

## Writing, updating and or improving a CPS EOI application.

Thank you for showing an interest in applying for the Consumer Perspective Supervision (CPS) Course.

There are 16 places offered for each round of CPS training, With a large number of applications the EOI process is very competitive.

EOI reviewers, over several rounds of EOI recruiting, have noticed issues with some applications. This document provides further guidance on the EOI questions.

All applicants for the Consumer Perspective Supervision Course (CPS) have the opportunity to update their existing EOI if they would like to, at any time leading up to the next EOI review for CPS Round 3. For example, some applicants applied several months ago and may want to update their EOI to better reflect the current work they are doing, especially if they have changed jobs, employers or roles, have new contact details, or have started providing discipline specific supervision since putting in their original application.

**IMPORTANT:** If an applicant updates their application, for ease of processing, please name the EOI document in the following way:

**Your name\_CPS EOI V2\_todays date**

This way we can keep a track of updated EOIs. (V2 stands for Version 2. If it is a third revision please put V3 in the file name with the current date of submission).

### Handwriting applications.

- Some applicants submit EOIs that are handwritten and not typed.
  - Handwriting is harder to read than a typed application.
  - Some handwriting can't be read at all: the writing is illegible.
  - It is best to submit an application by typing into the EOI form, so that reviewers can read what is written.

### Writing EOI applications that are too long.

- Some applicants submit EOIs that are too long, with answers that are too long.
  - An EOI application for the Consumer Perspective Supervision course needs to be succinct and to the point.
  - 100 - 200 words for the key questions is a good guide to length of answers.
  - Avoid including content that isn't relevant to the question being asked.

### Submitting EOIs that are incomplete.

- Some applicants submit EOIs that are incomplete.
  - Please check that all the questions are answered before submitting the EOI.

### Submitting EOIs when not eligible.

- Some applicants submit EOIs when they don't meet the eligibility criteria.

- To be eligible an applicant must be working in a current consumer/peer/lived/living experience role within a *Victorian funded Mental Health service or program*.
  - For example: If an applicant works in a national organisation (but within Victoria), or works interstate, they need to ensure that their role is funded by a Victorian Mental Health service or program (and is not federally funded, or is funded by another state or territory) before submitting an EOI.
  - Consumers working as independent consultants are eligible if they are providing services within Vic funded mental health services or programs (e.g., providing CPS to Area Health Service’s consumer/peer workforce)
- Family/carer perspective workers are not eligible for this training, unless they are in a designated consumer perspective role (some applicants work in both perspectives).
  - Tandem is now funded to provide Carer Perspective Supervision training to the carer perspective LLE workforce in Victoria. Please contact Tandem for further information.

### **Answering EOI Questions.**

In the next section we provide some guidance on answering the EOI questions. Each EOI answer is scored by the EOI Review Panellists individually, and then each EOI application is given an overall averaged score from the 3 reviewers. EOIs are then rated from highest to lowest in terms of the averaged scores.

### **Please explain, in your own words, the concept/meaning of ‘consumer perspective’.**

- A problem we encounter is when applicants equate consumer perspective with lived experience, as if these are the same concepts when they are not. The question isn’t asking applicants to explain the concept of lived/living experience.
  - ‘Lived experience’ and ‘consumer perspective’ have different meanings and whilst there is overlap, consumer perspective is a concept with a broader scope because it extends beyond one’s own lived and living experience, knowledge and expertise, to also include collective consumer knowledge, consumer movement history; consumer theory & critique; intersectionality; consumer approaches, advocacy and resources; consumer rights and activism, to name some elements of what consumer perspective means as a concept.
  - Consumer perspective exists and flourishes outside of the mental health system, and is not confined just to people who use mental health services, or confined to the peer workforce.
  - Consumer perspective is also the overarching discipline that all consumer LLE workers work within, irrespective of their roles, seniority or position titles.
- There are links to resources relevant to this question that were included with the EOI. The Consumer Perspective Supervision Framework (2018) explains the concept of consumer perspective more fully as this concept is foundational to the practice of CPS.

**Please outline your background and experience in consumer perspective work, including ways you apply consumer perspective in your practice.**

- It is difficult to ascertain background and experience when applicants provide too little information in answer to this question. Some applicants just write their job title.
  - More information might help to demonstrate their experience in consumer perspective work such as how long they have been working in consumer perspective work, what experience they have gained, what they actually do in their role, what training they have completed relevant to the work and so on.
- Sometimes applicants provide a good description of their background and experience in consumer perspective work, but don't explain how they apply consumer perspective in practice.
  - Please answer both parts, background & experience, as well as ways that the applicant applies consumer perspective in their practice.
- Some applicants write that they provide a consumer perspective without elaborating on what that means in actual practice.

**Please explain, in your own words, what is meant by the term 'discipline specific supervision' as it applies to the consumer/peer/lived/living experience workforce.**

- Some applicants provide a vague or generic definition of discipline specific supervision without making it relevant to the context, or just writing that discipline specific supervision is provided by someone in the same discipline.
  - Consumer Perspective Supervision is a new form of discipline specific supervision, in its own right, with its own Framework (a link was provided with the EOI). Generic descriptions alone aren't relevant as they don't speak to the values and principles that are embedded in this new form of discipline specific supervision as it applies specifically to the consumer/peer/lived/living experience workforce.
- Another issue is when some applicants write that a peer worker can only provide supervision to another peer worker of the same discipline, or that a consumer consultant can only provide supervision to another consumer consultant of the same discipline.
  - Discipline specific supervision, in this context - *is in the discipline of consumer perspective*.
    - A supervisor, providing discipline specific supervision in this context, has the capacity to provide supervision to any mental health consumer or peer worker, because all of these roles are in the discipline of consumer perspective. This form of supervision is guided by shared values that apply to all consumer workforce roles.
- Some applicants write that discipline specific supervision in this context, is provided by someone in a consumer or peer worker role, who is more senior.
  - Seniority is not a requirement for the provision of discipline specific supervision in this context, because the supervisor and supervisee are equals in the supervision relationship, and issues of power and unequal power, if they exist, are openly addressed. This form of supervision has no oversight or management component, which some LLEW senior roles have. This goes to peer to peer values. Whilst

seniority may be a relevant feature of other forms of discipline specific supervision (such as clinical supervision) many consumer & or peer workers are receiving discipline specific supervision from people who are not their senior.

- Other issues noted are when no mention is made of:
  - the important point that discipline specific supervision, in the context of the consumer/peer/lived/living experience workforce, is independent of line management and other forms of supervision such as clinical supervision.
  - the important point that discipline specific supervision is independent of LLEW (Lived/Living Experience Workforce) management, co-ordination or oversight/task supervision roles, such as Consumer Co-ordinator or Peer Team Leader roles that have some element of oversight or management of individual consumer/peer workers.

**Please outline what discipline specific supervision you are currently providing to the consumer/peer/lived/living experience workforce (not including line management supervision), how it is a requirement of your current role or role you are soon starting, or how you are building capacity to provide CPS to this workforce in the future. (Current experience providing supervision, or requirements of the role will be preferred).**

- Some of the issues we find with this question include:
  - Confusing mentoring or coaching with Consumer Perspective Supervision as if these are the same things – these are different roles and practices and embody a different type of relationship, philosophy and approach.
  - Being vague about the discipline specific supervision that the applicant is providing.
    - Applicants writing that they provide supervision but then not providing any detail about what this supervision is.
- CPS is independent of line management, line supervision, consumer or peer co-ordination where there is oversight of individual LLE workers and their practices. Applicants who have roles that involve some level of management or co-ordination and oversight of individual consumer and or peer workers, need to address this issue in their application so that it is clear that the CPS they are, or will be providing, is independent of their management or co-ordination role (e.g., they provide, or will provide supervision to another team that they are not managing or co-ordinating).
  - A strong response to this question would also include:
    - Specific details: how many people the applicant is supervising, how long have they been supervising, what is the applicant's approach to providing discipline specific supervision?
    - If relevant, what arrangements are in place within the organisation, so that the applicant provides, or will be providing CPS supervision to LLE workers whom they don't have a management or co-ordination relationship with (i.e., oversight of individual consumer & or peer workers such as by Team Leaders, Consumer Co-ordinators etc)?

***We hope this document assists with writing an EOI application.***

***We have included a link (below) to the Consumer Perspective Supervision Framework (2018) which explains this new form of discipline specific supervision; its origins, its principles and values, and ways that it is practised.***

<https://cmhl.org.au/sites/default/files/resources-pdfs/FINAL%20CPS%20framework%2018.pdf>

If an applicant has any feedback or concerns they would like to raise about the EOI process, please email: [livedexperienceworkforce@dhhs.vic.gov.au](mailto:livedexperienceworkforce@dhhs.vic.gov.au)