

NORTH EAST METRO REGION LIVED AND LIVING EXPERIENCE WORKFORCE NETWORK INDUCTION GUIDE

Welcome to the **Lived and Living Experience Workforce (LLEW)** community in the North East Metro Region of Melbourne! This network is an initiative of the North East and Eastern Mental Health Service Coordination Alliances (NEMHSCA and EMHSCA).

We are so excited to have you join a growing community of passionate people driving positive change through their lived and living experience.

This guide will introduce you to key information, resources, and supports to help you feel connected and confident as you begin (or continue) your journey.

WHAT IS THE LIVED AND LIVING EXPERIENCE WORKFORCE (LLEW)?

The LLEW is made up of people who use their personal experiences of mental health challenges, alcohol and other drug (AOD) use, suicide, harm reduction, and/or gambling harm—as well as their experiences of recovery and healing—to improve services, support others, and advocate for change.

You might be working in a variety of roles, including:

- Peer worker
- Lived experience consultant or advisor
- Family/carer peer worker
- Advocate
- Educator or trainer
- Researcher
- Volunteer or community leader

No matter your role, your experience is your expertise.

NORTH EAST METRO REGION LLEW NETWORK

The LLEW Network brings LLEWs together across mental health, AOD, harm reduction, gambling, and suicide prevention sectors to:

- Connect and collaborate
- Share experiences and learn together
- Build skills and knowledge
- Support each other's wellbeing

Who can join?

Anyone working in a Lived and Living Experience role in the North East Metro Region—paid or unpaid.

How to get involved:

- Attend LLEW Network Forums

- Join mailing list for updates and events, [click here to join](#).
- Participate in codesign projects and forums

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OTHER NETWORKS AND COMMUNITIES OF PRACTICE

- ***Communities of practice for consumer and carer consultants in mental health services***

To support consumer and carer consultants working in Victorian public specialist mental health services, the department funds statewide coordinator positions at [Victorian Mental Illness Awareness Council \(VMIAC\)](#) and [Tandem](#) to support communities of practice. These meetings bring consumer and carer consultants together for practice development, co-reflection, and ensuring connection with the department.

To join the Carer Lived Experience Workforce (CLEW) Network please register [here](#).

- **Practice supports for AOD and harm reduction peer workers**

The department will continue to provide funding for positions at [Harm Reduction Victoria \(HRVic\)](#) and [Self Help Addiction Resource Centre \(SHARC\)](#) that provide comprehensive practice supports (such as supervision and access to communities of practice) for harm reduction and AOD peer workers.

To join Victorian AOD Peer Workforce Community of Practice (CoP) please visit [SHARC's website](#).

KEY RESOURCES

Here are some resources to support you as you settle into your role:

- **Training and Development Opportunities**

The department funds training for current LLE workers, delivered by established LLE training providers. Lived and living experience workers in state-funded mental health, AOD and harm reduction services can access this training for free.

Training offerings include:

- [Intentional Peer Support](#)
- [Single Session Framework for the Carer Lived Experience Workforce](#)
- [The Hearing Voices Approach](#)
- [Mind's Peer Work Program](#)
- [Alternatives to Suicide](#)
- [Emotional CPR](#)

Centre for Mental Health Learning (CMHL) also developed a Clearinghouse for developing and sustaining LLEW. It contains key resources, training opportunities and other useful links. As of 31 December 2025, the CMHL website ceased operation, all

resources are being transferred to the Victorian Collaborative Centre's website. Find out more [here](#).

- **LLEW Practice Frameworks and Guidelines**

Helpful documents that outline the values, principles, and best practices for LLEW work.

- [The Mental Health Consumer Lived Experience Workforce Discipline Framework \(Victoria\)](#)
- [The Mental Health Family Carer Lived Experience Workforce Discipline Framework \(Victoria\)](#)
- [The Harm Reduction Lived and Living Experience Peer Workforce Discipline Framework \(Victoria\)](#)
- [The Alcohol and Other Drug \(AOD\) Lived Experience Workforce Discipline Framework \(Victoria\)](#)
- [The Alcohol and Other Drug \(AOD\) Family Lived Experience Workforce Discipline Framework \(Victoria\)](#)

- **Importance of Lived Experience specific supervision**

LE-specific supervision is intended to provide a formal structure for LLE workers to reflect upon their practice, explore new ideas, discuss dilemmas and support them in the role.

Line management is intended to be separate from discipline-specific supervision and is concerned with the allocation of workloads, day to day tasks and providing support with immediate problems.

LLE roles are unique in that they require a person to invest their most personal, often painful and distressing experiences into their work. There are further complexities for the LLEW in a context where mental health and AOD services have only recently started to think about how to accommodate this work. An LLE worker may be faced with particular ethical dilemmas, events and practices that may be in conflict with their personal values. LE-specific supervision offers a space to navigate the challenges when this occurs.

- LE-specific supervision frameworks can be found [here](#).
- To find a LE-specific supervisor you can [access this database](#).

- **Other LLEW Initiatives funded by the Department of Health**

DH funded a number of initiatives to support the LLEW. Find out more [here](#).

LOOKING AFTER YOUR WELLBEING

Your wellbeing is a priority.

Tips for self-care and sustainability:

- **Supervision and Peer Support:** Regular supervision helps you reflect, recharge, and grow in your role. To find a LE-specific supervisor you can [access this database](#).

- **Self-Care Planning:** Identify what keeps you well, set boundaries, and ask for support when needed.
- **Wellbeing Resources:**
 - Wellbeing strategies developed by the LLEW Network (attached)
 - Employee Assistance Program (reach out to your HR to find out more)
 - [Big Feels At Work](#) is a podcast and audio resource for workers with lived experience, produced by [The Big Feels Club](#), an online peer support community. The podcast was designed especially for those in non-designated lived and living experience roles, including clinicians, who face the unique demands of working in mental health or addictions while facing their own challenges.

QUESTIONS? NEED SUPPORT?

We are here to help you settle in and thrive.

Please don't hesitate to reach out if you have any questions, need support, or just want to have a chat!

Contact: Agnieszka Kleparska @ agnieszka.kleparska@holstephealth.org.au

Thank you for being here.

Your insight, compassion, and leadership are essential to creating a system that truly listens and heals.

We're so glad you're part of this community.

Regards,

NEMHSCA/EMHSCA LLEW Working Group members