

Consumer Perspective Supervision (HYBRID) Courses 2024

Information for Expressions of Interest

Background

Consumer Perspective Supervision (CPS) is both a leadership role, and an emerging discipline within mental health services in Victoria. CPS is a form of discipline-specific supervision provided by and for the mental health consumer/peer/lived/living experience workforce.

The *Consumer Perspective Supervision (CPS) Training Delivery Project* commenced in June 2020, with the roll out of the first CPS training in Victoria. The course was informed by extensive consultations within Victoria to identify training needs for consumer perspective supervisors and supervisees. A fully online CPS course has successfully been delivered six times since 2020. A total of **79** students have completed the CPS training. The CPS course is coordinated by inside out and associates australia.

The Consumer Perspective Supervision Course is written and delivered by mental health peer/consumer/lived/living experience leaders, CPS supervisors and educators, most of whom are based in Victoria (including former CPS students). They bring a wealth of experience and expertise to this discipline.

Due to popular demand, the Consumer Perspective Supervision Course has been funded for five more rounds of training (up until mid 2026). The funding is provided by the Lived Experience Branch, Mental Health and Wellbeing Division, Department of Health, Victoria.

The Consumer Perspective Supervision Course aims to build discipline-specific Consumer Perspective Supervision capability and capacity within Victoria, building capacity to provide Consumer Perspective Supervision to the mental health consumer/peer lived and living experience workforce.

In other words, this means that the CPS course is designed to make Consumer Perspective Supervision more available within Victorian state government funded mental health services and programs. By increasing the number of consumer workers who complete CPS training, there will be more access to Consumer Perspective Supervisors across the sector.

**The course is fully funded and is free for eligible students.
The face-to-face training will be catered for
(food & drinks are provided).**

What's new in 2024?

In the second half of 2024, there will be two Consumer Perspective Supervision courses offered, both running at the same time, starting in early September and finishing in early December, with a maximum of 16 students in each course.

Core CPS training:

- The CPS courses in 2024 will be **'hybrid'**, a mix of face-to-face and online delivery (on Zoom). The course takes less time to complete than the fully online course (which will be offered in 2025).
- There are two consecutive days of **face-to-face** training (in a room together), followed by **nine 2-hour online sessions** (on Zoom), on a weekly basis thereafter.

Additional (recommended) learning supports:

- CPS students will have access to two online Consumer Perspective Study Group meetings, facilitated by previous students and CPS Supervisors, where together, students can explore and discuss CPS course content in a supportive environment (outside of the usual course session times).
- CPS students will have access to an online panel discussion by former students and CPS supervisors, who will talk about and share their experiences, practical tips, and insights about CPS (outside of usual course session times).
- CPS students will have access to an online CPS Course work meeting where they can ask questions, share their thoughts, and seek guidance about the course work requirements of the training.
- CPS students will have access to more one-to-one CPS mentoring support, to support them through the course work component, and any CPS course content that a student seeks more support around.

Consumer Perspective Supervision Course 2024 (2 courses available)	
CPS core training:	
	2 days of face-to-face CPS training over 2 consecutive days, all day, (in Melbourne).
	<i>Followed by nine weeks of 2-hour online sessions on the same morning each week (not including school holidays or Melbourne Cup week, which will be course breaks)</i>
Additional (recommended) learning supports:	
Plus	2 CPS study groups per course (online)
Plus	1 CPS Panellist discussion, by former students, (online) per course
Plus	1 CPS Course work meeting (online)
Plus	One-to-one mentoring to support students to complete the course work part of the course, as well as support learning in relation to CPS course content.

Applying for the CPS course

The application form for the CPS training is called an Expression of Interest. An applicant is an eligible person who submits an Expression of Interest (EOI).

The application process is competitive, usually with more applications than there are places in the course.

There are a few of things to think about before putting in an application (EOI) that will help the application process.

- Be clear about the Eligibility Criteria (outlined later in this document). Some people who apply are not eligible.
- In their EOI, applicants are asked to demonstrate some knowledge of CPS and its relevance to their work. The EOI process is competitive, so it is important to demonstrate an understanding of consumer perspective and discipline-specific supervision in the application. To help applicants who are unsure of some of the terms used in the EOI, there are a range of resources on inside out and associate's webpage

that contain this information. There is also a brief glossary of terms used in the EOI in this course information document.

- inside out & associates *Consumer Perspective Supervision Course 2024* webpage contains several resources about CPS. This page has resources that may help applicants familiarise themselves with core concepts as well as providing guidance on filling in the Consumer Perspective Supervision Course EOI application form. <https://insideoutconversations.com.au/consumer-perspective-supervision-training-2024/>
- Please answer all EOI questions. Some questions are in two parts, please answer both.
- Please check that the EOI, when completed, is sent to the correct email address by the closing date.

**The closing date and time for EOI applications is
5pm, on Sunday 28th of July, 2024.**

What happens after a person has submitted an EOI application form?

- The CPS applicant will receive an email within 2 working days, which confirms that the application has been received.
 - If an applicant does not receive a confirmation email, they ought to contact the CPS Course Coordinator (Sandy Watson) to check whether the EOI has been received.
- All EOIs will be checked for obvious issues (such as pages missing, unanswered questions) and assessed for eligibility. Eligibility has a lot to do with whether the mental health consumer/peer lived and living experience worker's role is funded by a Victorian state funded mental health service or program. Any person who is not eligible for the training will be notified that their application is not eligible.
- An EOI Review Panel, consisting of 3 people with consumer leadership experience, will review the eligible EOI applications, and assess each application based on the answers to the EOI questions.
- Applications are also prioritised based on whether an applicant is already providing discipline specific supervision or are about to in the near future. These applicants are given a higher score, as they have the most need for the training. (We may request evidence about the kind of supervision being provided, or about to be provided).
- If there are any outstanding questions that the EOI Review Panel has about an EOI application, the person will be contacted for further information.

- Successful applicants will be offered a place in the course by email. They need to reply to the email to the effect that they accept the offer, before their place is confirmed.
- Unsuccessful applicants will be notified by email that they were not offered a place in the course.

Glossary of terms: (these are brief definitions only).

Discipline-specific supervision. Supervision provided by another person from the same discipline as those receiving it. (e.g., Clinical supervision provided by a clinician to another clinician; Consumer Perspective Supervision provided by a member of the mental health consumer workforce to another member of the mental health consumer workforce).

Consumer perspective supervision. Supervision provided by a member of the mental health consumer workforce, or contractor), to other members of the mental health consumer workforce. Consumer perspective supervision is provided by someone who has experience working from a consumer perspective, who works in a designated mental health consumer/peer/lived/living experience worker role and can create and maintain a reflective space for the supervisee to safely bring their concerns. The supervision relationship is founded on peer work and Intentional Peer Support (IPS) principles, such as mutuality, transparency and curiosity. The Consumer Perspective Supervision Framework (2018) can be accessed at: <https://cmhl.org.au/sites/default/files/resources-pdfs/FINAL%20CPS%20framework%2018.pdf>

CPS. The abbreviated acronym (first letter of each word) for Consumer Perspective Supervision.

Consumer perspective. Consumer perspective as a concept, is diverse in its meaning, and is therefore not easy to define. It represents the collective diversity of views and perspectives of consumers. It is different from individual consumer's views in that it has a more collective theoretical approach. It is also understood to be a discipline that arises from a socio-political movement whereas consumer's views are individual and relevant to their context. Mental health consumers have developed ways of knowing, theorising and thinking about their experiences that is considered to be a unique discipline in the field of mental health known as *consumer perspective*.

Designated consumer/peer role. A worker who is employed in a role within a mental health service that is specifically created for someone who has lived/living experience of mental distress. There are a wide range of designated consumer/peer worker roles, but they are all working in the discipline of consumer perspective.

Consumer/Peer/Lived/Living Experience workforce. This term is used to describe the mental health consumer workforce and is a more inclusive term reflecting the diversity of roles including consumer consultants, mental health peer workers, consumer commissioners, and so on.

Expression of Interest. An Expression of Interest is the name of the form used to apply for the Consumer Perspective Supervision Course. An applicant is expressing an interest in doing the course.

Eligibility criteria. Eligibility criteria are the guidelines for who is and who is not eligible to be considered for a place in the Consumer Perspective Supervision Course.

Hybrid. The Consumer Perspective Supervision Course in 2024 will be a hybrid course; a mix of face-to-face (everyone in a room together) and online training (online training using the Zoom platform).

Line management supervision; Clinical supervision. These are common forms of supervision that are designed to support workers in mental health services. Clinical Supervision is designed to support clinicians to grow in their clinical practice and fulfil clinical obligations to an expected standard. Line Management Supervision is a form of oversight as well as support for workers in any workplaces by someone in a more senior role and is separate to Consumer Perspective Supervision which is not an oversight role. They are both separate to Consumer Perspective Supervision which has no clinical or line management supervision functions and adopts different approaches to supervision practice.

Important note:

Consumer Perspective Supervision is discipline specific because it is designed by and for the mental health consumer workforce specifically. CPS is not designed to be provided to the non-peer workforce, (such as clinicians, allied health workers, and managers). The CPS course is not designed for peer workers who are working outside of mental health-specific services or programs. In addition, this training is not designed for family/carer mental health peer workers (who have their own discipline-specific supervision known as Carer Perspective Supervision).

CPS courses for 2024	CPS Hybrid Course 1 Dates	CPS Hybrid Course 2 Dates
Face to face training. Orientation and CPS sessions 1-7	Tuesday and Wednesday September 3rd and 4th 2024. 9:00 – 4:45 pm	Tuesday and Wednesday September 10th and 11th 2024. 9:00-4:45 pm.
Online training weekly. 2 hours per week (Zoom).		
CPS Session 8	Tuesday 17th Sept. 9:30 – 11:30 am	Thursday 17th Sept. 9:30 – 11:30 am
School holiday course break (2 weeks)		
CPS Session 9	Tuesday 8th Oct. 9:30 – 11:30 am	Thursday 10th Oct. 9:30 – 11:30 am
CPS Session 10	Tuesday 15th Oct. 9:30 – 11:30 am	Thursday 17th Oct. 9:30 – 11:30 am
CPS Session 11	Tuesday 22nd Oct. 9:30 – 11:30 am	Thursday 24th Oct. 9:30 – 11:30 am
CPS Session 12	Tuesday 29th Oct. 9:30 – 11:30 am	Thursday 31st Oct. 9:30 – 11:30 am
Melbourne Cup course break (1 week)		
CPS Session 13	Tuesday 12th Nov. 9:30 – 11:30 am	Thursday 14th Nov. 9:30 – 11:30 am
CPS Session 14	Tuesday 19th Nov. 9:30 – 11:30 am	Thursday 21st Nov. 9:30 – 11:30 am
CPS Session 15	Tuesday 26th Nov. 9:30 – 11:30 am	Thursday 28th Nov. 9:30 – 11:30 am
CPS Session 16	Tuesday 3rd Dec. 9:30 – 11:30 am	Thursday 5th Dec. 9:30 – 11:30 am
Course celebration (same day as session 16)	Tuesday 3rd Dec. 11:50 – 12:30 pm	Thursday 5th Dec. 11:50 – 12:30 pm
<p>Additional course components are yet to be scheduled. These include CPS Study Groups, a CPS Panel discussion, Course Work meeting etc. These events are voluntary in terms of student attendance.</p>		

*Course dates and times may be subject to changes or to minor variations.

*The face-to-face training is catered for (food and drinks are provided at no cost to students).

*All training sessions include scheduled breaks. This applies to both face-to-face and online training.

Course information

The Consumer Perspective Supervision course provides training in discipline-specific supervision (CPS) by and for the mental health consumer/peer/lived/living experience workforce, working within Victorian state funded mental health services or programs. Discipline specific supervision does not include Line Management Supervision being provided by members of the consumer workforce, as these are separate roles.

Eligibility criteria: (please read these carefully before filling in the EOI form. We may seek further information from the applicant to establish eligibility).

- Applicants are employed (or contracted) in a mental health consumer/peer/lived/living experience role, within a Victorian state funded mental health service or program.
- Applicants have demonstrated experience working from a consumer perspective, in a mental health consumer/peer/lived/living experience role or roles.
- Applicants have a demonstrated understanding of the concept of discipline specific supervision as it applies to the mental health consumer/peer/lived/living experience workforce.
- To be considered a priority applicant, applicants are also able to demonstrate that they:
 - Are *currently* providing discipline-specific supervision (CPS) within a Victorian state funded mental health service or program.
 - Are in a situation where providing discipline specific supervision (CPS) is a *requirement of their current role* (e.g., they may have started in a new role but not yet started providing CPS, or they are waiting to complete the training before providing CPS).
 - Are a person who is *building their capacity* to provide CPS to the Victorian mental health consumer workforce in the near future (e.g., there may be a need within a mental health service or program for a CPS supervisor and if an applicant does the CPS training the opportunity to provide CPS would become available even if it isn't currently part of their role).

Eligibility criteria continued:

CPS Course requirements: (please read these carefully before filling in the EOI form).

- Applicants are willing to actively participate in at least **80%** of sessions (at least 13/16 course sessions).
- Applicants are willing to participate, wherever possible, in additional student groups offered during the course (these are voluntary) designed to support and expand CPS student learning, confidence, and peer-to-peer connection.
- Applicants are willing to submit a piece of CPS course work by the end of the course, to a standard that meets the criteria set for the CPS course work (demonstrate an understanding of CPS and of a core aspect of CPS that was covered in the course). Course work is an equivalent of 1500 words, and can be in writing or other formats, such as audio and or visual.
- Applicants have reliable access to the internet, with their camera on during online sessions, in a quiet and private space suitable for learning. Access to Zoom (the online platform used for the course) via a computer for all online classes is required.
- Applicants are willing to provide their anonymous feedback via CPS course evaluation processes (online).

For any Consumer Perspective Supervision Course application inquiries or questions please contact Sandy Watson (the CPS Course Coordinator) at inside out & associates:

- Ph: 0416 501 252 (office hours except for Tuesday afternoons).
- Email: sandy@insideoutconversations.com.au

If you wish to apply for the Consumer Perspective Supervision Course, please complete the *Expression of Interest: Consumer Perspective Supervision Hybrid Courses: 2024* and follow the instructions for submitting the Expression of Interest.