

Organisational Readiness for Lived-Living Experience Workforces: Champions Pack

Introduction for Champions

Thank you to all our LET champions for giving time and energy to help spread the good word and encourage uptake of this fantastic Free opportunity for organisations across Queensland!

In this document we've provided some key information and messaging to assist you to explain and promote the trainings within your own organisation or others you liaise with. Please feel free to share widely.

The contents list below will help you navigate directly to sections of greatest interest. We also have a number of additional resources available, check out page four for more on these!

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Background

The Queensland Mental Health Commission have risen to the challenge of increasing whole of sector understanding about Lived-Living Experience workforces by funding cross-sectoral, whole-of-organisational orientation/induction training for the State of Queensland.

The training has been developed by our team at Lived Experience Training (.org) - led by our very own, award-winning, Dr Louise Byrne, and informed by the 15-year body of internationally recognised and applied Lived Experience led research we are known for.

This training is intended to:

- progress organisational readiness
- build shared language/concepts and understanding to empower Lived-Living experience workforce development
- contribute to increased valuing of Lived-Living Experience work
- help to embed Lived and Living practice and reap the many benefits – including, enhancing psychologically safe work culture for all staff

What free training is available?

There are two key courses:

- **Whole of Sector Orientation to Lived-Living Experience Workforces** – A foundational course to help all staff understand Lived-Living Experience work and why it matters.
- **Regional Understanding and Planning to embed Lived-Living Experience workforces**– A more in-depth training designed to support organisations in developing and planning for Lived-Living Experience roles.

How is the training structured?

- **Whole of Sector Orientation/Induction** is a self-paced 60-minute online course with a live Q&A session every fortnight. Participants get a certificate and can join an annual refresher session. There's no limit to the number of participants and its best to sign up your entire organisation!
- **Regional Understanding and Planning Sessions** includes two 2.5-hour live online sessions, held at least three months apart to allow for reflection and planning.
 - This training prioritises rural and remote organisations to make sure support reaches all QLD communities.
 - Sessions will be held for 10 cohorts in all regions across the State, with a cap of 50 participants per session and approximately 2 people per organisation.

Who should attend?

- **Whole of Sector Orientation** is recommended for all staff, no matter the role.
- **Regional Understanding and Planning Sessions** are designed for leaders, HR professionals, managers, and workforce planners who are developing Lived-Living Experience roles in their organisation.

What are the benefits?

Whole of Sector Orientation: Signing up your whole organisation will build shared understanding of the definitions, concepts and practice of Lived-Living Experience workforces, encouraging better collaboration and respect for the work.

Regional Understanding and Planning Sessions

- **Benefits for senior leaders, HR/People and Culture reps, and hiring managers:** provides deeper understanding of the strategies that support effective Lived-Living Experience workforce development.
- **Benefits for those in designated Lived-Living Experience positions:** provides some succinct (and proven) messaging to aid advocacy and build better clarity, understanding, valuing and support for our workforces.
- **Session One** deepens knowledge
- **Session Two** focuses on discussion and initial strategies to address 'what's next' or 'what's desired' region by region.

What's the Process to Promote or Sign Up?

How can I help promote this training?

You can:

- Share this info with your colleagues and networks.
- Bring it up in meetings, newsletters, and on social media.
- Encourage your leadership team to participate.

How can organisations sign up?

It's easy! Organisations can register their interest through our website

(<https://livedexperientctraining.org/qld-funded-landing-page/>) or reach out to our team on the email below.

Who is eligible?

This training is free for NGOs and charities in Queensland, including PHNs and services funded by PHNs, across relevant sectors (e.g. mental health, alcohol and other drugs, suicide prevention, housing and homelessness, harm reduction, and First Nations services).

It is not available to universities, TAFEs, other higher education providers, private businesses and their staff, or federally funded government departments (except for PHNs).

What if I have more questions?

The Lived Experience Training (.org) Team are happy to help! If you have any questions or need more details, reach out to the Lived Experience Training (.org) team.

Additional Resources

- We have documents with more detailed information on both training offerings and are happy to email those to you.
- We also have infographics on both trainings (please see PDF attachments) which have been provided electronically, but we are also happy to send out hard copies of the A4 fliers or provide business cards to help you promote the training. Just email us and provide a physical address and we'll pop them in the mail.
- For those who like it short and snappy – check out our 40second 'teaser trailer' and feel free to share with others you feel it would appeal to:
<https://youtu.be/2xjZsf6R3kl?si=h2Z1nWjBsUL3NVc0>

 Email: enquiries@livedexperientctraining.org

Frequently Asked Questions

1. Why do this training?

This training helps your organisation get ready to welcome and/or support your Lived-Living Experience workers. Lived-Living Experience workers have a different focus and practice from other roles and often are not fully understood or accepted by the wider team. This can make it harder for Lived-Living Experience workers to thrive and for the organisation to reap the benefits they can bring.

Research shows that when everyone in the organisation understands and values Lived-Living experience, it leads to better collaboration, improved outcomes and a more supportive environment. This training gives everyone a shared understanding of what Lived-Living experience is all about, making it easier to work together and plan for the future.

There has been great feedback from people who've done the training so far! Check out the website for testimonials: <https://livedexperientctraining.org/qld-testimonials/>

2. Who is delivering this training?

This training is delivered by Lived Experience Training (.org) and led by Dr. Louise Byrne, an expert in Lived-Living Experience workforce development. The Queensland Mental Health Commission (QMHC) is fully funding it, which means it's free for eligible organisations.

Want to know more about Dr. Louise Byrne and the LET team? Visit:

<https://livedexperientctraining.org/qld-funded-learn-more/>

3. What informs this training?

This training is informed by over 15 years of research led by Dr. Louise Byrne and her team. Their work, which focuses on Lived-Living Experience workforce development, has shaped policies and programs across sectors and settings worldwide. It's based on real experiences from people with Lived-Living Experience, backed by peer-reviewed research, and has been warmly embraced by Lived-Living Experience communities.

Want to know more about the research? Visit: www.livedexperienceleadership.com.au

4. Is the training really free?

Yes! Thanks to QMHC funding, this training is completely free for eligible organisations. No hidden fees, and you'll get access to all training materials and follow-up support.

5. How does this training address diversity and intersectionality?

This training is informed by a broad range of voices, including:

- People working in Personal/Consumer and people working in Family/Carer roles.
- Individuals from diverse cultural backgrounds, identities, and experiences.
- Contributors from various sectors and specialisations, across different countries.
- People in non-designated roles, including managers and executives, to help create a better understanding and valuing of Lived-Living Experience roles at all levels.

Diversity isn't just a consideration—it's embedded in every stage of the development of the evidence base and training.

6. How is accessibility addressed?

We want this training to be easy to engage with, no matter your needs. Some of the key features include:

- Particular consideration for people who are neurodiverse, people with low literacy, people who are Deaf, hard of hearing, blind, or have low vision.
- Simple, clear layouts with easy-to-read fonts and smooth navigation.
- Video content with optional subtitles and visual description transcripts (for Screen Readers).
- Structured headings and content to make it easier to navigate.

7. What about language and terminology?

Language in this space is always evolving. Terms like 'Lived Experience' and 'Lived-Living Experience' are used interchangeably to be as inclusive as possible. 'Lived-Living Experience' is a bit more explicit—it acknowledges that for many, our challenges don't just 'end' but are part of our ongoing journey.

We do our best to use terms that are widely recognised, but we know people have different preferences. If a term we use isn't your favourite, know that it's not meant to exclude anyone—we're just trying to reach as many people as possible.

8. What does recovery have to do with it?

We know the word 'recovery' can be off-putting, and it can mean different things in different settings. In this training, when we talk about recovery, we mean personal recovery—the idea that each person should be able to build a meaningful, self-directed life, regardless of whether they still experience challenges.

This is different from clinical recovery (which focuses on symptom reduction) or 12-step recovery (common in alcohol and other drug services). Personal recovery was developed by people with Lived-Living Experience, for people with Lived-Living Experience. As the concept of personal recovery was devised for and by people with lived experience, the term is still important as it provides us with real political influence and recognised expertise in driving systems change.