



Position description

Role:	Consumer Member, Lived and Living Experience Authority
Accountable to:	Lived and Living Experience Authority Co-Chairs
Location:	Hybrid, with on-site engagements 3 times per year
Term:	3 years, likely time commitment 2 days per month
Remuneration:	\$30,842.00 per year

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people with mental health issues, disabilities, youth and older Australians and those requiring community care.

Wellways is an equal opportunity employer that offers opportunities to undertake professional training and development. We encourage Aboriginal and Torres Strait Islander people, and people from culturally and racially marginalised communities to apply.

Recovery and Support Services

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. The Well Together Model recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Our Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues, their families and friends. We advocate for systemic change that will create better conditions and improved opportunities for people with mental health issues and their families.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (consumer and family)
- Are underpinned by evidence-based best practice

Wellways values are honesty, acceptance, fairness, commitment and participation

The Lived & Living Experience Authority (the LLE Authority) acknowledges how the individual lived and living experiences (LLE) of each Authority member shape our shared values. Collectively we hold ourselves accountable to uphold the following interim values in all aspects of our work human rights, connection, mutuality, anti-oppression, humanity, authenticity and accountability. We are working with the Board and Executive to update the organisation's values.



Lived and Living Experience Authority

Wellways has a continuing commitment to innovation that ensures the priorities of the people we work with, and their local communities are core to what we do and how we do it. We strive to be at the forefront of progressive change in the sectors and in the states and territories where Wellways provide services.

Wellways is committed to becoming an organisation that is the change that Wellways' participants and the broader consumer and family movements envisage, one that respects and embeds the authority and expertise of people with LLE at all levels of our organisation. Wellways has established the LLE Authority as a key element of this change at a governance level.

The LLE Authority has been designed to be a sustainable LLE voice that operates and impacts the governance level of the organisation. The Board expects to learn from, be challenged and held to account by and to work in partnership with the LLE Authority to ensure that governance decisions reflect LLE perspectives. The overall composition of membership of the LLE Authority may be considered as part of the selection process to ensure that membership reflects the diversity of the populations Wellways serves.

It is the role of the LLE Authority to:

- Support and enable the Wellways' Board and CEO to hold themselves accountable consistently and transparently to participants of all our programs and to the communities served by the organisation.
- Foster a respectful relationship with the Board, appreciating their governance role and accountability
- Influence the thinking and decisions of the Board and CEO by sharing - responsively and proactively - LLE perspectives and providing advice and/or making recommendations on specific issues.
- Engage in ongoing conversation with the Board and CEO around the challenges of transformation and elevating LLE expertise
- Connect, in a governance capacity via the CEO, with Wellways' operational level LLE advisory groups, ensuring it has ongoing knowledge of the experiences of people and communities who engage with Wellways
- Develop capability and pathways into LLE governance level roles within Wellways and connect to relevant LLE governance networks

Position Summary

The LLE Authority members, led by the consumer and family co-chairs, support and enable Board and CEO accountability to participants and families who use Wellways services. They work in partnership with the Board, using their lived expertise to influence their thinking, processes and decision making. They also work with the CEO, executive, and lived experience leadership within Wellways to promote the elevation of lived experience across Wellways. Authority members are expected to contribute to the processes and operating structures within the Authority. The LLE Authority is supported by an LLE Authority Secretary.

Key areas of accountability

LLE influence on Wellways	• Provide consumer lived expertise to the Wellways Board and Executive, representing the views, experiences, and diversity of people engaging with Wellways services. • Advocate for human rights and community connection for Wellways participants and families. • Advocate for positive participant and family experience of services and enhanced outcomes from using services. • Promote effective engagement of participants and their families. • Ensure the organisation harnesses the perspectives of participants and families to improve services or inform their sector advocacy. • Oversee implementation of Wellways' LLE Strategy.
Contribution to LLE Authority processes	• Contribute to the development of processes to enable the LLE Authority to fulfill its role, including agreeing with the Board the processes by which advice will be requested and provided. • Contribute to the LLE Authority annual workplan and budget in consultation with the Board and Executive • Contribute to the development of the LLE Authority frameworks and strategies, including the communications strategy and lived experience governance framework • Prepare for and attend LLE Authority meetings and Board committee meetings, and other LLE Authority engagements as required.

Key Requirements

Qualifications, Technical Knowledge and Experience	• Lived and living experience of mental distress. • In addition to experience of mental distress, First Nations people and others with intersectional perspectives are encouraged to apply, such as people with lived experience of substance use, homelessness, incarceration, culturally and racially marginalised communities, the LGBTIQ+ community, and people living in rural and remote areas. • Connection with the consumer / psychiatric survivor / ex-patient movement. • Lived expertise through consumer advocacy and/or working in a mainstream setting from a lived experience perspective. • Previous experience on board or program governance committees. • Ability to express personal views and manage sensitive information in a constructive and diplomatic manner. • Commitment to working collaboratively with LLE colleagues, the Board and leadership within Wellways. • Ability to respond to differences within groups and to manage conflict. • Ability to plan and prioritise work to ensure outcomes are achieved. • Ability to lead or participate in processes aligned with co-design principles. • Understanding and demonstrated commitment to social inclusion and diversity.
Compliance	• National Police Check • NDIS worker screening check • Current Working with Children Check-employment • Queensland Blue Card • Queensland child safety clearance • Evidence of right to work in Australia • 100 Points of identification



Required Values and Behaviours

Participant Focus	• Utilitise governance level influence and responsibilities to contribute to positive service experience and outcomes for Wellways participants and their families, supporters and kin.
Collaboration	• Build and maintain positive relationships with the Board, CEO, Wellways staff and people using Wellways services and their supporters, families and kin • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Seek contributions and ideas from people with diverse marginalised backgrounds and experience.
Integrity	• Act in the best interest of Wellways and the people using Wellways services and their supporters, families, and kin. • Act in line with Wellways' values and code of conduct.