

## **Important Information before purchase: Orientation to Lived-Living Experience for all staff**

Best practice, evidence-informed understanding, for and about Lived-Living Experience workforces. Orientation training is recommended as induction/onboarding training for all staff, with annual refresher follow-up.

### **Why is whole of staff Lived- Living Experience orientation important?**

The two most common challenges to Lived-Living Experience workforce development are:

- o Lived-Living Experience workers being poorly understood by the wider workforce and therefore poorly respected, limiting desire to employ or collaborate with the roles, minimising potential benefits and impacting psychological safety
- o New Lived-Living Experience workers not having clarity on their roles

*Orientation* provides clarity to develop shared language, definitions and concepts and aid shared understanding, to foster effective conversations about Lived-Living Experience work and provide initial understanding for new Lived-Living Experience workers.

*Orientation* answers:

- WHAT is lived experience and Lived Expertise?
- HOW are those things different?
- WHY do we have designated Lived-Living Experience roles?
- HOW do Lived-Living Experience roles contribute?
- HOW can we work together to create better outcomes for people accessing services, their family, friends and kin?

Research is clear, exposure to Lived and Living Experience concepts leads to increased understanding, valuing and engagement with Lived Experience work. Building whole of organisational understanding is the cornerstone in moving towards organisational readiness, genuinely inclusive work environments, and ultimately – best practice outcomes.

### **Modality**

*Orientation* can be completed at a time that suits, available as self-paced, online training for either individuals or groups. Limited live sessions are also available, this modality is recommended for senior or executive staff, and/or board members.

### **Purchasing for multiple people/organisations**

Organisations/people purchasing for groups, can:

- Go into the e-commerce on the website via the 'start now' button, select the number of participants you want to enroll, pay for those seats, and then enter their first & last names and email addresses (an excel worksheet can be imported)
- Or contact us, pay for the number of seats, provide us with a list of first & last names and email addresses you want to enroll, we will upload and register all participants for you.

**IMPORTANT – if you are purchasing for more than 100 people, or bundling the orientation training with refresher training, please contact us to ensure you receive the discounts outlined below!**

Whichever method you use, participants will then receive an automated email asking them to create a password, and voila - they will have access to the course. With either option, the organisation will be able to run reports and easily gain data on course completion etc.

## Pricing, Discounts and Bundles

\$59 per person AUD\* (including GST), up to 100 people

5% off 101-500 people

10% off 501-1000 people

15% off 1001+

Additional discounts apply if you bundle this orientation training with 1-, 2- or 3-years of refresher training (recommended) contact us to find out more.

*\*For people from countries other than Australia, during checkout you will see the dollar amount in your currency before purchase.*

For more information or to purchase for groups, [contact us at enquiries@livedexperiencetraining.org](mailto:enquiries@livedexperiencetraining.org)

## What Informs this Training and is it Relevant to Multiple Specialisations and Sectors?

Training is informed by 17+ years of international research, including the latest Lived Experience led evidence. All training programs offer both theoretical knowledge and practical strategies that have been implemented and proven effective in real-world settings.

The training is directly drawn from the international research Dr Louise Byrne and her team have conducted over a 15-year period, specifically focused on Lived and Living Experience workforce across a range of settings, sectors and specialisations.

This evidence informs many key policy documents and initiatives worldwide. The research has included a variety of both qualitative and quantitative studies to explore different aspects of Lived and Living Experience workforce development and practice. The studies have been peer reviewed and published in numerous highly regarded scientific journals internationally. The findings have also been thoroughly tested, verified and warmly approved of by Lived Experience communities.

## Diversity and Intersectionality

Many people with diverse perspectives contributed to the program of research that informs this training, including:

- people working in both personal/consumer and family/carer roles
- people representing a vast range of intersectional perspectives including diverse cultures/backgrounds, identifications and experiences
- people representing multiple specialisations, sectors and countries
- folks employed in various non-designated roles, including all levels of management and executive positions (to assist understanding of the broader context and how to encourage valuing of Lived and Living Experience workforces)

Importantly, in addition to ensuring people participating in the research and verification of findings provided a strong focus on diverse and intersectional perspectives, the research team itself included people who could authoritatively represent diverse cultures/backgrounds, identifications and experiences and did so in other professional contexts. This inclusion from concept design through all stages of development and evaluation, truly embeds diverse and intersectional views in the findings of the research and within the training.

For more information on how we've focused on accessibility, go to our [FAQs](#) and scroll down.

## Accessibility

Accessibility includes consideration of the learning needs of people who are neurodivergent, people who are Deaf or hard of hearing, and people who are blind or have low vision. With advice from consultants, attention has been paid to providing a streamlined and user-friendly experience, with an emphasis on clean, simple graphics and fonts, and intuitive navigation.

*learn, embed, transform!*

All learning materials are provided in video format with optional subtitles, and a companion visual descriptions transcript (for Screen Readers), which explains the changing visual elements within videos. Headings of different levels have been included throughout the website and course material to aid navigation via Screen Readers.

Go to our [FAQs](#) to find out about the Evidence Base that informed this training, including how diverse intersectional perspectives were embedded in that research.

## Outline of course materials

### *Lesson 1: Introduction to Lived Experience*

Introduces the course and content of the first video. Content includes - who has 'lived experience', what counts as 'enough' lived experience, and why is Lived Experience workforce becoming so popular?

- Multiple choice quiz

### *Lesson 2: What qualifies people for Lived Experience work and what makes it unique?*

Explains what informs Lived Expertise, why that's central to employment/recruitment to Lived Experience roles, and some of the values, principles and practices that are common to Lived Experience work and make it distinct and unique from other professions.

- Multiple choice quiz

### *Lesson 3: Different Lived Expertise role types*

Under the broad umbrella of Lived Experience there are different informing role types and specialities. Learn about some of the key position types and functions and why it's important to have diverse roles.

- True/False quiz

### *Lesson 4: Why do we need designated Lived Experience roles?*

Explains the need for designated Lived Experience roles. Also - what is required to qualify for senior or leadership Lived Experience positions? Why systems evolution and the addition of Lived Experience ultimately matters.

- Critical thinking and reflection exercise

Summary of key concepts for download and additional resource links

Provision of certificate of completion (automatically generated)

Periodic completion reports to organisation if desired (automatically generated)

To learn more about any aspect of the course, please [contact us](#) or check out our website <https://livedexperiencetraining.org/>