



Mental
Health
Lived
Experience
Engagement
Network

TRANSFORMING PRIMARY HEALTH CARE IN PARTNERSHIP WITH PEOPLE WITH A LIVED EXPERIENCE

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ACKNOWLEDGEMENTS

WE ACKNOWLEDGE ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE OF ALL THE NATIONS AND LANGUAGE GROUPS OF THE LANDS WHERE WE LIVE TODAY, SCATTERED AS WE ARE DURING THIS TIME OF PHYSICAL SEPARATION, AND PAY RESPECT TO THEIR ENDURING STRENGTH AND RESILIENCE.

WE HONOUR THE DIVERSITY, HISTORY AND KNOWLEDGE OF THESE TRADITIONAL CUSTODIANS, ELDERS OF PAST, PRESENT AND FUTURE GENERATIONS AND THEIR CONTINUING CONNECTIONS TO LAND AND COMMUNITY.

WE ALSO ACKNOWLEDGE PEOPLE WITH A LIVED EXPERIENCE OF MENTAL HEALTH ISSUES AND THEIR FAMILIES AND CARERS FOR CONTINUING TO ADVOCATE FOR QUALITY PERSON-CENTRED POLICIES, PROGRAMS AND SERVICES IN AUSTRALIA.

MHLEEN AIMS AND OBJECTIVES



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- ***PHNS ENGAGE PEOPLE WITH A LIVED EXPERIENCE (I.E., CONSUMERS AND CARERS) IN THE CO-DESIGN OF SYSTEMS AND PROCESSES IN LINE WITH THE MAXIM 'NOTHING ABOUT US – WITHOUT US'***
- PHN'S TO EMBED CONSUMER AND CARER ENGAGEMENT IN THE CO-DESIGN THROUGHOUT THE COMMISSIONING CYCLE
- PHN'S TO SUPPORT BETTER OUTCOMES IN MENTAL HEALTH BY PROMOTING AND SUPPORTING THE EMPLOYMENT OF PEER WORKERS AS PART OF MULTI-DISCIPLINARY TEAMS PROVIDING PERSON CENTRED SUPPORT AND RECOVERY-ORIENTED AND TRAUMA INFORMED CARE AND
- MAINTAIN A NATIONAL NETWORK OF PHN'S AND OTHER KEY STAKEHOLDERS TO SUPPORT, COORDINATE AND COLLABORATE ON CONTINUOUS IMPROVEMENT OF PERSON CENTRED, RECOVERY FOCUSED PLANNING, IMPLEMENTATION AND REVIEW OF PRIMARY MENTAL HEALTH CARE.

PHN STOCKTAKE

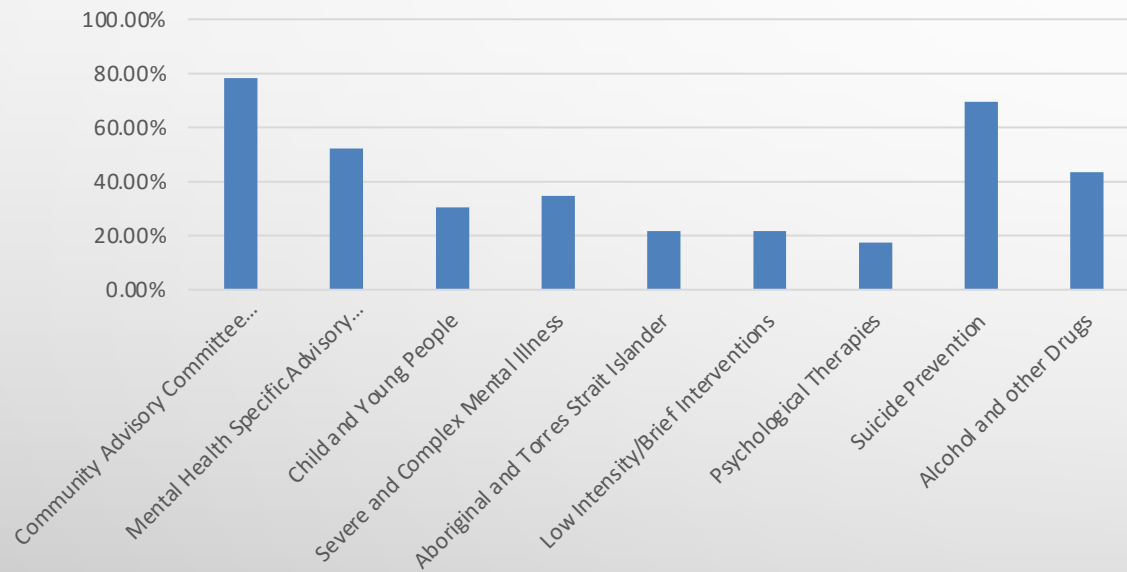


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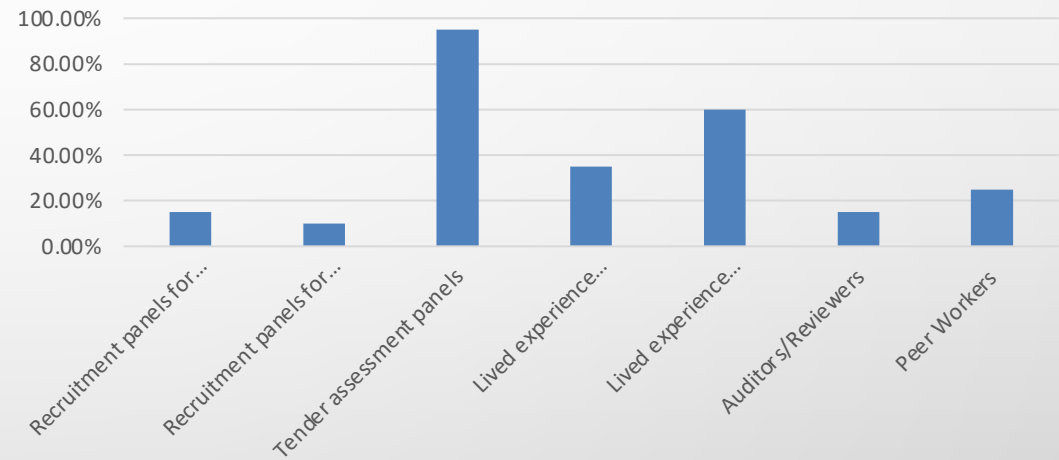
- INVOLVEMENT OF PEOPLE WITH A LIVED EXPERIENCE (PLE) WITH THEIR PHN INCLUDING EMPLOYED BY OR A REPRESENTATIVE OR CONSULTANCY AND THE TYPE OF ROLES
- PHNS INTERNAL POLICIES, PROCEDURES AND SUPPORTS FOR ENGAGING WITH PLE
- USING THE IAP2 SPECTRUM, WHAT ENGAGEMENT
- QUESTIONS AROUND PHN COMMISSIONING AND CO-DESIGN INCLUDING TENDERING AND REPORTING
- ENGAGEMENT ACTIVITIES WITH OTHER STAKEHOLDERS
- CASE STUDIES AND
- AREAS OF FOCUS AND PRIORITIES FOR PHN'S MOVING FORWARD.

ROLES AND PARTICIPATION

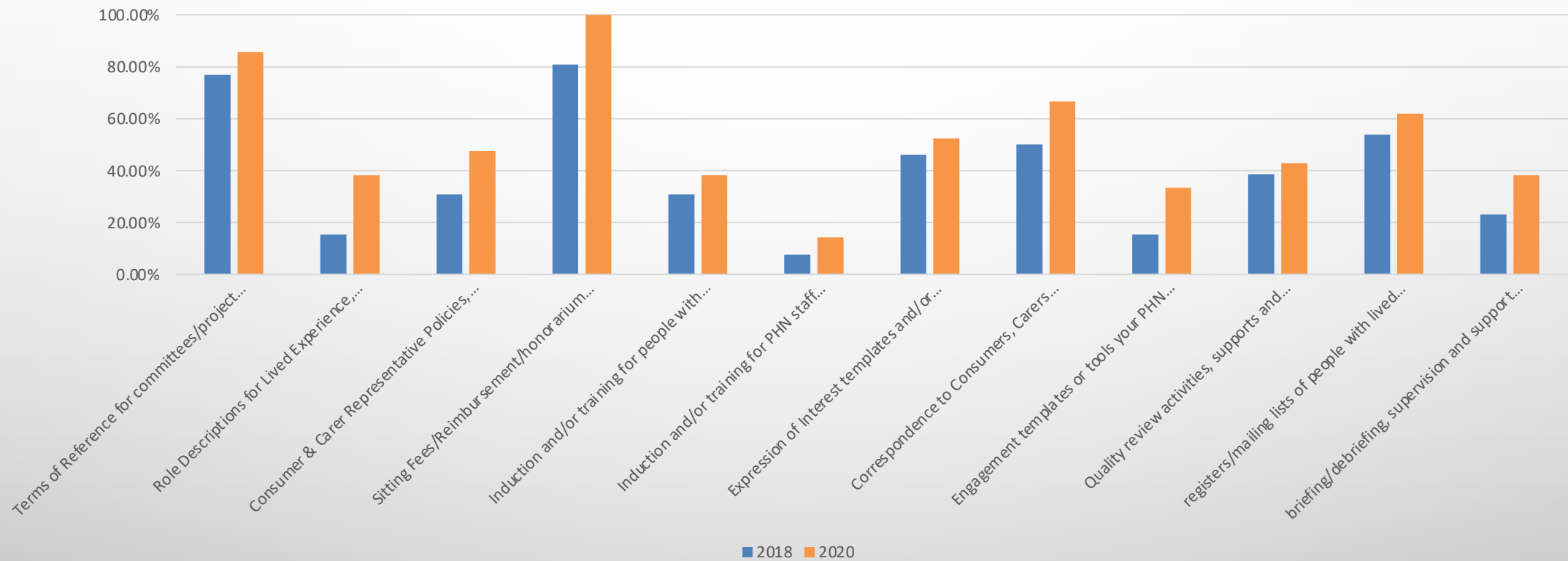
If yes what type of committees/representative roles



Other types of roles do you have for people with a lived experience



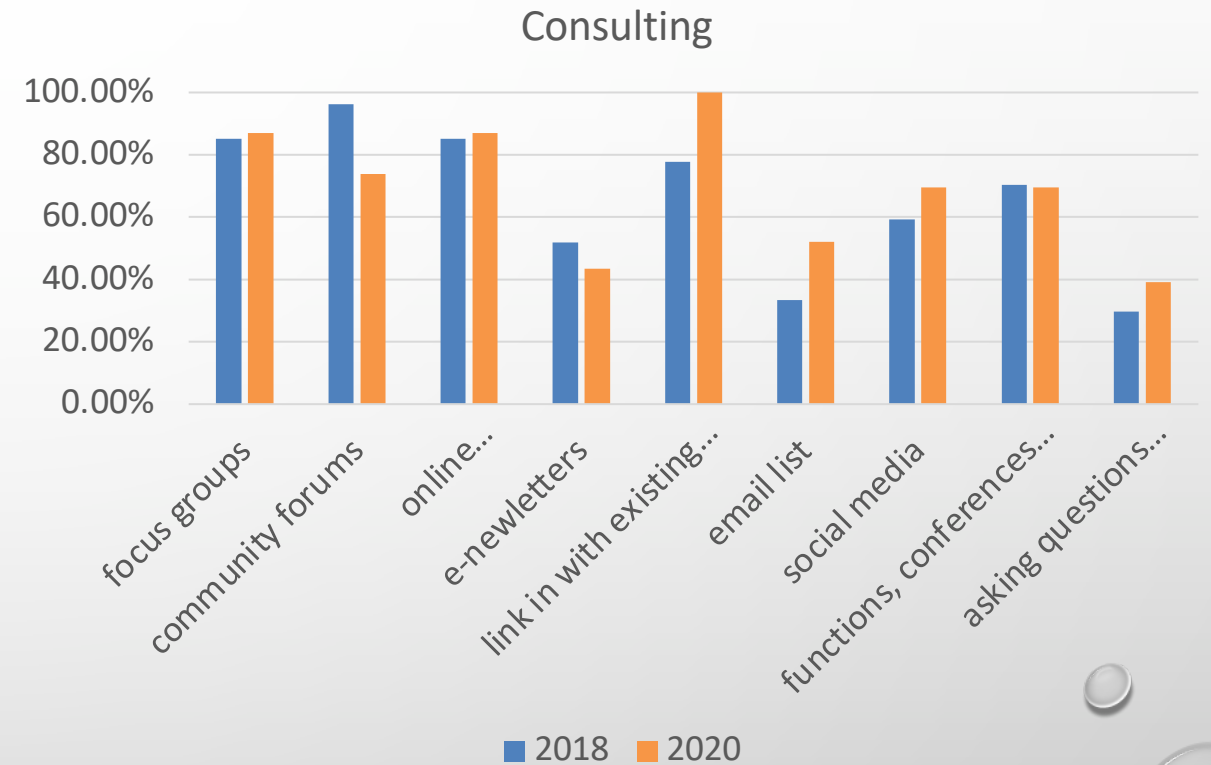
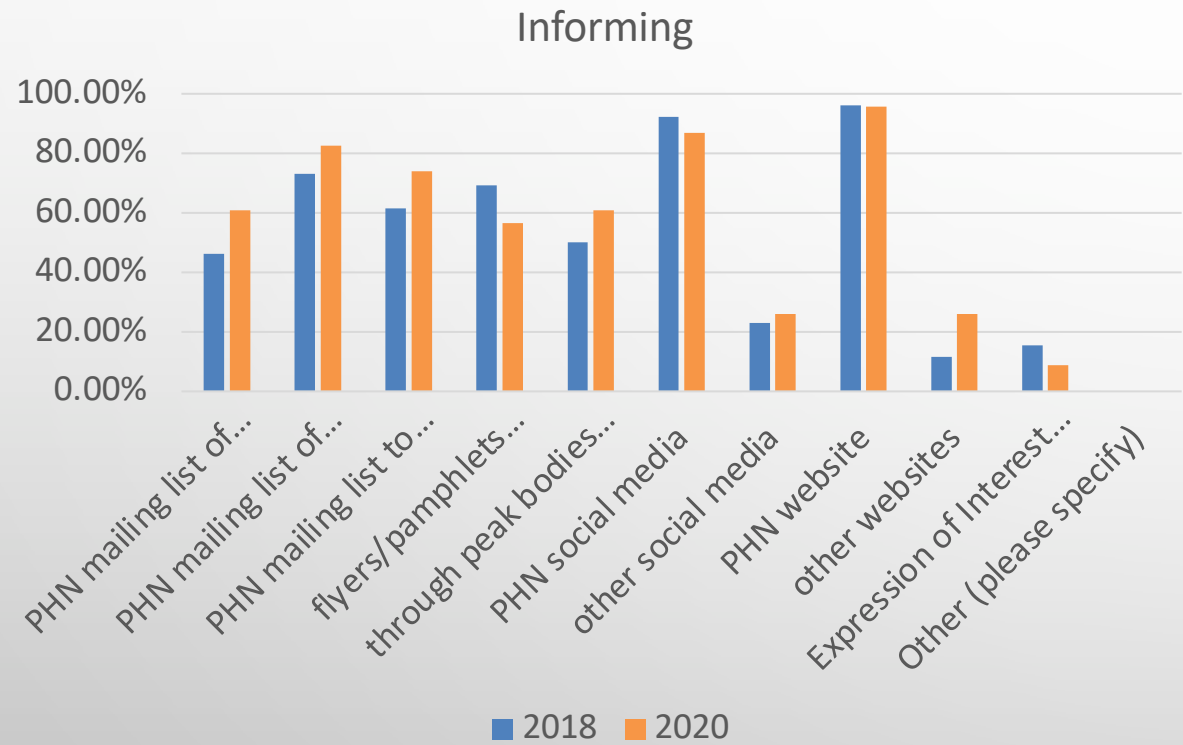
POLICIES AND PROCEDURES



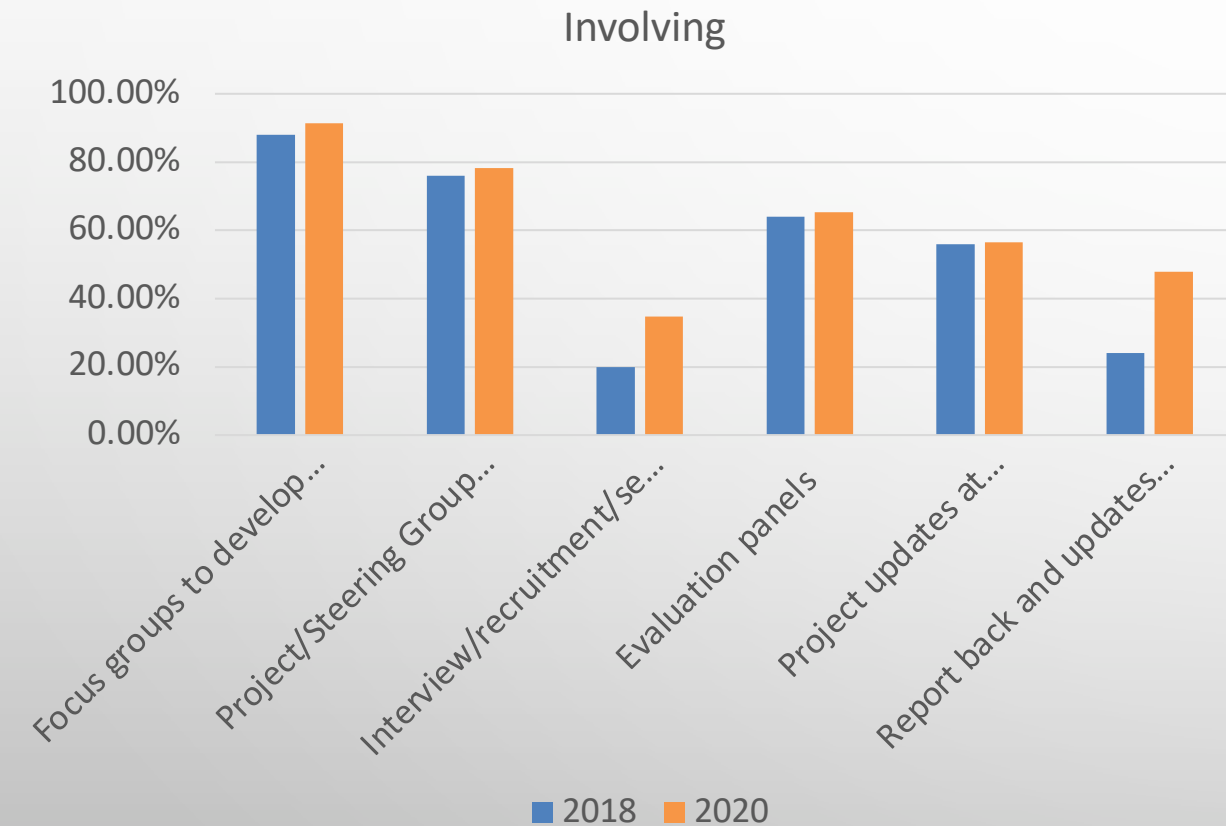
ENGAGEMENT FRAMEWORK

	Goal of Engagement with MH Consumer/Carer	Promise to the Public
Inform	Provide consumers, family members and carers with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions.	We will keep you informed.
Consult	Obtain consumer, family and carer feedback on analysis, alternatives and/or decisions.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.
Involve	Work directly with consumers, family members and carers throughout the process to ensure concerns and aspirations are consistently understood and considered.	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.
Collaborate	Partner with consumers, family members and carers in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible
Empower	Place final decision-making in the hands of consumers, family members and carers.	We will implement what you decide.

LEVELS OF ENGAGEMENT



AUTHENTIC ENGAGEMENT



- **"Collaborating"**

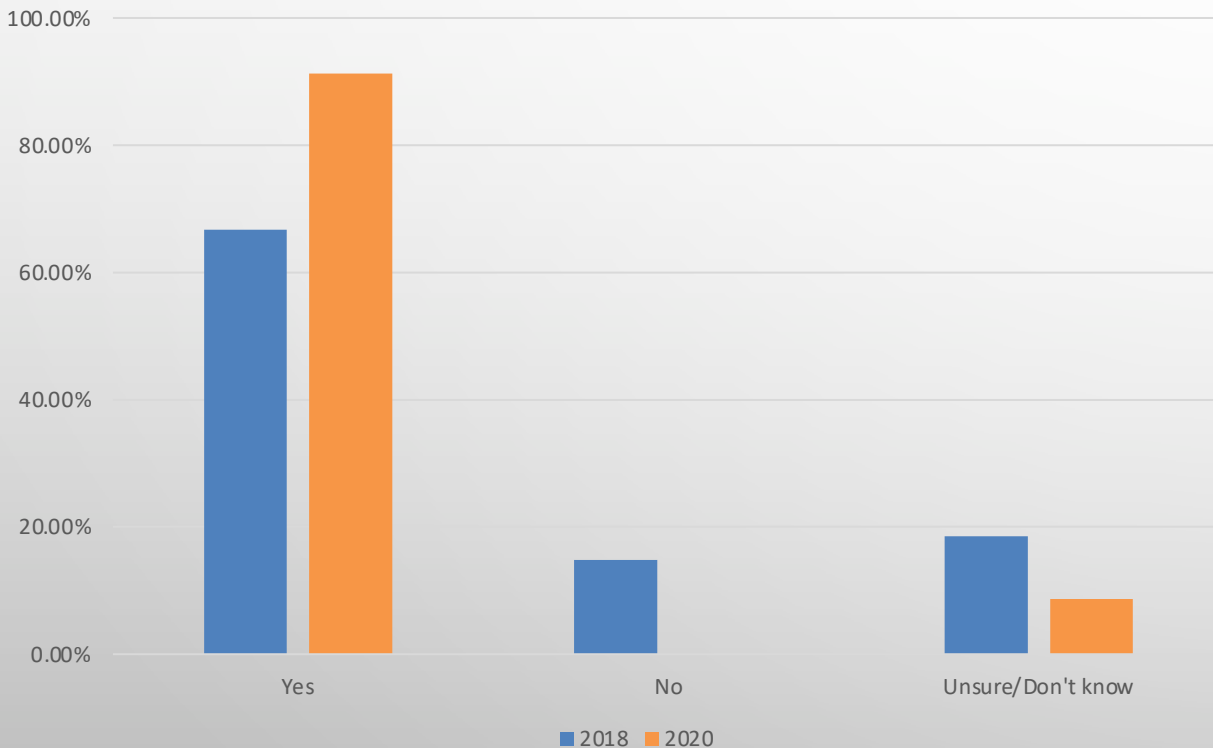
- The aim is 'we will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible

- **"Empowering"**

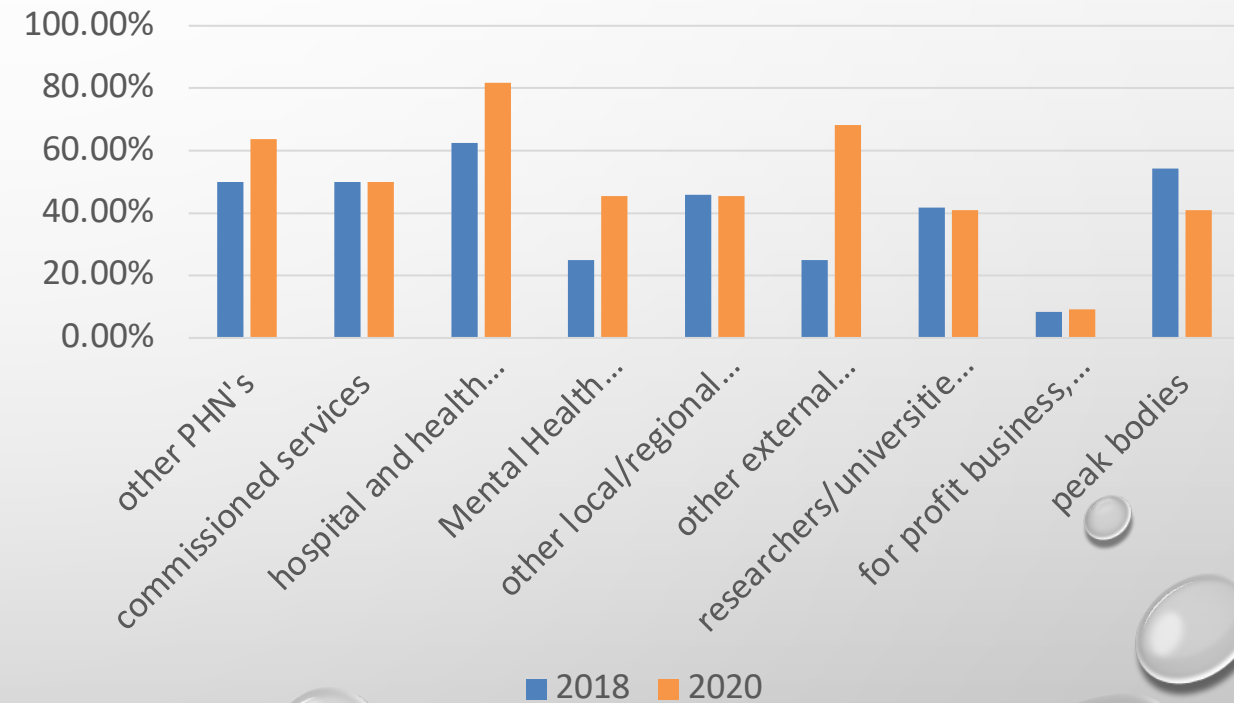
- is placing the final decision-making in the hands of people with a lived experience. .The aim is 'we will implement what you decide'.


PEER WORK AND STAKEHOLDER ENGAGEMENT

Do any of your commissioned services employ lived experience/peer workers?



Collaborative PLE Stakeholder Engagement





Case studies
+
q&a
what works/what doesn't
with

1. lived experience engagement
 2. peer workforce development
- 