

## Gippsland PHN

# Lived Experience Pilot Program Snapshot



## I Acknowledgment of Country

*Gippsland PHN acknowledges the Aboriginal and/or Torres Strait Islander people/s as the traditional Custodians of Country across the Gippsland region.*

*We acknowledge the Aboriginal and/or Torres Strait Islander people/s continuing connection to Land, Water and Community.*

*We pay our respects to the Aboriginal and/or Torres Strait Islander People/s, Cultures, and their Elders past and present.*

## I Acknowledgement of Lived Experience

*We acknowledge the individual and collective contributions of those with a lived and living experience of mental ill-health and distress, including suicide, and those who love, have loved and care for them. Each person's journey is unique and a valued contribution and commitment to mental health system reform.*

**We would like to extend a heartfelt thank you and gratitude towards the following external Lived Experience consultants and organisations who have shaped and contributed to this pilot and program.**

- Larter Consulting
- Liz Asser Consultancy
- Lived Experience Australia
- Jo Rasmussen Consulting
- Megetto Consulting
- Lynda Watts – formerly System Design Specialist – Lived Experience Lead (carer). Eastern Melbourne PHN
- Victorian Tasmanian PHN Lived Experience Working Group (LEWG)
- Mental Health Lived Experience Engagement Network (MHLEEN)

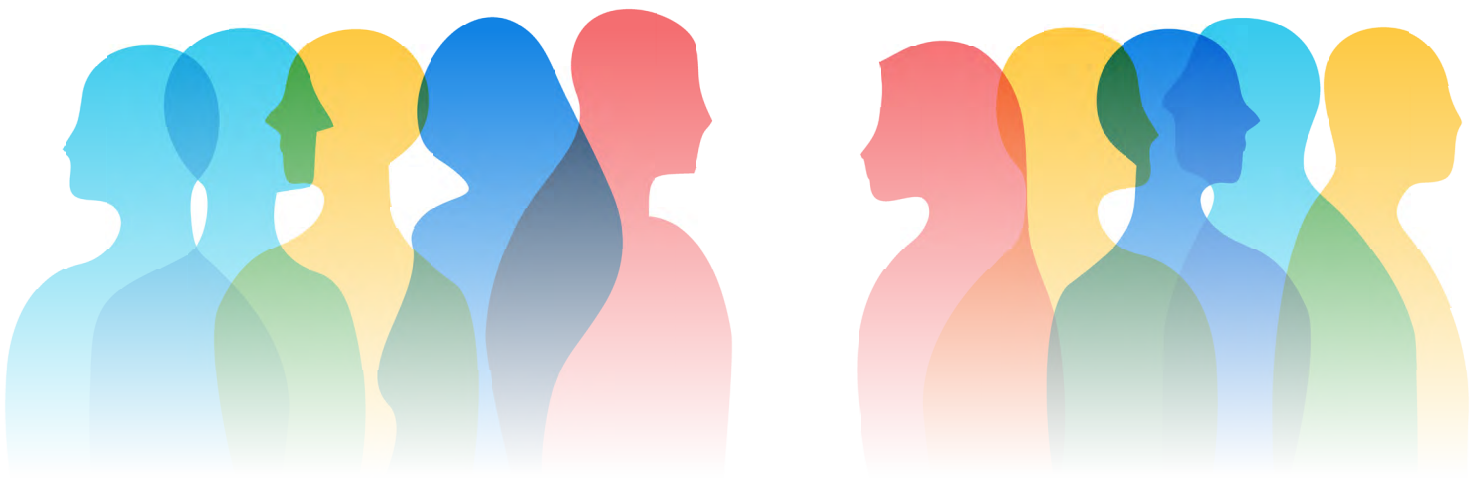
Lived Experience workers are professionals who are employed to use their own lived experience of mental ill-health or psychological distress, or supporting someone with that experience, to understand and relate to the experiences of others to promote personal recovery and wellbeing. Lived Experience workers have a key role in improving the quality and appropriateness of services for service users and their families and communities.

Responding to mental health needs and reforms is a key priority for Primary Health Networks (PHNs), including Gippsland PHN. The recommendations set out by the Productivity Commission's National Inquiry report into Mental Health, and the Royal Commission into Victoria's Mental Health System (RCVMHS) are key influences in this work.

Investment in developing the Lived Experience workforce is essential to progress mental health reform in Victoria and improve service outcomes.

Gippsland PHN's Lived Experience pilot project included organisational readiness planning, staff recruitment, development of a Lived Experience action plan, and evaluation of the impact of a Lived Experience workforce. The insights gained highlight the positive impact direct employment of Lived Experience staff can have on a broader workforce culture.

This unique pilot explores the roles of Lived Experience expertise in a PHN environment.



## Project Goals

- A Gippsland PHN Lived Experience workforce that is trained, skilled and supported in an environment that is supportive and nurturing
- Lived Experience perspective is embedded into our work, process and systems
- Foster relationships in order to support growth and development of the Lived Experience workforce in our commissioned services and more broadly across the Gippsland PHN region in the future
- Co-Design the Lived Experience pilot action plan with GPHN Lived Experience workforce
- Lived Experience workforce involved in evaluation design and processes

## Findings and outcomes

- All five of the evaluation goals had been achieved
- Pre and post project Gippsland PHN staff survey responses show participants recognised the importance of the Lived Experience workforce in providing insights and support for various projects and processes. They also emphasised the need for clear communication, better understanding, and utilisation of the Lived Experience workforce's roles. They identified challenges and suggested improvements, including the need for dedicated funding, improved policies and procedures, and enhanced project implementation strategies.

## Outputs - Achieved

- 2 Lived Experience staff recruited (1 FTE)
- 1 Lived Experience staff at project end to state - 1 ongoing Lived Experience role (0.6 FTE) created at project end
- Lived Experience project action plan developed and completed
- 31 activities incorporated Lived Experience perspective
  - Organisational readiness training - 2 sessions
  - Buddy sessions - 10 sessions
  - Internal meetings - 19 meetings
- 35 documents developed/contributed to by Lived Experience staff
- 50 Lived Experience staff engagements completed

## Outcomes - Achieved

- 52% of staff involved with the Lived Experience staff and project
- 63% of staff satisfied with the Lived Experience project
- 67% of staff noted benefits from having Lived Experience worker involvement in their work
- 78% of staff stated the Lived Experience project achieved the goal of "A Gippsland PHN Lived Experience workforce that is trained, skilled and supported in an environment that is supportive and nurturing"
- 78% of staff stated the Lived Experience project achieved the goal of "Lived Experience perspective is embedded into Gippsland PHN's work, processes and systems"
- 83% of staff have improved knowledge about the benefits of Lived Experience perspective to the organisation
- Increased inclusion of Lived Experience perspective
- Increased engagement with key stakeholders relating to Lived Experience

# Timeline



# Gippsland PHN Action Plan

| Goal       | Support the Lived Experience workforce  | Utilise Lived Experience expertise   |
|------------|---|--|
| Impact     | A workforce that is trained, skilled and supported in an environment that is supportive and nurturing   | Lived Experience perspective is embedded into our work, processes, and systems   |
| Commitment | S.1 Whole-of-organisational training is delivered on a recurrent basis, led by Lived Experience workers, to increase understanding, acceptance, and perceived value of lived experience roles.                            | U.1 Service users and Lived Experience workers are involved in the planning, design, delivery and evaluation of policy, processes, training, and services. |
|            | S.2 Lived Experience workers have regular and equal opportunities to participate in professional development activities, including access to a wider range of role specific training, refresher courses, and conferences. | U.2. We regularly gather information on service user experience to improve and inform the development of our services.                                     |
|            | S.3 We work to develop a safe space for dialogue and respectful inclusion of different experiences and perspectives.  | U.3 Lived Experience workers have a champion in a senior leadership position and allies/champions at various levels in the organisation.                   |
|            | S.4 Our workplace culture embraces diversity and fosters respect for all employees and service users.   | U.4 All mental health needs analysis, planning, and evaluation activities are co-produced with Lived Experience representatives.                           |
|            | S.5 Lived Experience workforce is fully briefed and supported to understand their role and utilisation of their lived experience expertise  | U.5 We collect data, monitor progress, and evaluate Lived Experience workforce development to identify further development needs.                          |
|            | S.6 Lived Experience workers are supported to network within the organisation and across the mental health and social services system.  | U.6 All improvement activities are developed and implemented collaboratively through co-design and co-production.  |
|            | S.7 Review of policies and processes to remove any unintended barriers to lived experience practice   | U.7 Lived Experience work is identified as core business in all key documents.<br>Grow the lived experience workforce                                      |
|            | S.8 Lived Experience workers have access to peer-led mentoring and supervision.   |  |
|            | S.9 We have inclusive hiring policies and practices and a diverse workforce.  |  |

# Gippsland PHN Evaluation Plan - Lived Experience Project pilot

| Purpose  | Audience      |
|--|---------------|
| To evaluate the impact of the Lived Experience project officer pilot to support, utilise and grow the lived experience workforce and contribute to Gippsland PHN organisational values   | Gippsland PHN |
| Project Goals  |               |
| <ul style="list-style-type: none"> <li>A Gippsland PHN Lived Experience workforce that is trained, skilled and supported in an environment that is supportive and nurturing</li> <li>Lived Experience perspective is embedded into our work, process and systems</li> <li>Foster relationships in order to support growth and development of the lived experience workforce in our commissioned services and more broadly across the Gippsland PHN region in the future</li> <li>Co-Design the Lived Experience pilot action plan with GPHN Lived Experience workforce</li> <li>Lived Experience workforce involved in evaluation design and processes</li> </ul>              |               |
| Evaluation Questions   |               |
| <ul style="list-style-type: none"> <li>Has the pilot project been implemented as intended?</li> <li>To what extent were eligible action plan activities (relevant to the pilot period) implemented?</li> <li>Have project stakeholders been satisfied with the outputs?</li> <li>Have the project goals been achieved?</li> <li>Were project activities appropriate and effective in achieving impacts?</li> <li>Were there any unexpected outcomes?</li> <li>What could have been done differently or improved in future?</li> <li>Does the project represent value for money?</li> <li>Was Co-Design utilised in the development of Lived Experience Action Plan?</li> </ul> |               |
| Design   |               |
| Non-experimental: Pre and post-test studies; developmental.  |               |

| Outputs   | Outcomes  |
|---|---|
| <ul style="list-style-type: none"> <li>Number and FTE of Lived Experience staff</li> <li>Start/Finish dates of Lived Experience staff</li> <li>Lived Experience project action plan</li> <li>Number and type of activities that incorporated Lived Experience perspective</li> <li>Documents developed, reviewed and contributed to be Lived Experience staff</li> <li>Number and type of Lived Experience staff engagements (internal and external)</li> <li>Evaluation findings and recommendations</li> <li>Project timeline - recruitment, onboarding, action plan Co-Design, implementation, review &amp; evaluation</li> <li>Lived Experience action plan implementation spreadsheet</li> </ul> | <ul style="list-style-type: none"> <li>Increased inclusion of Lived Experience perspective</li> <li>Increased engagement with key stakeholders relating to lived experience</li> <li>Improved knowledge about the benefits to organisation of Lived Experience perspective</li> </ul> |
| Data Collection Methods and Timeline  |   |
| <p><b>By 15 January 2024:</b></p> <ul style="list-style-type: none"> <li>Develop data collection tool</li> <li>Develop survey/interview tool</li> </ul> <p><b>16 January to 28 February 2024:</b></p> <ul style="list-style-type: none"> <li>Collect records - documents, engagements, activities, financial/staffing data</li> <li>Review pre-project survey analysis</li> <li>Conduct survey and/or interviews with key stakeholders</li> </ul> <p><b>By 31 March 2024:</b></p> <ul style="list-style-type: none"> <li>Analysis and reporting</li> </ul>  |   |
| Analysis  | Reporting and Dissemination   |
| <ul style="list-style-type: none"> <li>Analysis of available quantitative data</li> <li>Thematic analysis of qualitative data</li> <li>Triangulation and synthesis</li> </ul>   | <ul style="list-style-type: none"> <li>Evaluation report</li> <li>Abstract and presentation for use at forums (e.g. MHLEEN)</li> <li>Potential for peer reviewed publication?</li> </ul>  |

## I Insights

Discussion was generous and thoughtful relative to the needs of the PHN, the community, and the new staff.

– Lynda Watts

former System Design Specialist | Lived Experience Lead (Carer) | EMPHN

Whole-of-workforce understanding, and commitment is essential to build acceptance and effective collaboration between designated Lived Experience and non-designated colleagues. Without this understanding, commitment and collaboration, the potential benefits of Lived Experience work are restricted.

– Lived Experience Workforce

The presence of lived experience perspectives has provided a more inclusive lens to the work undertaken by the organisation, both with communities and within internal teams. It adds valuable knowledge and perspective, fosters greater understanding of mental health issues, and destigmatizes them to some degree.

– Gippsland PHN staff member

Well done great initiative.

– Clinical Advisory Group Member

My peers and colleagues have been extremely supportive, with organisational readiness training laying a solid foundation to raise awareness and engagement with the lived experience perspective.

– Lived Experience Workforce

There is overwhelming support for the continuation and expansion of the project. Participants view it as beneficial and believe that it should be built upon to further integrate lived experience perspectives into organisational practices.

– Gippsland PHN staff member



# I Recommendations

## 1. Continuation

Impacts of the Gippsland PHN lived experience workforce are hard to measure over a short period. The pilot was successful against the evaluation criteria, opportunities identified in the all-staff survey suggest a desire for more: more time, more integration, more exposure, and more involvement.

## 2. Measure it right.

As Gippsland PHN purposefully develops the next steps in embedding lived experience expertise within the organisation, evaluation and measurement should be a central feature. A minimum compulsory matchable data set would allow for analysis on the continuity of responses, learning/adjustments patterns and benefit/limitation analysis to identify remaining gaps, mind set changes. It would allow not just activity and cost assessments but also measurements to impact on culture and values.

## 3. Action Plan Insights

Next steps and implementation should continue to be guided by the Lived Experience Action Plan, the goals and commitments identified in the action plan are supported by actions and as these have been implemented, they have identified opportunities for future work and a framework for recommended next steps. As Gippsland PHN matures in its efforts to embed lived experience expertise across the commissioning cycle the goal and commitments that were out of scope for this pilot period will become achievable

Gippsland PHN is committed to embedding Lived Experience expertise in a meaningful and impactful way. Gippsland PHN Lived Experience workforce ensures we are in step with the Victorian and national collaboration on approaches to Lived Experience, it also enables the support of local initiatives to grow the local Lived Experience workforce.

**Want to know more? Contact [jess.edwards@gphn.org.au](mailto:jess.edwards@gphn.org.au)**