each tab to learn the roles of consumer peers and carer peers and the similarities between them.

Consumer Peers (Personal Lived Experience Role)

Family/Carer Role

Role Similarities

- First-hand experiences and perspectives of mental health challenges, and service use and diagnosis
- Often first-hand experiences of marginalisation, loss of personal freedom and identity
- Work primarily with people accessing services
- Greater emphasis on personal autonomy
- Greater focus on confidentiality
- Greater emphasis on individual process of healing/recovery

Role Similarities Among Consumer and Carer Peers

Select each tab to learn the roles of consumer peers and carer peers and the similarities between them.

Consumer Peers (Personal Lived Experience Role)	Family/Carer Role	Role Similarities
<ul style="list-style-type: none">• Draws on experiences and perspectives of witnessing, walking beside and supporting another person• Work primarily with family or significant others of people accessing services• Can experience complexity in questions of safety and risk vs autonomy and choice• Greater emphasis on 'relational recovery' – a family-inclusive approach to recovery		

Role Similarities Among Consumer and Carer Peers

Select each tab to learn the roles of consumer peers and carer peers and the similarities between them.

Consumer Peers (Personal
Lived Experience Role)

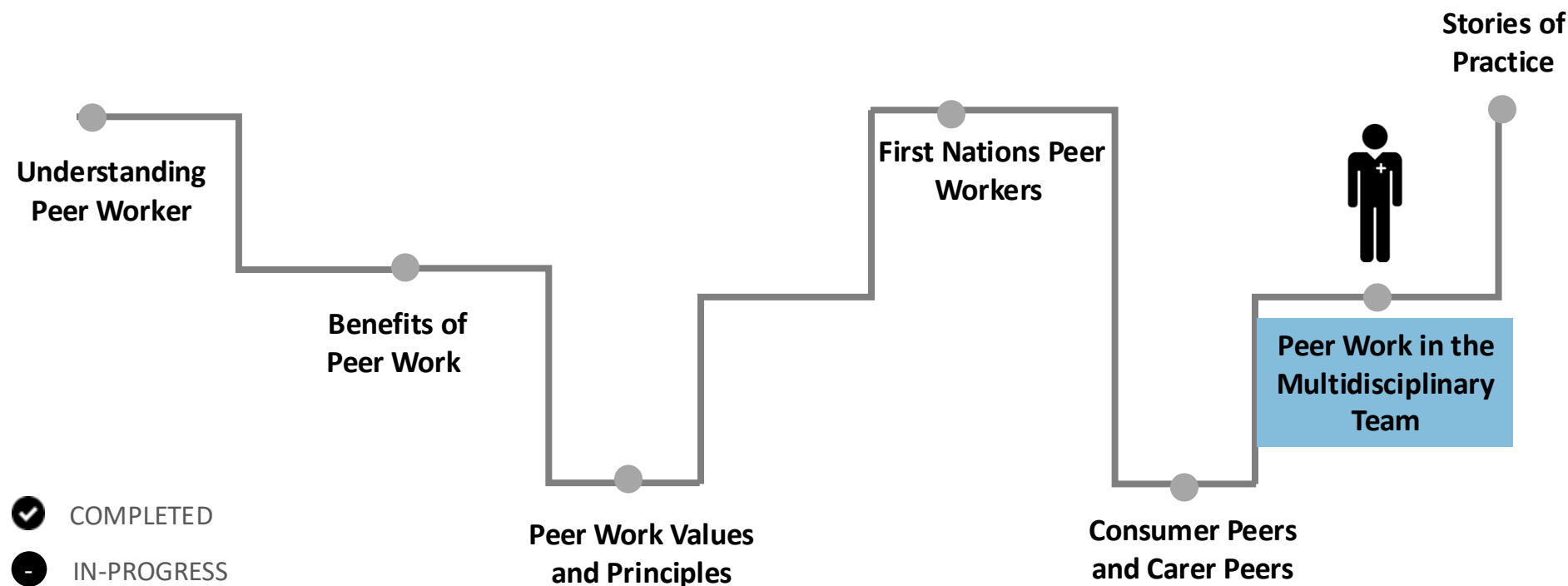
Family/Carer Role




Role Similarities

- System navigation
- Support personal recovery
- Foster connection and rapport
- Transform services for better outcomes
- Individual and systems advocacy
- Informed by lived experience
- Relationship as core
- Peer to peer support
- Shared humanity
- Mutual respect
- Empathy
- Hope

Your Learning Journey

 **Select a topic to proceed.**



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Here are the topics covered in this training module. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

Select a topic to proceed.


Graphic Notes and Image IDs:

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195564

- **Make a roadmap kind of learning journey.**
- **Place and move the ambulance icon to the topic the learner moves to.**

Different Perspectives on Peer Work

Peer Work has its influence on different individuals involved in mental health peer workforce.

 Select the image of each team member to get their perspectives on Peer Work.



Peer Worker



Clinician



Consumer



Psychiatrist

Audio Transcript:

Peer Work has its influence on different individuals involved in mental health peer workforce. Select the image of each team member to get their perspectives on Peer Work.

Graphic Notes and Image IDs:

Click Image interactivity
Getty image ids: 1468678624, 697604670, 1299493615, 1435015945

Different Perspectives on Peer Work

Peer Work has its influence on different individuals involved in mental health peer

Peer Worker

Peer workers do not offer advice on medications or treatment methods and therefore are limited in encouraging people to take their medication even when they are becoming unwell but we can listen to their concerns and provide moral support.

Milly required assistance in preparing for a forthcoming Tribunal Hearing so the case manager asked if she would like support from our peer worker and the clinician then introduced Milly to me. Our first meeting was a Meet and Greet, an opportunity to get to know each other, to establish rapport as well as understanding the role of the peer worker and to listen to Milly's concerns and identify her goals. From there, I provided peer support in helping Milly prepare for her next psychiatry appointment (e.g. Questions she would like to ask, what she would like the psychiatrist to know).

I provided moral support and advocacy at the psychiatry appointment as well as assisting with clarifying information and rephrasing language into everyday English. After the appointment, Milly was given the opportunity to debrief.

I feel attending the psychiatry appointment is a vital step towards helping the person prepare for a Tribunal hearing as it provides an opportunity for the person to raise issues and concerns e.g. supposed diagnosis, medication side-effects prior to the hearing.

01 of 02 >

Different Perspectives on Peer Work

Peer Work has its influence on different individuals involved in mental health peer

Peer Worker

[CLOSE](#)

Attending psychiatry, also opens the door towards a more balanced collaborative approach to supporting people on CTOs and with care planning and goal setting. Generally speaking, often the priority goal is not to be on a CTO. Working collaboratively with the person, the case manager, myself and with input from the psychiatrist, we defined more specific achievable goals e.g. Steps the person can work towards to achieve self-management and holistic well-being.

The information above contributed to assisting Milly in completing a Self-Report Form and a Peer Worker Report for submission to the MHRT.

Part of my role is to promote support services available as well as advising her of her right to legal representation and Milly opted to link in with the Official Visitors.

I feel peer support assisted in gaining a more balanced approach and promoted the Recovery Model while providing reassurance and moral support, helping Milly feel at ease and contributed towards having Milly's voice heard.

< 02 of 02 >

Audio Transcript:

Graphic Notes and Image IDs:
Click Image interactivity
Show 2 pages for the first pop-up

Different Perspectives on Peer Work

Peer Work has its influence on different individuals involved in mental health peer

Clinician

[CLOSE](#)

“It can be quite challenging to work within the recovery model when people are on a C.T.O because they may feel restricted and can feel like they are being controlled especially when it comes to medication and limited choice.

“Peer work brings a different perspective to the table.”

“We accessed the support of the peer worker in preparation for a CTO Hearing. She was able to help the consumer organise their thoughts and advocate strongly for themselves. The consumer was visibly more confident and at ease after meeting with the peer worker.”

“I would like to acknowledge the peer worker support provided to a consumer on CTO by helping them prepare for a tribunal hearing and also attending the hearing with them. The Peer worker also provided the client with the Official Visitors information and booked an appointment for them which gave the consumer insight to engage with the service as well as feel supported. The client continues to engage with the service including the peer worker and is compliant to the treatment plan.”

“As a clinician working as a team with the peer worker, it has been great to be able to provide personalised care to consumers.”

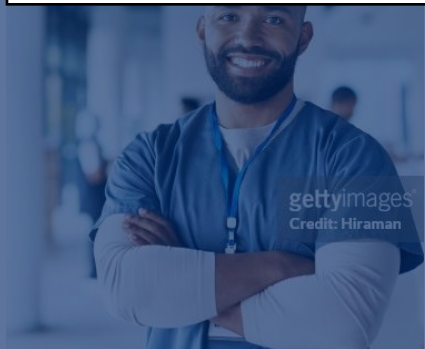
Different Perspectives on Peer Work

Peer Work has its influence on different individuals involved in mental health peer

Consumer

[CLOSE](#)

“ I felt my case manager and I were not connecting and not always having proper conversations and I felt my case manager is more a Pill Person and a Doctor Connector” - Chatting with the peer worker helps with feeling listened to and supported (anon)”.



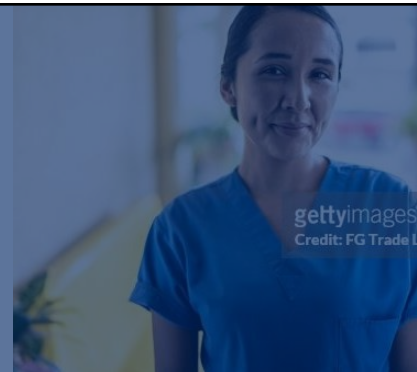
Peer Worker



Clinician



Consumer



Psychiatrist

Different Perspectives on Peer Work

Peer Work has its influence on different individuals involved in mental health peer

Psychiatrist

[CLOSE](#)

“Sometimes peer work can be very supportive to a collaborative approach and working towards achieving the best outcomes for the person. Peer work support can be beneficial in the facilitation of communication, even when we speak in layman’s terms. It is very helpful when the peer worker assists in translating what I am saying and in helping the person with clarification and understanding.”



Peer Worker



Clinician



Consumer



Psychiatrist



Audio Transcript:

It's time to test your knowledge of the role of Peer Work. Identify the tasks that the Peer Workers can and cannot do.

Graphic Notes and Image IDs:

Drag and Drop Activity

Correct Answers:

Can Do	Cannot Do
Sharing own story of lived or carer experience in the provision of care	Conduct clinical assessments or complete clinical information

Knowledge Check

Identify the tasks that the peer workers can and cannot do.

Drag and drop each task into their respective columns and select Submit.

<Draggable items>

Sharing own story of lived or carer experience in the provision of care
Building on strengths and establishing goals
Conduct clinical assessments or complete clinical information
Running peer-led groups
Give an opinion on a diagnosis

<Drop areas>

Can Do	Cannot Do

Submit



Audio Transcript:

Graphic Notes and Image IDs:

Correct Answer Feedback screen

Correct Answers:

Can Do	Cannot Do
Sharing own story of lived or carer experience in the provision of care	Conduct of assessments and clinical information

Knowledge Check on

Identify the tasks that the Peer Workers can and cannot do.

Drag and drop each task into their respective columns and select Submit.

<Drop areas>

Can Do	Cannot Do

Well Done!

You got them right.

Continue

Submit

Audio Transcript:

Graphic Notes and Image IDs:

Correct Answer Feedback screen

Correct Answers:

Can Do	Cannot Do
Sharing own story of lived or carer experience in the provision of care	Conduct of assessments and clinical information

Knowledge Check on

Identify the tasks that the Peer Workers can and cannot do.

Drag and drop each task into their respective columns and select Submit.

<Drop areas>

Can Do	Cannot Do

You missed it.

Select 'continue' to get the correct answers.

Continue

Submit

Elements of the Peer Role

Select each tab to learn about the tasks peer workers can and cannot do.

Can Do	Cannot Do
<ul style="list-style-type: none">• Sharing own story of lived or carer experience in the provision of care• Building on strengths and establishing goals• Assisting with plans for care e.g. Wellness Plan, Care Plan, Safety Plan and Transition of Care Plan• Supporting people with achieving everyday life skills: assertiveness, boundaries, etc.• Running peer-led groups• Delivering peer-related training to staff• Assisting with complaints or other feedback• Collecting consumer and carer stories• Helping people make their own choices for their lives and treatment and articulate these needs.• Representing the lived experience or carer perspective in meetings or discussions with other staff.• Accessing and documenting in Electronic Medical Record	

Audio Transcript:

Although Peer Workers can provide assistance and support to their colleagues, consumers, families and carers in a range of ways, there are a number of tasks which fall outside the scope of their role.

This may be because they do not have the specific training required (e.g., providing advice on medications), it does not align with peer work principles (e.g., coercing someone into a decision about their care) or the task is not relevant to the peer role (e.g., cleaning and personal hygiene duties).

Graphic Notes and Image IDs:

Tab Interaction

Elements of the Peer Role

Select each tab to learn about the tasks peer workers can and cannot do.

Can Do

- Conduct clinical assessments or complete clinical information
- Provide advice on medications or treatment methods
- Give an opinion on a diagnosis
- Deliver therapeutic interventions
- Collect prescription medication for anyone from a pharmacy or other outlet
- Coerce or encourage someone to make a particular decision about their care or recovery
- Provide transport excessively or for purposes not relating to the consumers mental health and recovery
- Work with someone who has not consented to peer support
- Divulge personal information which has been given in confidence (and is not a reportable risk)
- Undertake personal and environmental hygiene duties (e.g. showering, bed making, cleaning)

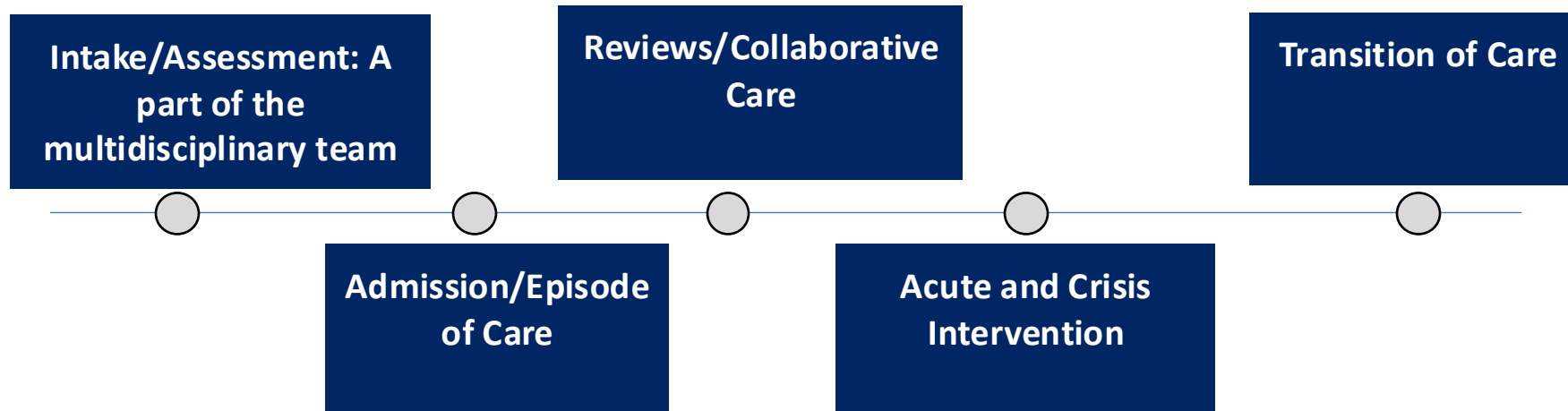
Cannot Do

Peer Work Through the Journey

Peer workers can be involved at any stage of the episode of care



Select each stages of care to see examples of how peer workers can be involved



Audio Transcript:

Peer workers can be involved at any stage of the episode of care, and in a range of service settings. You may recognise the functions in your service, or they may not apply to the area you work in. Select each stages of care to see examples of how peer workers can be involved

Graphic Notes and Image IDs:

Timeline click infographic

Audio Transcript:

Graphic Notes and Image IDs:

Timeline click infographic

Peer Work Through the Journey

Intake/Assessment: A part of the multidisciplinary team

CLOSE

- The consumer peer worker will attend team intake and clinical review meetings. Here they will provide peer perspectives on the plan of care, identify people who may benefit from peer support and take referrals from the team.
- The carer peer will also attend team meetings. They will highlight family perspectives in the plan of care, identify where a family might benefit from family and carer support, and take referrals from the team.

Audio Transcript:

Graphic Notes and Image IDs:

Timeline click infographic

Peer Work Through the Journey

Admission/Episode of Care

CLOSE

- Consumer peer worker will provide peer support for a consumer from a lived experience perspective. They will help the consumer navigate and understand the health system, assist in wellness planning, make or suggest referrals to appropriate services, assist in feedback or the compliments and complaints process, and attend home visits. They may also run a peer-led group, and information sessions for consumers.
- Family and carer peer workers will provide support from a carer lived experience perspective. They will help the family or carer navigate and understand the health system, address the wellbeing and education needs of the family, make or suggest referrals to appropriate services, attend home visits where the family or carer is present, and provide assistance in the carer feedback process. They may also run family and carer support groups, and information sessions for family and carers.

Audio Transcript:

Graphic Notes and Image IDs:

Timeline click infographic

Peer Work Through the Journey

Reviews/Collaborative Care

CLOSE

- Consumer Peer workers attend clinical reviews and case conferences to provide the peer perspective on the consumers needs and goals. They will provide updates to the team on assistance provided to the consumer. Peer support workers can also assist the consumer in creating a wellness plan and contributing to their care plan. And assist the consumer to prepare for, understand and debrief after psychiatry reviews, mental health review tribunal and guardianship hearings.
- Family and carer peer workers attend clinical reviews and case conferences to provide the family and carer perspective in the consumers care and the family's needs and goals. They will provide updates to the team on the family and carers engagement. And help the family prepare, understand and debrief after psychiatry reviews, mental health review tribunal and guardianship hearings.

Audio Transcript:

Graphic Notes and Image IDs:

Timeline click infographic

Peer Work Through the Journey

Acute and Crisis Intervention

CLOSE

- Consumer peer workers will listen empathetically and may offer support through sharing intentionally their own experience of crisis, role modelling hope for recovery. They can assist and encourage the utilisation a safety plan, and help the consumer develop an informal support network.
- Family and carer peer workers will assist in the understanding of the safety netting and will reinforce the safety plan with the family and carer. They will also inform the case manager or a senior clinician when a carer reports concern for the consumers mental state. The family and carer support worker will provide support for the family or carer in a crisis situation.

Audio Transcript:

Graphic Notes and Image IDs:

Timeline click infographic

Peer Work Through the Journey

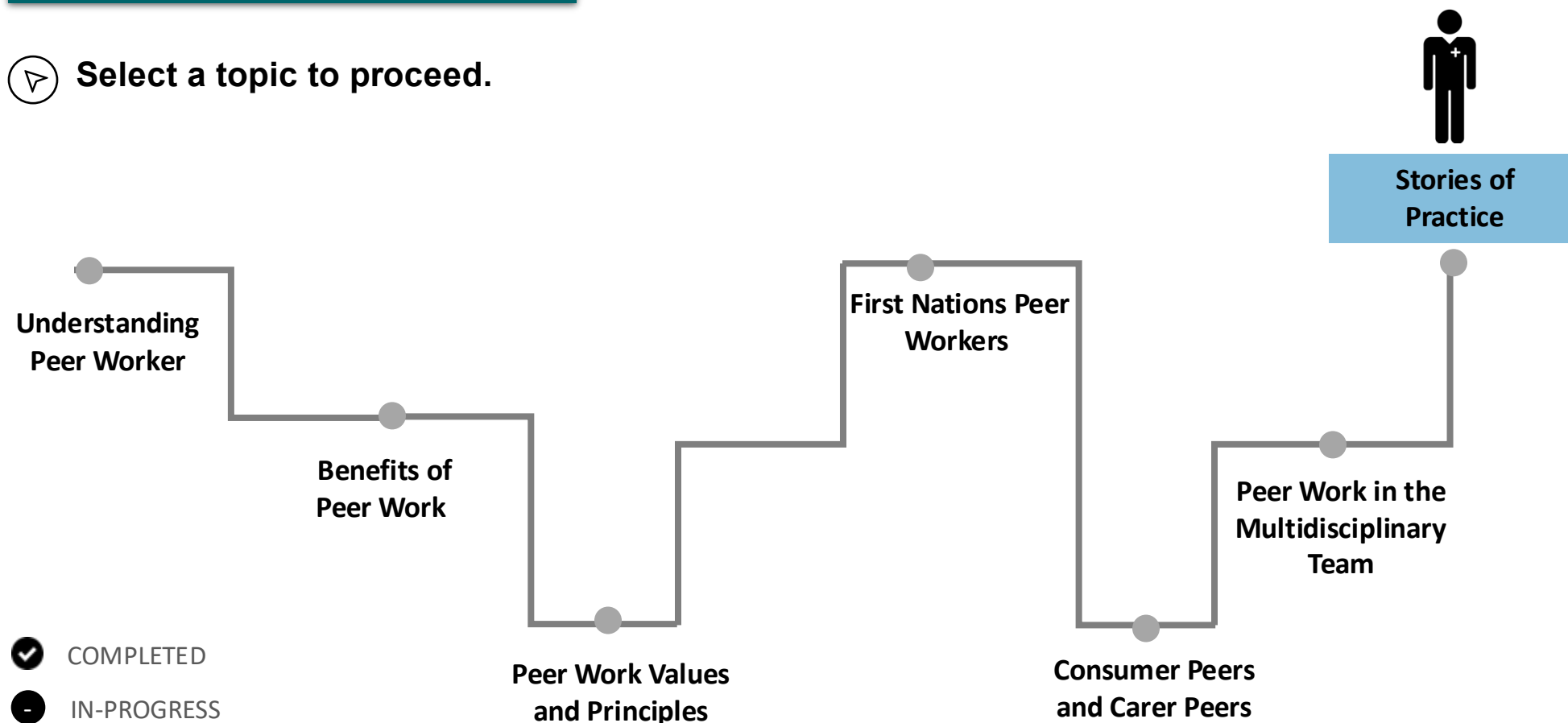
Transition of Care

CLOSE

- Consumer Peer workers assist with transition and transfer of care. They help the consumer articulate their needs and preferences for discharge and identify sustainable community supports for continued recovery. They may assist in the transfer of care from inpatient to community services (Peer STOC), and can attend discharge planning reviews.
- Family and carer peer workers can assist with the transition and transfer of care by helping the carer articulate their needs and preferences for discharge. Helping the carer to identify sustainable community services for continued family support, and assisting in relevant referrals. The family and carer peer worker will also attend discharge planning reviews where the family are involved.

Your Learning Journey

Select a topic to proceed.



- COMPLETED
- IN-PROGRESS
- NOT STARTED

Audio Transcript:

Here are the topics covered in this training module. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

Select a topic to proceed.

Graphic Notes and Image IDs:

Nounproject.com icon id:
195564

- **Make a roadmap kind of learning journey.**
- **Place and move the ambulance icon to the topic the learner moves to.**

Supporting Older People in the Community

Meredith, Consumer Peer Worker , Tumut CMHDA team

“She would talk with deep confusion about being diagnosed with schizophrenia as well. She had lived her whole life and now she was being told it was not normal.

I would listen to her concerns and nod my head. I wanted her to feel like she was being heard.

I talked to her clinician about how she found her diagnoses hard to understand and the clinician helped her to answer her questions.”

“She made me feel heard.”

- Lilly



Select the PDF button to download more stories of practice.

Audio Transcript:

Let's go through a true story shared by one of the peer workers. You can select the PDF button to download all stories of practice.

Graphic Notes and Image IDs:

Static Text and Image screen.
Image from slide 16 of the source content PPT - [Link](#)

Audio Transcript:

You have reached the end of this session. Here are the key takeaways from the session.

Graphic Notes and Image IDs:

Summary

Here are the key takeaways from the session.

A mental health peer worker is employed on the basis of their personal lived experience of mental health issues and recovery or their experience of supporting family or friends with mental health issues.

A well supported Lived Experience workforce results in benefits for people accessing services, families, social network, and organisations, as well as the broader community.

The National Lived Experience (Peer) Workforce Development Guidelines 2022 define peer values and principles.

First Nations Peer Workers will support those they are working with to build their connection to culture and community and place importance on spiritual and cultural healing practices

The roles of Consumer Peer Support Workers and Family and Carer Support Workers are unique and play distinct parts in the multidisciplinary team, however, both come from the perspective of 'peer', or shared experiences.

Audio Transcript:

Thank you and congratulations on completing this Peer Work Education Training Course on 'We Care'. You can select the 'Menu' button to revisit any topic or the 'Exit' button to close the session.



Thank you and congratulations on completing this Peer Work Education Training Course on 'We Care'.

Select 'Menu' to revisit any topic or 'Exit' to close the session.

Graphic Notes and Image IDs:

This is the conclusion screen.
Getty id: 1359760275