

Helen

- Worked as an advisor in several senior government positions
- Wants to support the growth of discipline specific supervision and knows her knowledge and skillset would be an asset
- Hasn't done direct work for a while and worries about being too removed
- Doesn't receive formal supervision as there are few suitable people to offer it- instead meets up with a colleague regularly to discuss concerns about their work.

Finds a recovery focused NGO for support after closure of VIC institutions

starts attending VMIAC meetings

Helen engages with regular Intentional Peer Support group to reflect on dangers of co-option and how to stay true to peer values.

does IPS training

works as consumer consultant in 2 NGOs

moves to first LE role in state government

informal catch up

informal catch up with Anton. Anton supports Helen to explore what she wants to focus on in next few years to maintain hope in change.

Questions effectiveness of work and slow pace of change

decides to offer service as independent supervisor

informal catch up

Helen reflects with Anton that she needs to better contain her frustrations about Dimitris uncritical perspective. Anton wonders if Helen can own her views about what is effective and respect Dimitris experience as different

starts supervision with Dimitri

Helen decides to investigate emergent practices in peer work

informal catch up

Fearful of becoming irrelevant in the sector the group listens to Helens self doubt and echo their own. Someone suggests everyone share an achievement they are proud of

spends time reflecting and feeling

joins a co-reflection group with other supervisors

provides consumer perspective supervision to



Dimitri

- originates from northern QLD when he began using support services as a teenager
- wanted to share his journey and support others through walking alongside them
- little exposure to ideas of consumer movement
- works as a senior peer support worker in a youth community mental health organisation
- isn't heavily involved in sector advocacy but knows from experience there is a strong need for peer workforce development

has a good experience using sub acute service at 18 yo

recognises value in his distress, ability to survive and thrive

works as peer in clinical setting for 18 months

feels ignored and contributions dismissed by other staff on team

resigns from position lacking confidence in competency

Helen spends the first CPS session with Dimitri learning about his interests, preferences and motivations. After learning of his bad experiences as a peer she shares her involvement in consumer movement. Offers the view that Dimitri was let down by systemic issues and encourages to reconnect with inspiration of being a peer.

colleague in new job recommends peer supervision and provide list of contacts

As senior PSW Dimitri is asked by manager to officially mentor Natalia

Dimitri shares with Helen that he is learning a lot from Natalia and worried he isn't offering enough. After exploring this concern Helen provides resources that helped her develop CPS skills

Dimitri starts to see Helen more regularly

Dimitri starts to develop his own CPS resources

Requests to have CPS with Helen paid for by service

Explores with Helen the benefits of external supervision, concerns of being caught off guard by alarming comments from clinicians and how he might respond. Discusses how to respectfully challenge misperceptions. Helen reflects on Dimitris growth.

Decides to offer CPS to line managers of peers in clinical settings

provides consumer perspective supervision to



Natalia

- Works in youth mental health organistation as a peer with other young people after using service themselves
- Is heavily involved with LBGTQIA+ community and advocates for greater inclusion
- Interested in peer run services and co-design practice
- Begins cross sector co reflection groups 'Queer Peers' to support each other advocating within orgs and continues to receive CPS with Dimitri

Natalia starts using youth MH services

Dimitri offers to debrief with Natalia after committee meetings where she is the only consumer. Lets her know she can contact him if she wants to reflect.

Shares links to online resources about assuming a collective consumer perspective as well as drawing from personal lived experience.

Joins service committee as only consumer

Joins service as a casual peer support worker

Honest that he hasn't done it before but they can work out a plan together. Asks Natalia how she might benefit most from sessions and presents options. Asks questions about what matters most to her about the work.

Listens to responses about pronoun preferences and thanks Natalia for educating him on this.

service arranges for Natalia to receive CPS from Dimitri

meets with Dimitri once a month

Dimitri asks Natalia thoughtful questions about what their intention is, what language reflects the truth of their experience, what they will include and what to leave out.

Is asked to present their story at youth conference

Dimitri explores strategic approaches with Natalia that they might adopt to request resources from their line manager

Natalia decides to start a co-reflection group with LGBTQIA+ colleagues

wants to invite consumer 'elders' to speak with group but needs resources

Co-reflection group

Natalia facilitates co design process with colleagues to determine meeting regularity, individual needs, co reflection model options and discomfort agreement

hope

curiosity

mutuality

connection

authenticity

lived experience as expertise

self determination

transparency

responsibility

workforce milestone

This maps the journeys of three very different lived experience workers and the milestones in their careers. It explores the possible paths they may follow, the potential content of their consumer perspective supervision sessions, the common dilemmas and value based responses that hold a reflective space to develop consumer perspective as a discipline.

Values in Action

Consumer Perspective Supervision