



# Nexus

Dual Diagnosis Consultation Service

## Acknowledgement of Country

'In the spirit of reconciliation Nexus acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.'

**WE ARE PROUD TO  
ACKNOWLEDGE THE  
Aboriginal  
TRADITIONAL OWNERS  
OF THESE LANDS AND WATERS**



© Harold Thomas 1971 Aboriginal Flag

The background of the slide features several thick, dark blue wavy lines that sweep across the frame from the left side towards the right, creating a sense of movement and framing the central text.

## Recognition of Family and Carers

We would also like to recognise the carers and support people amongst us today. We celebrate the incredible work that they do every day to support the people in their life.



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**Nexus**

Peer Project Worker – Carers Can Ask Resource

**Tandem** – Peak body for Families and carers

Carer Lived Experience Advisor



# **Implications of the Royal Commission into Victoria's Mental Health System for Carers and Carer Lived Experience Workforce**

# Major Findings by the RCVMHS relevant to Carers

- Demand has overtaken capacity
- Community-based services are undersupplied
- The system has become imbalanced
- Getting help is difficult
- Access to services is not equitable
- Emergency departments used as entry points.
- Services are poorly integrated.
- Lack of focus on the promotion of mental health and wellbeing.



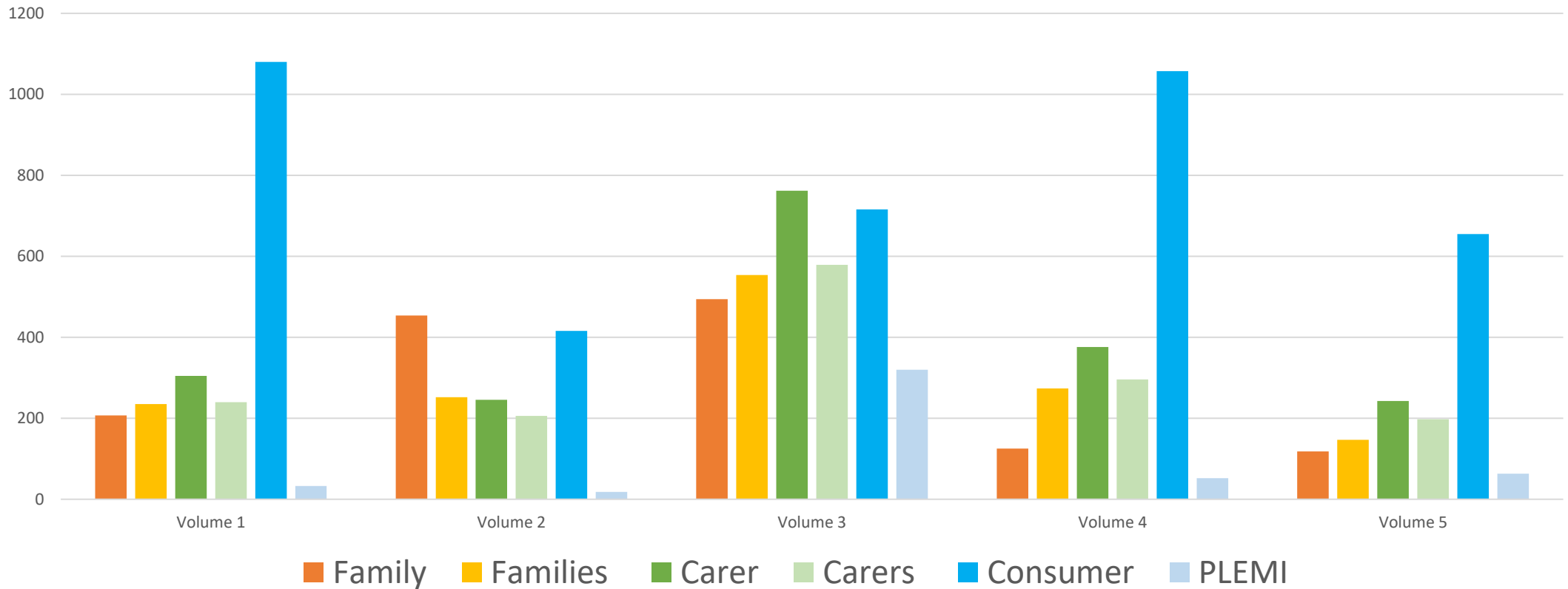
# Major Findings by the RCVMHS relevant to Carers

- Young and older Victorians need further assistance.
- Trauma is unseen.
- Services need to be culturally safe and sensitive to groups facing further social, geographic and justice barriers
- Stigma and discrimination are ever present, dignity is often disregarded, and human rights are breached.
- Suicide is far-reaching.
- The workforce is under-resourced.
- The system is antiquated.



# Words Within the Report

## Presence of family, carer and consumer terms in report






# Specific to Carers and Lived Experience Workforce

- **Families, carers and supporters are left out.**


Families, carers and supporters can feel excluded by the system, and are often left out of engagement that would help them in their caring role. Many families, carers and supporters require but are unable to access dedicated supports in their own right. There is a widespread lack of access to information about treatment, care and support to assist families, carers and supporters.

- **The value of lived experience work is starting to be recognised, but faces challenges.**

There is great potential to expand and support lived experience workforces. These workforces, however, experience unique challenges, including stigma and discrimination as well as a lack of infrastructure, professional supports and legitimacy as a profession. Expanding and unlocking the true value of these workforces will require services to be ready to promote, support and empower lived experience workforces.



# Lived Experience Defined:

- People with lived experience identify either as **someone** who is **living with** (or has lived with) **mental illness or psychological distress**, or someone who is **caring** for or otherwise **supporting** (or has cared for or otherwise supported) a person who is living with (or has lived with) mental illness or psychological distress. People with lived experience are sometimes referred to as '**consumers**' or '**carers**'. The Commission acknowledges that the **experiences** of consumers and carers are **different**.
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# Words Within the Report

## Presence of Carer Lived Experience Workforce

Word	Overall Number	Final Report Summary	Volume 1 A new approach to mental health and wellbeing in Victoria	Volume 2 Collaboration to support good mental health and wellbeing	Volume 3 Promoting inclusion and addressing inequities	Volume 4 The fundamentals for enduring reform	Volume 5 Transforming the system innovation and implementation
lived experience/s	1419	74	148	105	597	282	213
lived experience work	6	1	0	0	4	1	0
lived experience worker/s	78	6	1	5	13	52	1
lived experience workforce/s	59	6	9	3	22	14	5
carer lived experience work*	6	1	0	0	2	2	1
family-carer lived experience work*	1	1	0	0	0	0	0
peer work	28	3	6	8	4	4	3
peer worker/s	167	7	54	41	35	24	6
peer workforce	17	2	2	1	7	3	2
carer peer	22	2	2	3	9	3	3
carer peer workforce	2	0	0	0	2	0	0
family peer worker/s	16	0	0	13	3	0	0
carer consultant	4	0	0	2	1	0	1
navigation support worker	10	1	8	0	0	0	1


## **Recommendations focused on Governance**

- 3: Establishing a responsive and integrated mental health and wellbeing system
- 4: Towards integrated and regional governance

## **Recommendations focused on families**

- 30: Developing system-wide involvement of family members and carers
- 31: Supporting families, carers, and supporters
- 32: Supporting young carers
- 35: Improving outcomes for people living with mental illness and substance use or addiction

## **Recommendations focused on workforce**

- 16: Establishing mentally healthy workplaces
  - 57: Workforce strategy, planning and structural reform
  - 58: Workforce capabilities and professional development
  - 59: Workforce safety and wellbeing
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## FOR DISCUSSION


### Recommendations focused on Governance

- Mental Health and Wellbeing Commission – includes at least one Commissioner with lived experience of mental illness or psychological distress and one Commissioner with lived experience as a family member or carer.
- Regional Mental Health and Wellbeing Boards (8) are skills-based and include at least one person with lived experience of mental illness or psychological distress and one person with lived experience as a family member or carer

### Recommendations focused on families

- ensuring that working with families, carers and supporters is an essential part of the **commissioning** of mental health and wellbeing services
- in addition to reforms to improve information sharing outlined in other recommendations, develop **standards for services** and practitioners to guide the **sharing** of appropriate **information** with families, carers and supporters

### Recommendations focused on workforce

- One family and carer –led centre in each of the 8 regions – with physical, online and after-hours presence and 8 FE support worker positions (most to be LE workers)
  - relational approaches must be a central part of the approach to treatment, care and support and, when involved, families, carers and supporters must be supported in their caring role.
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# Carers Can Ask (CCA) Resource

- St Vincent's Carers Can Ask Webpage – [link](#)
- CCA PowerPoint Resource – [link](#)
- CCA Booklet – [link](#)
- CCA Online PDF – [link](#)
- **Staff checklist** – [link](#) to be used as a prompt to assist with ensuring clinicians remember to provide and discuss information with family/carers.

