

Consumer Peer Workers Forum

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what brings us together



Aerial UTS Function Centre ● 22nd & 23rd June 2021



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Acknowledgements

BEING – Mental Health Consumers and the NSW Mental Health Consumer Peer Workforce Committee acknowledge the Gadigal people of the Eora nation as the traditional custodians of the land on which this forum takes place and pay their respects to Elders, past and present.

BEING – Mental Health Consumers and the Committee would like to thank the NSW Ministry of Health for once again funding the Forum, the NSW Mental Health Commission and all of the LHD Mental Health Directors for their ongoing support for the Committee and the Forum. BEING – Mental Health Consumers would like to thank the individual members of the Committee for their time, energy and commitment to the 2021 Consumer Peer Workers Forum.

Finally, BEING – Mental Health Consumers would like to thank all the peer workers in the public workforce in NSW for their tireless efforts in improving the lives of those with a lived and living experience of mental health issues across NSW.

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welcome

Irene Gallagher

**CEO, BEING –
Mental Health Consumers**

We are very pleased to be once again hosting the NSW Consumer Peer Workers Forum and working in collaboration with the NSW Mental Health Consumer Peer Workforce Committee to bring you this exciting event. A warm welcome to the many peer workers I have worked with over the years as a peer worker myself, and welcome to the new peer workers who are joining us at this year's forum for the first time. It is great to have you all join us for the 2021 Consumer Peer Worker Forum.

The Consumer Peer Worker Forum is steeped in history as the annual event where consumer peer workers working in the mental health sector come together to share, learn, grow, and connect with each other. Please do take the time to reach out to others who may be new and finding their way around this exciting two-day event.

Although the COVID-19 pandemic has meant the past year has seen challenges for us all, BEING – Mental Health Consumers has still made innovative steps in several directions that have further highlighted the importance of embedding robust peer work processes to ensure both the expansion of the peer workforce in exciting areas to include specialisations, education, and research, but to also advocate for this vital profession to be adequately supported for the uniqueness the profession brings to people's lives and to the services they access.

Like so many other organisations over the past year, BEING – Mental Health Consumers transitioned its office to a working from home

Through our Peer Workforce Network, we provide the infrastructure necessary not only to support peer workers, but to offer a forum to discuss issues such as educational pathways and career planning and progression.

We invite peer workers from across NSW to join the Peer Workforce Network, so we can all connect, grow and learn together.

Suicide Support groups

The BEING Suicide Support Group project has been funded as part of the Towards Zero Suicides initiative and ensures a consumer led group process is implemented to support people who are experiencing suicidal thoughts or have had a past suicide attempt.

Several groups ran across Sydney and regional areas, facilitated by peer workers trained to share in supporting others. The program ran for a total of 12 weeks, and each week participants to the groups were able to work through a workbook developed specifically for the program. The groups provided a supportive space where participants could openly speak of their experiences of suicidality and learn new self-care skills, or revisit those already learned skills in a broader context.

We would like to thank the co-facilitators for their passion and for supporting this vital program.

Training and professional development for Peer Workers

The BEING – Leadership Academy is a one stop shop for training and professional development for people living with mental health issues, as well as supporting peer workers to gain additional skills and professional development.

Our 2021/2022 calendar sees courses such as Introduction to Peer Work, Self-

Care for Peer Workers, Setting Boundaries,

chair report

Hello and welcome to the 2021 Consumer Peer Workers Forum that the CPWC in partnership with BEING – Mental Health Consumer are able to bring together. It is

great to see so many familiar faces and so many new faces as well from LHDs, SHNs and the Recovery College. To say the last year has been challenging will be an understatement with COVID-19, telehealth/virtual care, new restrictions/rules, the post bushfire effects and ongoing drought challenges in NSW.

It is a testament to the resilience, strength of character and adaptability of the peer workforce to manage in this environment.

The peer workforce in a recent straw poll at a meeting has over 160 mental health peer workers and over 30 new suicide prevention peer workers almost approaching a combined 200 peer workers in NSW Health! This is a titanic number not just because there is safety in numbers, but because peer workers can now feel part of a peer workforce with career progression opportunities, specialised roles, professional development opportunities and a more powerful voice.

Due to the effects of COVID-19 the annual forum usually held in November, has had to be delayed until today. As a result there may be several new faces who haven't experienced a Consumer Peer Workers Forum before or have familiarity with the work of the Consumer Peer Workforce Committee. I would like to take this opportunity to share or re-share the purpose of the CPWC as defined in the Terms of Reference.

Network to boost the diverse representation of the CPWC. There has been strong interest in these speciality health networks and we are glad to have two dedicated workshops from these areas to learn more about the great work that peers continue to progress in these settings.

In addition the CPWC has represented the peer workforce at a national level and has been involved in consultations towards a National Peer Workforce Framework that will help unite the states and territories in Australia drawing upon the collective knowledge and wisdom of peers.

The CPWC has continued to build upon existing relationships with key stakeholders over the last year and a half including the National and State Mental Health Commissions, Agency for Clinical Innovation, Mental Health Branch and Mental Health Review Tribunal. We hope to continue to strengthen these relationships in the years to come.

A peer workforce needs analysis was conducted in 2020 to better understand the needs/challenges of the peer workforce through an inter-LHD/SHN survey. The information from this continues to help shape the work of the committee. Navigating the MH Strategic Organisation and Relationships with key stakeholders can be a time-consuming exercise, however the CPWC understands this and has created a friendly resource to help explain these relationships. Please be sure to take a copy of this document with you. Special thanks to Travis and the CPWC Executive for creation of this document.

The CPWC has continued to invest in the annual data collection and maintenance of the peer worker database in NSW which helps to link peers from different professions together as well as maintain an updated member list for the CPWC Newsletter. Thank you to each organisation that continued to

agenda

Time	Day 1 – Tuesday 22 nd June 2021
9:00am	Registration and Networking
10:00am	MC Welcome and Introduction Omer Soker
10:10am	Welcome to Country Uncle Allan Murray
10:20am	Acknowledgement of Lived Experience and Consumer Peer Worker service Richard Brown
10:30am	Official Opening The Hon. Bronnie Taylor, Minister for Mental Health, Regional Youth and Women
10:40am	Official Opening and update from Consumer Peer Workforce Committee Ryan D'Lima, Chair, CPWC
10:50am	Welcome and update from BEING – Mental Health Consumers Irene Gallagher, CEO, BEING – Mental Health Consumers
11:00am	Morning Tea and Networking
11:30am	Peer Work and other Pillars of Reform Catherine Lourey, Commissioner, NSW Mental Health Commission
11:45am	Reaion

Day 1 Workshops – Round 1

Time	HARRIS ROOM	JONES ROOM	BROADWAY ROOM	THOMAS ROOM
2:00pm 30 mins	Establishing a Model of Peer Supervision <i>Irene Gallagher</i> BEING – Mental Health Consumers	Peer Work in the Forensic System <i>Andrew Padayachy</i>	Applications to Discuss Peer Work in Inpatient Settings <i>Beate Zanner</i>	People work with young people – Implementing Peer STOC Frameworks in Sydney Children’s e3ing

agenda

Time	Day 2 – Wednesday 23 rd June 2021
9:00am	Registration and Networking
10:00am	MC Welcome and Introduction Omer Soker
10:10am	CWC/CPWC Life Member Presentation and recognition of Consumer Peer Worker service Ryan D'Lima, Chair Consumer Peer Workforce Committee
10:30am	Update from the Ministry of Health Ministry of Health – Mental Health Branch
10:40am	LHD Presentations <i>Hunter New England, Murrumbidgee</i>
11:00am	Mindfulness Activity Andrew Padayachy
11:05am	Morning Tea And Networking
11:30am	Drought related and bushfire related peer work in this new 'natural disaster' peer work space Butch Young
11:45am	Networking Activity Beate Zanner
11.55am	LHD Presentations <i>North Sydney, Southern NSW, Western NSW, Forensic,</i>

Day 2 Workshops – Round 1				
Time	HARRIS ROOM	JONES ROOM	BROADWAY ROOM	THOMAS ROOM
2:00pm 30 mins	Digital Peer Support Training <i>Janette Curtin</i> <i>BEING – Mental Health Consumers</i>	Working with the system: Working constructively with medical and clinical systems and staff <i>Travis King</i>	Consumer Peer Worker Committee Looking back, looking forward <i>Ryan D'Lima</i> <i>CPWC Chair</i>	Peer Work and Leadership <i>Darren Wagner</i>
Day 2 Workshops – Round 2				
2:45pm 30 mins	Digital Peer Support Training <i>Janette Curtin</i> <i>BEING – Mental Health Consumers (repeat)</i>	Working with the system: Working		

peer support &

keynote presentations

**The Hon. Bronnie Taylor,
Minister for Mental Health**

Official opening

**Ryan D'Lima, Chair,
NSW Consumer Peer
Workforce Committee**

**Consumer Peer Workforce
Committee**

Official opening and update

CWC/CPWC Life Member Presentation
and recognition of Consumer
Peer Worker service

**Irene Gallagher, CEO,
BEING – Mental Health
Consumers**

Welcome and update from BEING –
Mental Health Consumers

**Catherine Lourey, Commissioner,
NSW Mental Health Commission**

Peer Work and other Pillars of Reform

**Maria Bisogni, Deputy President,
Mental Health Review Tribunal**

Realising Rights – the things that
bind us – a Tribunal perspective

**Ministry of Health –
Mental Health Branch**

Update

Robert (Butch) Young, Farm Gate

Drought related and bushfire related
peer work in this new 'natural disaster'
peer work space

workshop presentations

Establishing a Model of Peer Supervision: The BEING Peer Supervision Project

**Irene Gallagher, CEO,
BEING – Mental Health Consumers**

Over 2020 and now into 2021, BEING – Mental Health Consumers recruited and trained a group of ten peer supervision candidates. These candidates are part of a project BEING – Mental Health Consumers has been funded to facilitate to train and support professional peer supervisors for peer workers in NSW. During this workshop, Irene will share some of the learnings so far as well as providing a brief overview of the new peer supervision role that BEING – Mental Health Consumers has been developing. Irene will also discuss what you can expect if you seek peer supervision from an accredited BEING peer supervisor.

Peer Work in the Forensic System

**Andrew Padayachy, Co-Secretary,
Consumer Peer Workforce Committee**

Andrew presents a brief insight into the setting of the forensic hospital and peer work within a high security environment. He will walk you through day-to-day life for patients and look at how the importance of lived experience is making a difference and leading to real change in a multi-disciplinary clinical team and for the patients. Andrew will share with you his experiences, and also share some stories of empowerment while bringing you the forensic hospital from his perspective.

Applications to Discuss Peer Work in Inpatient Settings

**Beate Zanner,
Southern NSW Local Health District**

This workshop will explore working in inpatient units and how peer workers and advocates can support people and the team.

Key takeaways from this workshop include:

Digital Peer Support Training

**Irene Gallagher, CEO,
BEING – Mental Health Consumers**

Over the last year BEING – Mental Health Consumers had the privilege to be able to run a pilot of a fully peer-run warmline. As part of the work done to implement the warmline, BEING – Mental Health Consumers supported peer support specialists to learn about digital peer support. In operating the warmline there were many lessons about the challenges and benefits of providing mediated peer support. This workshop will provide an overview of some of the core elements of providing peer support at a distance – not just by phone, but also via other digital platforms.

Working with the System: Working Constructively with Medical and Clinical Systems and Staff

**Travis King,
South West Sydney Local Health District**

Let's brainstorm, share and learn about how to work collaboratively with the medical/clinical mental health system without compromising our key values as peer workers, and how to advocate for systemic change helpfully. This workshop will discuss:

- What is and what isn't peer work?
- Where is it our role to advocate for systemic change and when should we hold back?
- How can new and isolated peer workers stay afloat and navigate the system?

Consumer Peer Workforce Committee: Looking back,

speakers

The Hon Bronnie Taylor MLC (Official Opening) **Minister for Mental Health, Regional Youth and Women**

The Honourable Bronnie Taylor, MLC is the Minister for Mental Health, Regional Youth and Women.

Appointed in March 2019 Bronnie brings a wealth of experience to this important and vital Ministry.

Before entering Parliament in 2015, Bronnie spent 20 years working in health as a registered nurse, specialising in cancer care and palliative care. Her work in these fields saw her become one of the first McGrath Foundation breast care nurses and then became the Director of Cancer Services in the Southern NSW Local Health District.

It was through her work as a cancer nurse where Bronnie's political career began. Determined to get better services for patients in regional NSW, Bronnie successfully lobbied for a local oncology service for the Monaro. The establishment of the Cooma Oncology Clinic means that regional patients have access to the same quality health care as patients in the city, and they can stay in their communities while having treatment.

Inspired to make more change, Bronnie entered local government serving as the Deputy Mayor of the Cooma-Monaro Shire. It was here that the National Party could see the passion and drive in Bronnie and in 2015 she was elected to the NSW Legislative Council.

Only a year after being elected as MLC, Bronnie was appointed Parliamentary Secretary for Southern NSW and Regional Communications. In January 2017, she became Parliamentary Secretary to the Deputy Premier and Southern NSW.

Bronnie is passionately committed to our rural and regional communities, and in particular about health and education outcomes, local government and agriculture.

As Minister for Mental Health, Regional Youth and Women Bronnie is working towards ambitious targets of Towards Zero Suicides,

Catherine Lourey (Keynote Presentation)

Commissioner, NSW Mental Health Commission

Appointed as NSW Mental Health Commissioner in August 2017, Ms Lourey leads the work of the NSW Mental Health Commission, together with people with lived experience of mental health issues and caring, families and kinship groups, and other stakeholders, to achieve its overarching goal for people who live with mental health issues to live well in the community, on their own terms, having the services and supports they need to live a full life.

As Commissioner, Ms Lourey is focused on whole-of government strategic planning to collaboratively set the agreed priorities for improving mental health. The Commission's role extends to keeping government and the sector accountable for progress with mental health reform through monitoring and reporting, and ongoing advocacy to ensure improved outcomes for people with lived experience and their families and carers.

Ms Lourey has over 30 years' experience leading and delivering major strategic and complex mental health projects, at the state and national level. She has a commitment to improving outcomes for people with lived experience of mental health issues in NSW and will focus on improving effectiveness of health and social support systems to meet the needs of local communities.

Maria Bisogni (Keynote Presentation)

Deputy President, Mental Health Review Tribunal

Maria Bisogni has been a Deputy President at the Mental Health Review Tribunal since 2003.

Prior to her appointment there she was a part-time member of the MHRT and the Guardianship Tribunal. She was also a member of the Corrections (now Justice Health) Board between 2000 and 2003. Maria also worked as a legal aid solicitor in the Indictable Section of both the NSW and Victorian Legal Aid Commissions for almost two decades.

speakers

Irene Gallagher (Keynote Presentation) **CEO, BEING – Mental Health Consumers**

As the CEO of BEING – Mental Health Consumers, Irene Gallagher is passionate about advocating for the rights of people living with mental health issues to be able to lead meaningful and contributing lives.

With an established career in executive management, originally in the corporate sector, Irene followed her passion of working in the mental health sector and utilising her own personal experiences of mental health issues to inform her work today.

The joining of her professional and personal experiences has culminated with many opportunities across the mental health sector including the development and management of the peer workforces across NSW, the establishment of Recovery Colleges, as well as developing and facilitating training and education, and course work development for the Masters of Mental Health. Irene is also a member of the NSW Mental Health Review Tribunal, and is a NSW representative on the National Mental Health Consumer and Carer Register.

Irene is a board member of a number of organisations at state, national and international levels, and brings her own personal living experience to inform and influence each role.



Ryan D'Lima

(CWC/CPWC Life Member Presentation and Recognition of Consumer Peer Worker Service)

Chair, Consumer Peer Workforce Committee

Southern NSW Local Health District



Ryan is the Southern NSW LHD Lived Experience Coordinator Mental Health Alcohol and other Drugs and Chair of the Consumer Peer Workforce Committee (CPWC). Ryan has been a member of the CPWC Executive Committee for the last five years liaising with key state mental health stakeholders including the Mental Health Commission, Mental Health Branch, Agency of Clinical Innovation and BEING – Mental Health Consumers. He has previously worked in the Private Mental Health sector at SJOG as the Consumer Liaison for two years and brings multi-LHD experience through his time as a Peer STOC Worker. Ryan has a passion for educational endeavours with a B. Com (Marketing/Management/Human Resource Management), and an MBA (Entrepreneurship). His past experience ranges from concert management, business development and entrepreneurship.

With ten years of lived experience, Ryan aims to bring his passion, experience and expertise to all that he does. He loves a good conversation, is a friendly face, has a curiosity about life and won't say no to a friendly game of pool.

speakers

Robert (Butch) Young (Keynote Presentation)

Farm Gate

Born and raised in Murringo, the land is in Butch Young's blood. Butch has worked as a labourer in many areas of agriculture. A butcher by trade, he has turned his hand to many things including 20 years' service in the RFS, ten years in hospitality as a barman and manager of an international backpackers in Tasmania. Schizophrenia prevented completion of a degree in social work and a promising career in the navy, yet Butch's passion is now peer work. Butch worked with Hunter New England LHD from 2003-2008 and Southern NSW LHD since 2008. Butch is currently on Secondment to Farm Gate and was on-the-ground Mental Health Commander at Hanging Rock Batemans Bay during the Black Summer of 2019/20.

Beate Zanner (Workshop, Networking Activity)

Southern NSW Local Health District

June 2021 marks the anniversary of Beate being a peer worker/advocate, now for twelve wonderful and challenging years. Due to the reciprocity and mutuality of the work to normalise pain and dealing with life – she finds this mind blowing! Beate has worked for Aftercare, an NGO beginning with the PHaM's program. Progressing to NSW Health in 2006, she began in Community for South Eastern Sydney LHD and now is at Southern NSW LHD as a peer advocate for all inpatient units. Beate does this by walking with people in the acute, rehab and elders' units, by having conversations, running recovery groups and providing the space to be real and understood. Included in her role is working with the various teams for better outcomes for people who reach out for help. Interestingly, Beate has had a previous life being a

Andrew Padayachy (Workshop)

Justice Health and Forensic Mental Health Network

Andrew was born, educated and resides in Sydney and is definitely a proud Sydneysider. He found life, at the best of times tough, though his lived experience has developed in to a positive from understanding what benefit it is to himself and to others. Knowing the custodial and Forensic setting from both a prisoner/patient/and recently, an employee perspective is bitter sweet. Discovering his life potential has proven nothing if not founded on resilience and inspiration. No scar, physical or emotional has set Andrew back from being the best he can be. Without the path he has walked, Andrew would not be able to share his story so passionately.

Travis King (Workshop)

South West Sydney Local Health District

A leader in peer support with 10 years' experience in the mental health sector, Travis has worked as a peer support worker for over four years – first at St George, now at Bankstown.

Travis has a Bachelor of Photovoltaic and Solar Energy Engineering, UNSW and a Graduate Diploma of Brain and Mind Sciences, Sydney University, Brain and Mind Centre. Travis was in a consumer advocate role for over two years at Inner West Sydney Partners in Recovery and has featured in two Channel Ten TV appearances as a youth mental health advocate.

In 2018, Travis was a member of the BEING NSW Peer Support Workforce Network Committee and presented on a panel at TheMHS conference.

speakers

Darren Wagner (Workshop)

South Eastern Sydney Local Health District

Darren Wagner is an engaging educator and motivational speaker. He is the peer support manager for the Eastern Suburbs Mental Health Service. Darren is a peer educator and lived experience researcher.

He has extensive experience in workplace mental health, Trauma Informed Care, well-being and self-care. Darren has worked over fifteen years in multiple roles supporting people with complex mental health needs, focusing on recovery, growth and prevention in clinical and community settings.

His educational background includes a BA in Counselling, MA in Health and Social Wellbeing and he has just begun an MA in Health Management and Leadership.



Catherine Garner (Workshop)

Sydney Children's Hospital Network

Catherine is a peer support worker, working in the Intentional Peer Support approach. Catherine is currently employed as the Youth Peer Support Worker on the Saunder's Unit, the acute inpatient unit at Sydney Children's Hospital Randwick. Catherine was the first mental health peer support worker in the history of the Sydney Children's Hospital Network. Since beginning her journey providing professional peer support in 2018, Catherine has worked in both community and hospital settings with a focus on children and young people. Catherine is passionate about Intentional Peer Support, using lived experience perspectives to educate non-peer staff, and challenging stereotypes about teen mental health in her work.

Omer Soker (MC)

Omer is a facilitator and MC who works specifically with charities and not-for-profits, including the Mental Health Coordinating Council and Community Mental Health Australia.

Omer lives in Sydney and enjoys meditation, yoga, and long walks along the bay with his wife, Siobhan. Omer also MC'd the 2018 and 2019 Consumer Peer Workers Forums.



Uncle Allan Murray (Welcome to Country) **Metropolitan Local Aboriginal Land Council**

Local Health District presentations

Central Coast
Illawarra Shoalhaven
Nepean Blue Mountains
Northern Sydney
South Eastern Sydney
South Western Sydney
Sydney
Western Sydney
Far West
Hunter New England
Mid North Coast
Murrumbidgee
Northern NSW
Southern NSW
Western NSW
Recovery College
Children's SHN
St Vincent's SHN
(JHFMHN) Justice Health and Forensic Mental Health Network

entertainment

Evening Reception

Tuesday, 22nd June 2021

5:00 – 7:00 PM

Join us for a bite to eat and some friendly conversation as we round off Day 1 of the Consumer Peer Workers Forum.

Enjoy light entertainment from some talented members of the Peer Workforce, including:

Ryan D'Lima - Magic

William Woods - Guitar and Vocals

Richard Brown - Guitar

stalls

BEING – Mental Health Consumers

being.org.au

Mental Health Coordinating Council – MHCC

mhcc.org.au

Mental Health Commission of NSW

nswmentalhealthcommission.com.au

Mental Health Review Tribunal

mhrt.nsw.gov.au

Consumer Peer Workforce Committee representatives

LHDs/SHNs	Representative
Central Coast	Adam Jordan
Illawarra Shoalhaven	Matthew Talary Kim Beach
Nepean Blue Mountains	Naomi Rourke (Co-Secretary) Sarah Priest
Northern Sydney	Chheng Hoang Karen Klarnett
South Eastern Sydney	Belinda West William Woods
South Western Sydney	Ashley Reynolds Travis King
Sydney	Jemima Isbester
Western Sydney	Suzanne Rix Christian Nyamadzavo
Far West	Peter Daley

thank you for attending