

Embedding lived experience across the system: Lessons from Victoria

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Acknowledgement

Acknowledgement of
Country



The opportunity in Victoria

Victoria's authorisation and resourcing of lived experience workforce, partnerships and leadership surpasses all other jurisdictions in the world.

This is the story of how it happened and where it might be taking us...

Royal Commission into Victoria's Mental Health System

2019 – Interim Report
9 recommendations

2021 – Final Report
65 recommendations



“People with lived experience will have an enduring and influential role in government decision making, with an equal seat at the table, working in partnership with others to lead change.”

Building a new system

- Community and lived experience at its core
- Safe, responsive and inclusive
- New governance and accountability structures
- Workforce development and growth
- Lead in research and innovation
- Protects human rights
- Infrastructure to redesign and expand the system



Lived experience history in Victoria

- International consumer movement since 1970s
- Consumer and carer peak organisations since 1980s
- Consumer and carer participation in state and federal policy since early 1990s
- Peer workforce development since 2010s



Lived experience leadership roles - Royal Commission

Some examples:

- Lived Experience Branch
- Board of Victorian Collaborative Centre
- Regional Mental Health and Wellbeing Boards
- Mental Health and Wellbeing Commissioners



Lived Experience Branch



24+ staff in three teams: Policy, Programs and the Advisory Hub:

- Lead lived experience recommendations
- Strengthen lived experience partnerships in Division
- Work with the Peaks and the sector

Lived experience-led agencies and services

- Family-carer led centres (8)
- Consumer-led residential service (1+)
- Consumer-led development agency
- Peer-led alternatives to emergency rooms (several)
- Extension of legal and non-legal advocacy services
- A new digital platform



Lived experience workforce development



\$40m over four years:

- Leadership roles for peer workers
- Cadetships for peer worker trainees
- Tertiary scholarships for people with lived experience
- Peer-led supervision
- Qualifications and career pathways
- Organisational readiness

Strengthening partnerships in Division



- Lived Experience Strategic Partnership (Ministerial advisory group)
- Grow external experts
- Increase designated roles in other branches
- Reform governance group
- Culture and partnership projects
- Work with other government departments

Partnerships with the Peaks



VMIAC, Tandem and SHARC:

- Increased investment in VMIAC and Tandem (Base funding \$2.2m each p.a.)
- Partnership framework between Division and Peaks
- Registers to assign and support lived experience external experts

Lived Experience Leadership Strategy



Includes workforce, partnership and leadership at all levels:

- Literature review
- Environmental scan
- Analysis of Royal Commission report
- Vision for 10 years' time
- Strategy and implementation

Strategy will form the basis for our ongoing work and budget bids.

A possible vision for lived experience leadership in 2032

**More numerous,
diverse and
specialised. . .**



Lived experience workforce numbers

- 20% of the mental health and wellbeing workforce are in lived experience designated roles.
- Another 20% of the mental health and wellbeing workforce have declared lived experience.
- 25% of CEOs and service managers have declared lived experience.
- 50% of regional board members have declared lived experience.
- 50% of DH staff have declared lived experience.

People with declared lived experience in non-designated roles will have training in lived experience perspectives.



Lived experience workforce diversity

- Well-developed and resourced Aboriginal lived experience networks and influence
- Increased diversity in age groups and cultures
- Well developed and resourced AOD lived experience networks and influence
- Development of lived experience workforces across the wellbeing-distress spectrum



Lived experience workforce specialisms

Lived experience disciplines are developed with an education ladder:

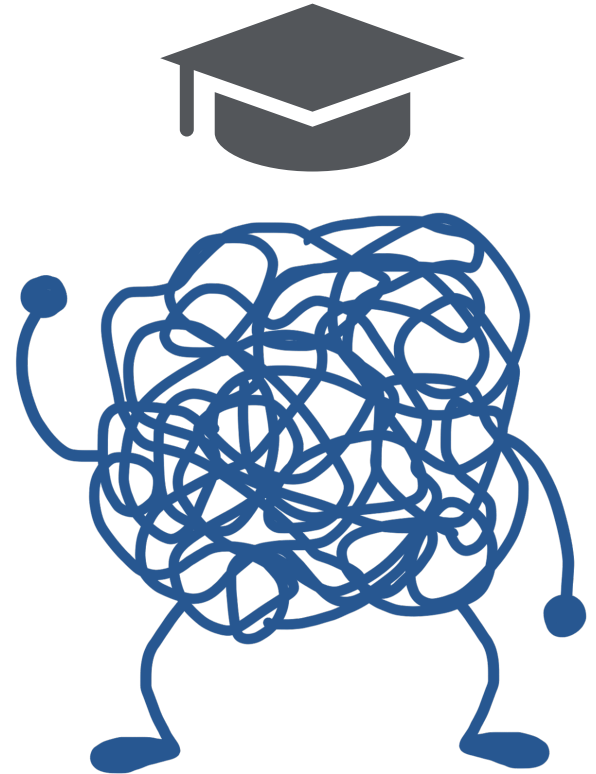
- carer and consumer peer support
- governance and management
- co-production
- project management
- policy
- research and evaluation
- system monitoring
- advocacy
- education and training



Lived experience in the academy

A Department of Lived Experience Studies in Victoria:

- Professor of Lived Experience Studies
- Most or all staff have lived experience
- Safe, inclusive culture that honours diversity
- World leading lived experience research hub
- Graduate and post-graduate courses from lived experience perspectives
- Courses for non-lived experience and non-designated lived experience workers

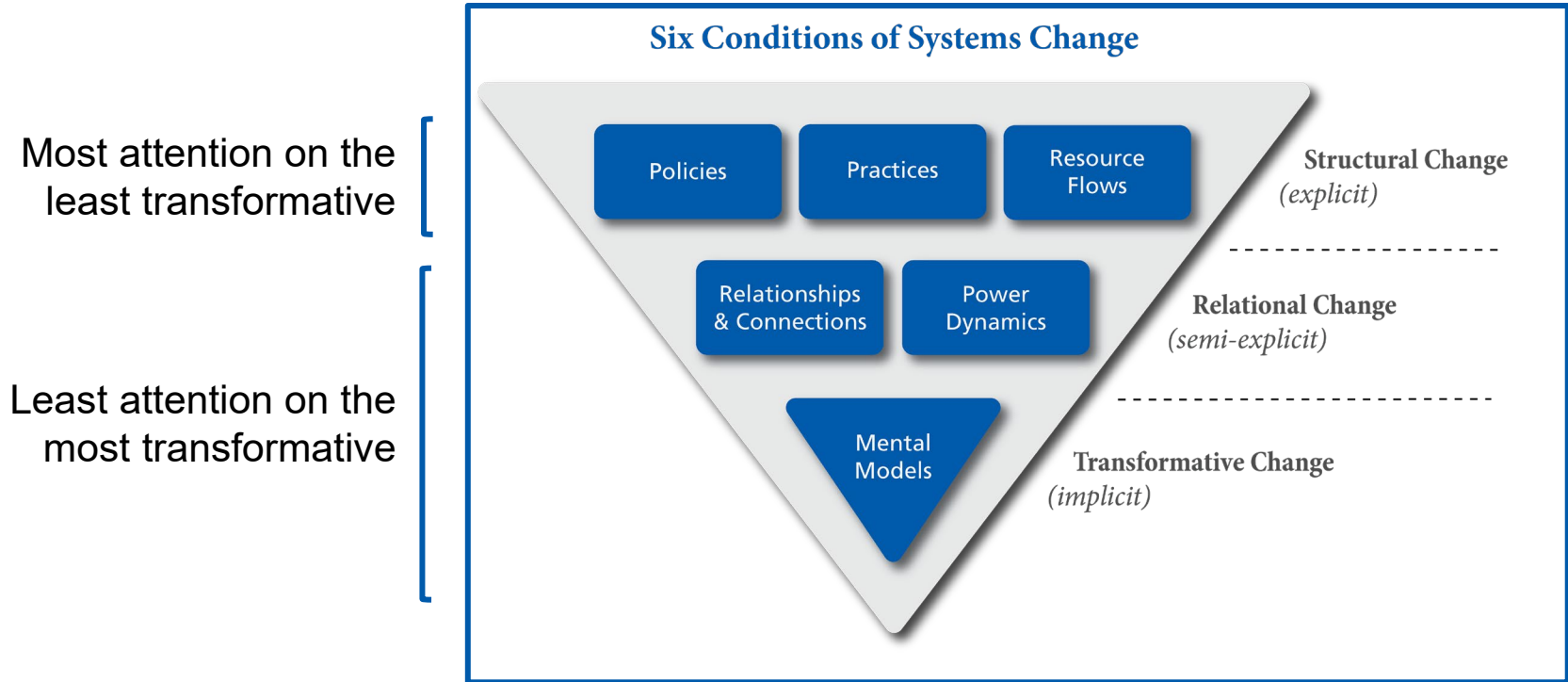


What it takes

- Acknowledgement of system failures and harm
- Strong authorising environment
- Sustained commitment and investment
- Vision and strategy
- Critical mass of support
- Focus on deep change



Conditions of systems change - lessons



Challenges



- Stigma and discrimination
- Clinical dominance
- Poor outcomes
- Denial of failures and harm
- Resistance to change
- Lack of lived experience blueprint
- Sustainability
- Responding to diversity

Questions?



Department
of Health