



SOUTHERN CONSUMER,
PEER SUPPORT AND
LIVED EXPERIENCE (CPSLE)

Workforce Development Action Plan 2023-2025

TIME FOR
CHANGE
Te Hurihanga

Ka korihi te manu, ka tākiri mai te āta
Ka āo, ka āo, ka awatea!

Ko Rangainui e tu iho nei, ko Papatuānuku e takato ake nei,
Ko Tane Mahuta mā ngā ira Atua ka puta mai ko tātou, ngā ira tangata.
Ka tipu ake tātou i ngā tāonga i tuku iho,
Ko te wairua, ko te whakapapa, ko te aroha anō hoki.
Ko te aroha ki runga, ko te aroha ki raro.
Kei a tātou kē te kakanō o te aroha,
ka whakatō, ka tipu, ka puāwai, ka puta ki te ao marama.
Haumi e, hui e, taiki e.

Thank you

to everyone who participated in the
development of this plan.



Introduction

Developing and supporting the peer workforce in Southern has been a priority since 2020. A peer workforce development group was established, which developed the [Southern Peer Workforce Development Action Plan 2020 – 2021](#). Parts of that document are included in this plan.

In 2021 there was a review of the mental health and addiction sector in Southern. A report was produced, called [Time for Change Te Hurihanga](#). This report made a number of comments and recommendations about growing peer services and the peer workforce. Time for Change is now being implemented. Developing this workforce plan is one of the projects to implement Time for Change.

As well as being a local priority, growing the Consumer, Peer Support and Lived Experience (CPSLE) Workforce is a national priority. Key national documents that have talked about peer workforce include:

You can click on any orange text, to go to the relevant document.

[He Ara Oranga](#)

The report of the Government Inquiry into Mental Health and Addiction)

The national Mental Health Inquiry had a strong focus on peer support, noting in their executive summary that there were “loud and clear calls for more peer support workers”[1]. The Inquiry panel described “a vision for mental health and addiction services, with people at the centre...using a mix of peer, cultural, support and clinical workforces”.[2]

[Kia Manawanui](#)

Kia Manawanui is a document about the long-term actions that need to be taken to transform mental health and wellbeing for all in Aotearoa New Zealand. It says that there needs to be a “a strong focus on growing the peer workforce and peer-led services that bring unique perspectives and understanding.”[3]

The Consumer, Peer Support and Lived Experience (CPSLE) Workforce Development Action Plan 2020 – 2025

Te Pou is a national workforce development agency for the mental health, addiction and disability workforces.

Te Pou led the development of a Workforce Development Action Plan for the CPSLE Workforce. That plan is available by [clicking here](#). It has a number of actions focused on developing a CPSCLE workforce that:

- has strong leadership and infrastructure to support its development
- is thriving, effective and self-determined
- is trained, skilled, and valued within environments that are supportive and nurturing.

All of these documents have been reviewed when developing this plan. In the list of actions in the plan you can see how the actions link to these documents.

The Competencies for the mental health and addiction consumer, peer support and lived experience workforce

Te Pou has published competencies for the CPSLE workforce. These were developed by peers, with strong involvement from people in the sector.

A competency is a behaviour, knowledge and/or skill that people need to use to do a job (paid or voluntary).

We have used the competencies to identify training needs in this workforce plan.

The Consumer, Peer Support and Lived Experience (CPSLE) Training Needs Analysis.

In 2022 Te Pou completed a report on the training needs of the CPSLE workforce across Aotearoa New Zealand.

The report was based on a survey that asked people to reflect on the competencies.

To develop this plan we surveyed the Southern CPSLE workforce and we used a similar format to the Te Pou survey.

The Southern Voice

While we have been guided by the national direction in CPSLE workforce development, this plan is strongly based on what the Southern workforce and community have said they need. We've used:

The Southern CPSLE Workforce [Survey Report](#)

We undertook a survey of the paid and voluntary workforce across the Southern district. As well as collecting information about people's jobs, we asked them about their training needs, and barriers to training.

[Feedback](#) received on our draft Action Plan

We produced a [background paper](#) with our Draft Action Plan, and circulated it throughout the sector. The Plan was discussed at 8 workshops in Cromwell, Dunedin, Invercargill and Oamaru. At each location there was one workshop for people with lived experience, and one for the community (including people with lived experience). We recorded the feedback and used it to improve and finalise the Plan.

[Click here](#) for a report on the feedback we received, and our responses to it.

The Southern [Model of Care](#) for Peer-Governed Services

Through an extensive codesign process we developed a model of care for Peer-Governed Services. A model of care is a way of describing what type of services we need, and how they should work. This model of care gives us guidance on what type of workforce we need for the future. We have used it when writing this plan.

Click [here](#) for the model of care, and [here](#) for the glossary/additional information on the model of care.

The Action Plan

A range of possible actions are proposed, across five domains of workforce development[4]:

- Workforce development infrastructure
- Recruitment and retention
- Organisational development
- Information, research and evaluation
- Learning and development

Some potential actions are focused on those who work in the peer workforce or would like to do so. Other potential actions are focused on developing the mental health and addiction workforce as a whole. We know from existing research that this is critical to ensuring that peer roles are understood, appropriately utilised, and ultimately successful.

The action areas are:

01

Build a network

02

Grow the workforce

03

Support the Māori and Pasifika workforce

04

Support specific workforce groups

05

Raise awareness and clarify roles

06

Support non-peer organisations

07

Leadership

08

Support best practice

09

Learning and development

1.0 Build a network

ACTION	DOMAIN	LINKS TO
<p>1.1 Support the development of a local network/s to connect peers across different organisations, share information and provide regular development opportunities.</p> <p>1.2 Develop a formal mentoring programme</p>	<p>Workforce development infrastructure</p>	<ul style="list-style-type: none">• Southern Peer Workforce Development Action Plan 2021-2022.• Survey feedback.• Time for Change (recommendation 24 – re consumer advisory networks).• CPSLE Workforce Development Action Plan• Te Pou CPSLE Training Needs Analysis• Workshop feedback

2.0 Grow the workforce

ACTION	DOMAIN	LINKS TO
<p>2.1 Implement two partially-funded part-time peer support apprenticeships (0.5FTE)</p> <p>2.2 Develop peer-governed services in one or two sites.</p>	<p>Recruitment and retention</p>	<ul style="list-style-type: none">• Southern Peer Workforce Development Action Plan 2021-2022.• CPSLE Workforce Development Action Plan 2020-2025 (Te Pou) – action 2.6.• Time for Change, p66• He Ara Oranga• Kia Manawanui• Workshop feedback

3.0 Support the Māori and Pasifika workforce

ACTION	DOMAIN	LINKS TO
3.1 Ensure that at least one of the peer support apprenticeships implemented under action 2.1 is for Māori or Pasifika CPSLE workers.	Recruitment and retention	<ul style="list-style-type: none">• He Ara Oranga• CPSLE Workforce Development Action Plan 2020–2025 (Te Pou)• Kia Manawanui• Time for Change• Workshop feedback
3.2. Identify kaupapa Māori and Pasifika peer support trainers	Learning and development	
3.3 Identify if there is cultural-specific training for peer support.	Learning and development	

4.0 Support specific workforce groups

ACTION	DOMAIN	LINKS TO
4.1 Consider specific workforce development needs of youth CPSLE workforce when implementing all other actions.	All	<ul style="list-style-type: none">• Workshop feedback
4.2 Provide support for consumer advisors.	Learning and development	<ul style="list-style-type: none">• Te Pou CPSLE Training Needs Analysis recommends development and national rollout of consumer advisor training.

5.0 Raise awareness and clarify roles

ACTION	DOMAIN	LINKS TO
5.1 Develop promotional resources to raise awareness about CPSLE roles.	Organisational development	<ul style="list-style-type: none">• Southern Peer Workforce Development Action Plan 2021-2022.• Survey feedback.• CPSLE Workforce Development Action Plan 2020-2025 (Te Pou) – action 3.3.• Workshop feedback
5.2 Deliver training about peer support for the clinical workforce.	Organisational development	<ul style="list-style-type: none">• Southern Peer Workforce Development Action Plan 2021-2022.• Survey feedback.• Workshop feedback

6.0 Support non-peer organisations

ACTION	DOMAIN	LINKS TO
6.1 Provide guidance to support non-peer organisations to implement peer services.	Organisational development	<ul style="list-style-type: none">• Time for Change, p66• CBCT Peer Support Internship Report• Workshop feedback

7.0 Leadership

ACTION	DOMAIN	LINKS TO
7.1 Re-establish the Southern Peer Workforce Development Group. Ensure the group is peer-led.	Workforce development infrastructure	
7.2 Provide training/support to develop people with lived experience to take management and/or governance roles.	Learning and development	<ul style="list-style-type: none">• He Ara Oranga• Te Pou CPSLE Training Needs Analysis• Workshop feedback

8.0 Support best practice

ACTION	DOMAIN	LINKS TO
<p>8.1 Support access to core/introductory peer support training.</p> <p>8.1.1 Fund two peers to attend “train the trainer” Intentional Peer Support training, so they can deliver IPS training locally.</p>	Learning and development	<ul style="list-style-type: none">• Required to grow the peer workforce (section 2)• Workshop feedback
<p>8.2 Promote consistent use of the Competencies for Consumer, Peer Support and Lived Experience Workforce.</p>	Learning and development	<ul style="list-style-type: none">• Survey results• Te Pou CPSLE Training Needs Analysis• Workshop feedback
<p>8.3 Provide training for peers on working with families/whānau.</p>	Learning and development	<ul style="list-style-type: none">• Survey results

8.0 Support best practice

ACTION	DOMAIN	LINKS TO
<p>8.5 Enable access to peer supervision.</p> <p>Require peer supervision for all peer support workers in Te Whatu Ora-funded services.</p>	Learning and development	<ul style="list-style-type: none">• Survey results (majority wanted more peer supervision).• Te Pou CPSLE Training Needs Analysis (recommends increased access to peer supervision training).• Workshop feedback
<p>8.6 Support access to WRAP (Wellness Recovery Action Plan) training.</p>	Learning and development	<ul style="list-style-type: none">• Workshop feedback

Endnotes

[1] Government Inquiry into Mental Health and Addiction. (2018) He Ara Oranga – Report of the Government Inquiry into Mental Health and Addiction. P10

[2] Government Inquiry into Mental Health and Addiction. (2018) P12

[3] Manatū Hauora. (2021) Kia Manawanui Aotearoa – Long-term pathway to mental wellbeing. P20

[4]The Te Pou workforce planning guide, Getting it Right, suggests including actions across all of these domains

Peer project documents

This Workforce Development Action Plan has been produced through a co-design process involving people with lived experience and our community. The co-design process was led by a Project Manager with lived experience, as part of the Time for Change Te Hurihanga programme.

All of our key documents are available online for both of the peer projects (the model of care and the workforce plan).

Click on the Time for Change logo to go to the website where you can download our documents.



**Southern
Peer-governed
Services**

Model of Care



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CHANGE
Te Hurihanga