

## Position description

Title of the role:	Participant and Family Development Practitioner (Lived Experience)
Classification:	SCHADS Level 5
Schedule:	B
Program Area:	Lived Experience
Location:	Fairfield VIC Campbelltown NSW Upper Mount Gravatt QLD
Reports to:	Participant and Family Engagement Manager (Lived Experience)
Last Revised:	January 2026

## 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 of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

We are open and sincere in all interactions  
We show compassion and consideration to all our stakeholders  
We take responsibility for our actions

### Acceptance

We champion and respect all voices and choices  
We accept people no matter how complex their needs  
We see the person, the family and the community

### Fairness:

We believe everyone has the right to equal opportunities  
We challenge social injustice and advocate for change  
We collaborate to solve problems

### Commitment:

We are committed to our work and we won't give up  
We have the courage to make decisions and are accountable for our actions  
We dare to go down new roads and challenge accepted wisdom

## Participation:

We promote participation and transform lives and communities We value the expertise and contribution of everyone we work with We build knowledge and lead conversations

## Our approach to service delivery

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. Well Together 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.

## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families, and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

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

## Position Summary

The Participant and Family Development Practitioner supports the implementation of development opportunities for participants and families across Wellways. This is to increase self-agency in participants and families by drawing on their strengths by designing and implementing peer-led, group-based development opportunities across Wellways. Family is defined as the people who are important to participants – they may extend beyond families and kin.

The role is responsible for working as part of the participant and family engagement stream. Its purpose is to promote self-agency and recovery through the support and continuous improvement of participant and family development initiatives. The scope is practice-focused promotion and support of power-sharing approaches (such as co-design) and the implementation and refinement of participant and family development initiatives across Wellways. Development initiatives can include peer support groups, creative workshops, story telling, self advocacy training, social gatherings, physical activity and more. The role is deeply informed by lived experience values, knowledge, stories and evidence.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

## Responsibilities

Key Functions	Key Performance Indicators
<b>Strategic promotion of participant and family development initiatives</b>	<ul style="list-style-type: none"> <li>Collaborate across Wellways to support the review of development initiatives for relevance across participant and family groups and service types.</li> <li>Promote strategic commitment to accessible, high-quality initiatives that reflect participant and family development needs and aspirations across different service types.</li> </ul>
<b>Codesign, initiative development, and facilitator capacity building</b>	<ul style="list-style-type: none"> <li>Contribute to updating existing initiatives and participating in co-designing new development initiatives with participants and families.</li> <li>Provide support to peer facilitators to effectively deliver initiatives.</li> </ul>
<b>Implementation of streamlined initiative delivery</b>	<ul style="list-style-type: none"> <li>Support and maintain processes to support easy uptake and implementation of initiatives in services by participants and families.</li> <li>Participate in pilots of redesigned initiatives, contribute to evaluation activities, and support refinement of initiatives prior to broader implementation.</li> </ul>
<b>Interest holder Engagement</b>	<ul style="list-style-type: none"> <li>Build and maintain effective working relationships across Wellways teams and services to ensure engagement practices are embedded and consistently applied.</li> <li>Work collaboratively with both the Lived Experience Team and other lived experience employees.</li> <li>Facilitate strong partnerships between participants, families, internal teams, and relevant external interest holders.</li> </ul>

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>Publicly disclosed lived experience of mental distress or disability or as family or supporter of someone with mental distress or disability.</li> <li>Experience in designated lived experience roles.</li> <li>Lived expertise in the practice of codesign and capacity building.</li> <li>Current valid Driver's License and the ability to undertake regular travel.</li> <li>Satisfactory Criminal Record Check.</li> <li>Satisfactory Working with Children Check.</li> <li>Satisfactory NDIS Worker Screening Check.</li> <li>NDIS Worker Orientation Module Certificate.</li> <li>Right to Work within Australia.</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>Experience in supporting the development and implementation of participant and family development initiatives.</li> <li>Sound knowledge and practical application of participant engagement, such as co-design and co-production.</li> <li>A strong understanding of effective and genuine participant and family engagement in governance, planning, service design and evaluation.</li> <li>Ability to problem-solve, influence, and negotiate innovative solutions that benefit participants, families and the organisation.</li> </ul>
<p><b>Lived experience knowledge and commitment</b></p>	<ul style="list-style-type: none"> <li>Knowledge of the history and values of lived experience movements.</li> <li>Expertise in lived experience discipline perspectives.</li> <li>Ability to work with both participants and families and to incorporate different perspectives.</li> <li>Ability to work with varied perspectives and worldviews, cultural, spiritual, and professional practices.</li> <li>Commitment to human rights, recovery, and trauma informed care.</li> <li>Commitment to embracing diversity, intersectionality and cultural safety.</li> <li>Strong relational advocacy skills.</li> <li>Demonstrated ability to intentionally disclose lived experience to effect systemic and cultural change.</li> </ul>
<p><b>Skills</b></p>	<p><b>Initiative Development and Codesign Practice</b></p> <ul style="list-style-type: none"> <li>Ability to assess needs and gaps to inform genuine co-design and initiative development processes.</li> <li>Demonstrated ability to support co-designed initiatives.</li> <li>Ability to identify potential issues or barriers and generate effective, participant-centred solutions.</li> <li>Ability to communicate and model a shared vision that fosters enthusiasm, collaboration, and commitment.</li> <li>Ability and motivation to support codesign initiatives through to successful implementation and completion.</li> </ul>

	<p><b>Communication and relationships</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate, build trust and work effectively with colleagues and a diverse range of interest holders, including participants and families.</li> <li>• Openness to giving and receiving feedback, and to engage in reflective practice.</li> <li>• Ability to communicate complex ideas—verbally, visually and in writing—tailored to diverse audiences including executive leaders, frontline staff, participants and families.</li> <li>• Proven ability to represent organisations.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Competent in using Microsoft Office suite.</li> <li>• Proficient in using digital platforms such as Microsoft Teams to facilitate remote meetings and workshops.</li> <li>• Ability to navigate and manage shared file systems, version control, collaborative editing, and maintaining up-to-date project documentation.</li> </ul>
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## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

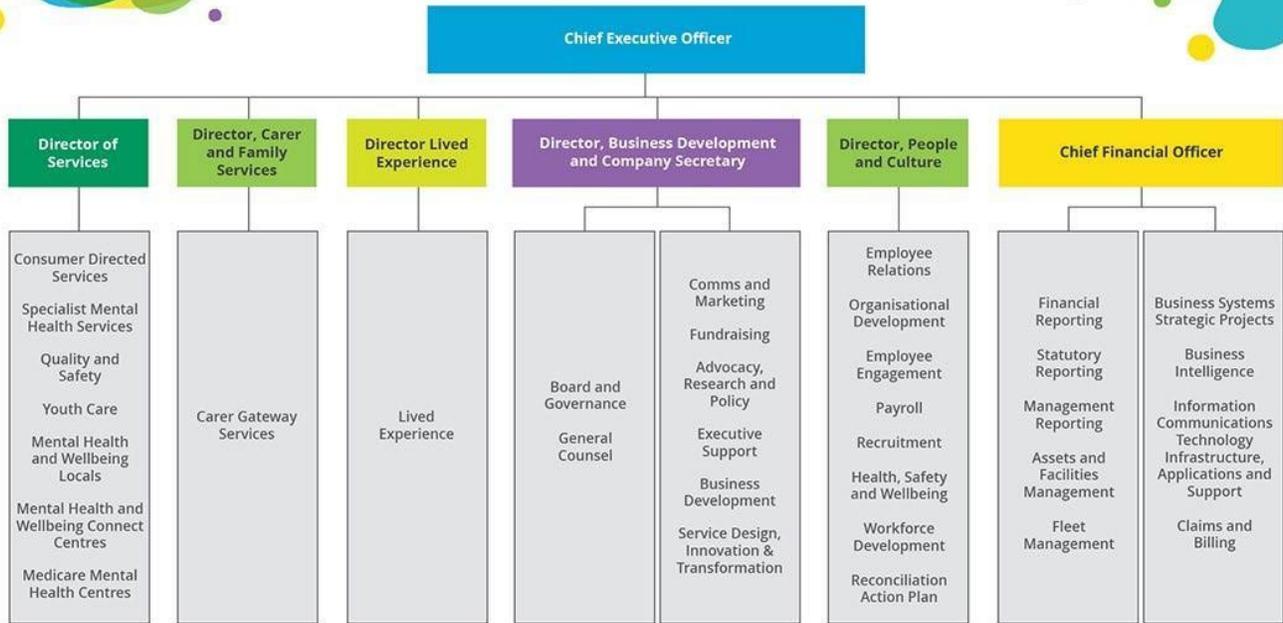
Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

## Wellways Organisational Chart



WHS 612/24-5