

Peer Support

Function	Activities in Scope	Activities Out of Scope	P1 (Entry Level) <i>QLD equivalent: A02 (Peer Assistant)</i>	P2 (Developing) <i>QLD equivalent: A03 (Peer Worker)</i> <i>*where all of us – NSW Health employees – start*</i>	P3 (Skilled) <i>QLD equivalent: A04 (Advanced Peer Worker)</i>	P4 (Advanced) <i>QLD equivalent: A05 (Senior Peer Coordinator)</i>	P5 (Leader/Senior) <i>QLD equivalent: A06 (Team Leader Peer Workforce)</i>
Peer Support	Providing Individual Support to Consumers and/or Carers	Providing recommendations on treatments, medical advice or legal matters.	✓ With support from more senior PW	✓	✓	✓	✓
	Providing Group Support to Consumers and/or Carers	Providing recommendations on treatments, medical advice or legal matters.		✓	✓	✓	✓
	Share personal lived experience and story in a meaningful and purposeful way to support consumers' recovery journey	It is not essential for peer workers to share their personal lived experience and story with colleagues and other staff at the request of staff or in presence of clinical staff when providing peer support	✓ With evidence of understanding of safe storytelling principles	✓	✓	✓	✓
	Coordinating and facilitating/co-facilitating, peer support programs recovery groups and activities	Providing recommendations on treatments, medical advice or legal matters.		✓ *Co-facilitating*	✓ *Lead Facilitating*	✓	✓
Peer Support	Providing recovery and community resources/information,	Peer workers will not be involved in medication	✓	✓	✓	✓	✓

	promoting peer groups/supports and promoting use of/engagement with services	management beyond supporting consumers to access information and make informed decisions about their own care					
	Supporting Consumers to collaboratively complete care/wellness/safety plans (used in MDT support)	Peer workers will not prescribe or administer treatments/medication mentioned in care, wellness, or safety plans. If medications or treatments are needed as per these plans, peer workers will follow the guidance provided in the existing treatment plans established by the consumer's doctor or clinicians.		✓	✓	✓	✓
	Providing peer support to consumers in distress or experiencing suicidality	Peer workers are not to take part in restrictive practices and must be adequately trained in responding to suicidal crisis prior to providing support to consumers experiencing a high-risk suicidal crisis		✓	✓	✓	✓
Peer Support	Providing support to consumers before, during or after seclusion or restraint, including post-seclusion debriefing. Peer workers may use de-	Peer workers will not be a member of response teams or involved in implementing restrictive practices	?	✓	✓	✓	✓

	escalation strategies like other staff						
	Enable & Assist consumers to build and use their own strengths, skills and strategies and promote self-determination and self-advocacy		✓	✓	✓	✓	✓
	Assisting with discharge planning			✓	✓	✓	✓
	Contributing to team MDT to assist in informing potential referrals to services			✓	✓	✓	✓
	Completing referrals to other services			✓	✓	✓	✓
	Provide post-discharge peer support to consumers (if in scope of service)	Peer worker is not to be clinically supporting consumers post discharge. Consumer must be linked with existing MH service/clinical care provider.		✓	✓	✓	✓
Peer Support	On demand Crisis Support in community Acute Care & Relapse Prevention (if in scope of service)	Peer worker is not to be clinically supporting consumer. Consumer must be linked with existing MH service/clinical care provider. Peer worker must have clinician nearby (e.g. in same room or outside room)		✓	✓	✓	✓
Advocacy and Representation							
Function	Activities in Scope	Activities Out of Scope	P1 (Entry Level)	P2 (Developing)	P3 (Skilled)	P4 (Advanced)	P5 (Leader/Senior)

Advocacy & Representation	Individual advocacy relating to rights and service needs		✓	✓	✓	✓	✓
	Individual advocacy relating to the Mental Health ACT					✓	✓
	Promote the rights of consumers and principles of consumer participation and recovery		✓	✓	✓	✓	✓
	Assist and provide support before, during and after meetings with treating team and other services, if requested by consumer		✓	✓	✓	✓	✓
Advocacy and Representation	Supporting consumers during/participating in case reviews and conferencing/stake holder meetings		✓	✓	✓	✓	✓
	Liaise and advocate with other staff and services with the consumer (where possible) or on behalf of the consumer if necessary or requested			✓	✓	✓	✓
	Build capacity of consumer so they can advocate for themselves			✓	✓	✓	✓

	Translate knowledge of local health services to support consumers to navigate system and community		✓	✓	✓	✓	✓
	Promote consumer rights to the service and support/inform system transformation				✓	✓	✓
	Support consumers through feedback/complaints processes as necessary			✓	✓	✓	✓
Advocacy and Representation	Advocate for consumers at Mental Health Review Tribunal (if requested by consumer) including assisting them to complete a MHRT Self-Report form					✓	✓

Coordination and Management

Function	Activities in Scope	Activities Out of Scope	P1 (Entry Level)	P2 (Developing)	P3 (Skilled)	P4 (Advanced)	P5 (Leader/Senior)
Co-ordination and Management	Managing peer workers						✓
	Providing Peer Supervision to Peer Workers					✓	✓
	Providing Debriefing to Peer Workers					✓	✓ *Needs to be a cross team pollination procedure*
	Coordinating orientation and on-boarding of new peer workers						✓
	Facilitating & Providing orientation and on-boarding of new peer workers					✓	✓

	Developing business plans for peer-led programs and new peer work roles					✓	✓
	Participate in recruitment and selection process of peer workers, including contributing to peer work position descriptions and sitting on interview panels				✓	✓	✓
Co-ordination and Management	Coordinate peer supervision for peer workers in District/Network					✓	✓
	Organise and facilitate peer work networks, team meetings and communities of practice				✓	✓	✓
	Provide reports, including identifying opportunities and challenges, to executive leadership team on peer workforce development					✓	✓
	Raise opportunities and challenges and provide reports to Professional Lead and other senior leaders on the peer workforce			✓	✓	✓	✓
	Endeavour to promote a Psychologically safe Workplace aligned with Safe Work Australia		✓	✓	✓	✓	✓
Education and Training							
Function	Activities in Scope	Activities Out of Scope	P1 (Entry Level)	P2 (Developing)	P3 (Skilled)	P4 (Advanced)	P5 (Leader/Senior)

Education and Training	Providing education on recovery and trauma-informed care to Carers/families	*Capacity for facilitating groups is developed across time and skill development*		✓	✓	✓	✓	
	Providing education on recovery and trauma-informed care to peer workers and other MH staff/clinicians				✓	✓	✓	
Education and Training	Contributing to training program development and delivery			✓	✓	✓	✓	
	Obtaining Relevant Qualifications (e.g. Cert IV MH & Peer Work)		✓	✓	✓	✓	✓	
	Participate in Role Specific Professional Development (e.g. Studying Intentional Peer Support)		✓	✓	✓	✓	✓	
	Participate in Role Specific Advanced Professional Development (e.g. Studying Advanced Intentional Peer Support)					✓	✓	✓
	Defining and fulfilling specialized roles like Youth Peer Workers, Suicide Prevention Peer Workers, (See Draft NSW Framework and align with draft)				✓	✓	✓	✓
Health Promotion								
Function	Activities in Scope	Activities Out of Scope	P1 (Entry Level)	P2 (Developing)	P3 (Skilled)	P4 (Advanced)	P5 (Leader/Senior)	
Health Promotion	Developing consumer health promotion initiatives			✓	✓	✓	✓	

	Participating in Co Design Activities for Mental Health Month and Other Important Calendar Dates related to role e.g. World Mental health peer Day.		✓	✓	✓	✓	✓
	Coordinating Co Designing Activities for Mental Health Month and Other Important Calendar Dates related to role e.g. World Mental health peer Day.			✓	✓	✓	✓
Quality and Research							
Function	Activities in Scope	Activities Out of Scope	P1 (Entry Level)	P2 (Developing)	P3 (Skilled)	P4 (Advanced)	P5 (Leader/Senior)
Quality and Research	Engaging in accurate record-keeping		✓	✓	✓	✓	✓
	Facilitate consumer led service evaluation and improvement		✓	✓	✓	✓	✓
	Developing QI projects that align with the Values & Principles of Peer Work			✓	✓	✓	✓
	Participating in QI projects that align with the Values & Principles of Peer Work		✓	✓	✓	✓	✓
	Assist with service accreditation			✓	✓	✓	✓
Quality and Research	Promote the development and implementation of consumer led research and evaluation (NOT YES/CES RELATED).				✓	✓	✓
	Reflecting on personal/professional		✓	✓	✓	✓	✓

Figure 2 below provides a descriptor of Sample Lived Experience Roles.

Figure 2: Sample Lived Experience Roles					
The following roles are ALL Lived Experience roles (but may have different role titles e.g. Family-Carer Peer Support Worker, Aboriginal Mentor, Consumer Consultant etc). These roles may be within government, NGO ⁴ , private hospitals and agencies, as well as groups or individuals as Owners/Directors of their own businesses ⁵ .					
Frontline Peer Worker	Leadership Roles	Advocacy	Education (Across academia, community and organisations)	Policy	Research and Evaluation
Peer Support Worker Senior PSW	Board Director	Representative	LE (Peer) Trainer, Facilitator, Educational assessor	Planning	Reviewer, Assessor
Peer Mentor	LE CEO including of a peer-led organisation	Consumer Consultant, Family-Carer Consultant	LE Educator	Advisor	Planning
Aboriginal Mentor	Senior Executive	Advisor (design, delivery, LE Governance)	Cert IV Peer Support LE Educator	Writer	LE Researcher
Traditional Healer ⁶	Director Cultural Advisor	Strategic Advisor	Aboriginal Cultural Educator	LE HR Advisor on recruitment, retention	LE Research Assistant Associate Researcher
Peer Specialist	Manager, Coordinator	Indigenous Procurement Strategist	Developer, Designer		
Peer Group Facilitator	Team Leader	Independent Lived Experience Consultant	Lived Experience Academic (Consumer / Family Member)		
Aboriginal Consumer Participation Coordinator	Supervision Facilitator	Advocate	Peer Group Facilitator		
Aboriginal Liaison Officer, Cultural Advisor	Independent Peer to Peer Supervisor	Champion	Independent Lived Experience Academic		

The difference between Consumer (Personal) and Family/Significant Other Lived Experience (Peer) roles

The differences in the roles along with the similarities can be more easily understood in Figure 9 below²⁰¹:

