

Webinar

12 pm – 1 pm

Thursday 18 June 2026

Lived Experience Consultants Register



Queensland
Lived Experience
Workforce Network

Acknowledgement of Country

QLEWN acknowledges the First Nations Peoples of Queensland — the traditional and rightful owners of the lands, winds, and waters we live and work on.

We pay respect to Elders, past, present, and emerging, and honour their enduring connection to Country. We recognise that sovereignty was never ceded and acknowledge the ongoing impacts of colonisation.

QLEWN is committed to walking a path of continuous learning and action towards justice and equity.

Introduction

Purpose of webinar

To provide information about QLEWN's Lived Experience Consultants Register:

- Why QLEWN has established the Register
- What is consultancy in the context of Lived Experience
- What types of consultancy work might be available through QLEWN's Register
- Who can apply to join the Register
- How to apply
- How QLEWN will allocate work to consultants on the Register.



This webinar is being recorded and will become a resource available publicly on QLEWN's website.

Webinar overview

Context of the Register

Lisa Gott — QLEWN Chairperson (she/her)



Consultancy in Lived Experience work

Liz Asser — Independent LEx Consultant (she/her)



Who can apply and how

Katie Shields — Independent LEx Consultant (she/her)



How work is allocated to consultants

Nicola Akeroyd — Independent LEx Consultant (she/her)



Q&As

Recognition of Lived Experience

Byron Wallace — QLEWN Management Committee Member
(he/they)



QLEWN recognises and honours all people with lived and living experience of mental distress, suicidality, and challenges with alcohol and other drugs — as well as the families, carers, kin, and communities who walk alongside them.

We recognise the courage it takes to share personal experiences in the service of change. To those within the Lived Experience Workforce, whether in paid or volunteer roles, we deeply value your leadership, advocacy, and commitment to transforming social attitudes and systems of care.

Together, we amplify the voices of lived and living experience to inspire hope, illuminate pathways to healing, and build more compassionate, inclusive, and responsive communities and systems. We do this with deep appreciation for those who came before us, and in service of those who will follow.

Language note

QLEWN recognises the varied preferences and importance of language choice in discussing lived experience.

For clarity, this webinar uses the term **'lived experience'** as inclusive of both 'lived' and 'living' (i.e. ongoing) experiences.

Similarly, the term **'Lived Experience workforce'** refers inclusively to people with lived and living experiences as consumers and/or carers working in designated Lived Experience roles.

We do not intend to exclude or to impose our choice of language on any individual, community, culture, or organisation.

Context of the Register

What is the Lived Experience Consultants Register?

It's a list of independent Lived Experience consultants who are available for short-term project work.

Consultants may be contracted (i.e. hired) by QLEWN directly or by another organisation that approaches QLEWN to connect them with a consultant.

When opportunities arise, QLEWN will contact suitable consultants from the Register before recruiting more broadly.

Everyone on the Register is a self-employed consultant with an ABN, business insurance, and experience working in an identified Lived Experience role.

How is this different from an engagement register?

An engagement register is a record of people who have participated or who would like to participate in QLEWN activities, such as events, consultations, workshops, or surveys. It doesn't indicate suitability for consultancy work and it doesn't lead to any contracting relationship.

Context of the Register

(cont'd)

Why establish a Lived Experience Consultants Register?

Benefits for members

- Opportunities beyond engagement and consultation
- Supports both new and established independent consultants in connecting with short-term project work
- Community of values-aligned colleagues with deep collective wisdom
- Builds capability through collaborative work and mutual learning
- Pathways for accessing mentoring and supervision

Benefits for QLEWN

- Positions QLEWN as a trusted leader and partner in LEx project management
- Creates a centralised point of contact for funders/commissioning partners to access the diverse LEx Expertise within QLEWN membership
- Supports financial sustainability through 'brokerage' fees (no cost to consultants)
- Enhances understanding of the diverse LEx Expertise held by the QLEWN members it serves
- Demonstrates initiative and agility in meeting the increasing need for reliable LEx Expertise in our sector outside of direct employment
- Builds evidence of sector impact to support funding applications

Context of the Register

(cont'd)

Why establish a Lived Experience Consultants Register?

Benefits for funders/commissioning partners

- Creates a centralised point of contact for sourcing diverse LEx Expertise
- Supports efficient, cost-effective recruitment
- Brokerage fees paid to QLEWN are reinvested in workforce growth and development
- Meets the increasing need for sourcing reliable LEx Expertise outside of direct employment
- Demonstrates QLEWN's value as a statewide peak body for LEx workers
- Supports confidence in quality assurance and resourcing time-sensitive projects requiring LEx Expertise

Consultancy in Lived Experience work

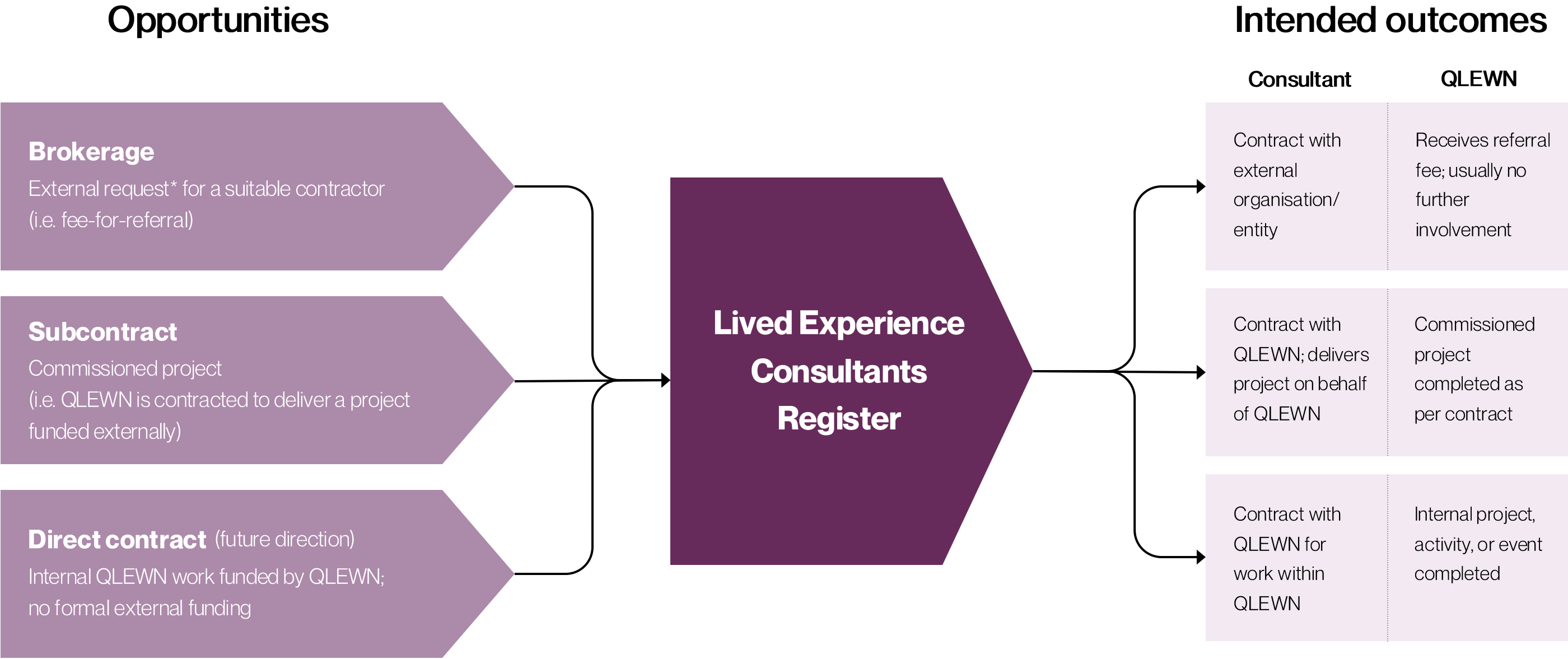


Liz Asser
Independent LEx Consultant

What is consultancy in a Lived Experience context?

- What it is (not)
- What it can look like in reality
- How contracting differs to employment
- Highs, lows & buffalos
- Mythbusting
- Reflections from working as an independent consultant

Opportunities for work through the Register



***External requests** for a suitable contractor may come from funders, commissioning bodies, other peak bodies, service providers, NGOs/NFPs, etc.



QLEWN is not yet in a position to offer any employment positions; it's mainly powered by a volunteer Management Committee, with support from contractors as needed.
For info about the differences between employees and contractors, visit fairwork.gov.au.

Consultancy in Lived Experience work

(cont'd)

What activities are within the scope of consultancy work?

The scope of consultancy work varies depending on factors like the project timeline, budget, required outcomes, and organisational needs.

Activities in consultancy work with QLEWN may include:

- Providing expert advice
- Strategic planning
- Facilitating co-design workshops or consultation sessions
- Researching and writing reports
- Undertaking desktop reviews of existing workforce initiatives or programs
- Storytelling, training, or lived experience insight work
- Creating content for promoting the collective LEx workforce
- Engaging with QLEWN members and the wider LEx workforce in Qld
- Creating resources to support QLEWN members
- 'Bridge building' — connecting perspectives, organisations, and even government departments

Who can apply and how



Katie Shields
Independent LEx Consultant

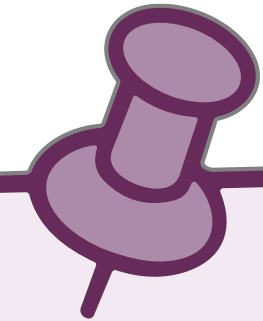
Who can apply to join the Register?

QLEWN welcomes Expressions of Interest from individuals who:

- are an emerging or established **independent Lived Experience consultant**
- hold current QLEWN membership
- are available and interested in short-term work
- are self-employed (i.e. sole trader)
- hold a current ABN and business insurance policies (or willing to obtain these)
- have experience working in an **identified** Lived Experience role.

Lived Experience consultants:

- work from the perspective of their unique lived/living experience of mental health challenges, suicidal distress, challenges with alcohol and other drugs, service use, and healing/personal recovery.
- may have direct lived/living experience **and/or** indirect lived/living experience as a family member, carer, or kin supporting a person with mental health or AOD challenges.



Independent means you are self-employed (i.e. sole trader) — you source and direct your own work.

An '**identified**' or '**designated**' Lived Experience role specifically requires the worker to have lived experience relevant to the role and to apply their Lived Experience Expertise purposefully to inform their work.

Who can apply and how

(cont'd)

How do you join the Register?

START

Visit:
qlewn.org.au/lived-experience-consultants-register

Click on the 'Complete EOI' button.

Enter your details in the
Expression of Interest form.

Click on the 'Submit form' button.

Remember to **email QLEWN** your resume
or prospectus as requested in the form.



Who can apply and how

(cont'd)

What happens after submitting an Expression of Interest?

QLEWN will review each Expression of Interest received. If any further details are required, QLEWN will contact the applicant.

If the applicant is **not** a current QLEWN member, QLEWN will contact them with information on how to join.

QLEWN will accept Expressions of Interest for inclusion on the Register **only when the applicant meets all of the following key requirements:**

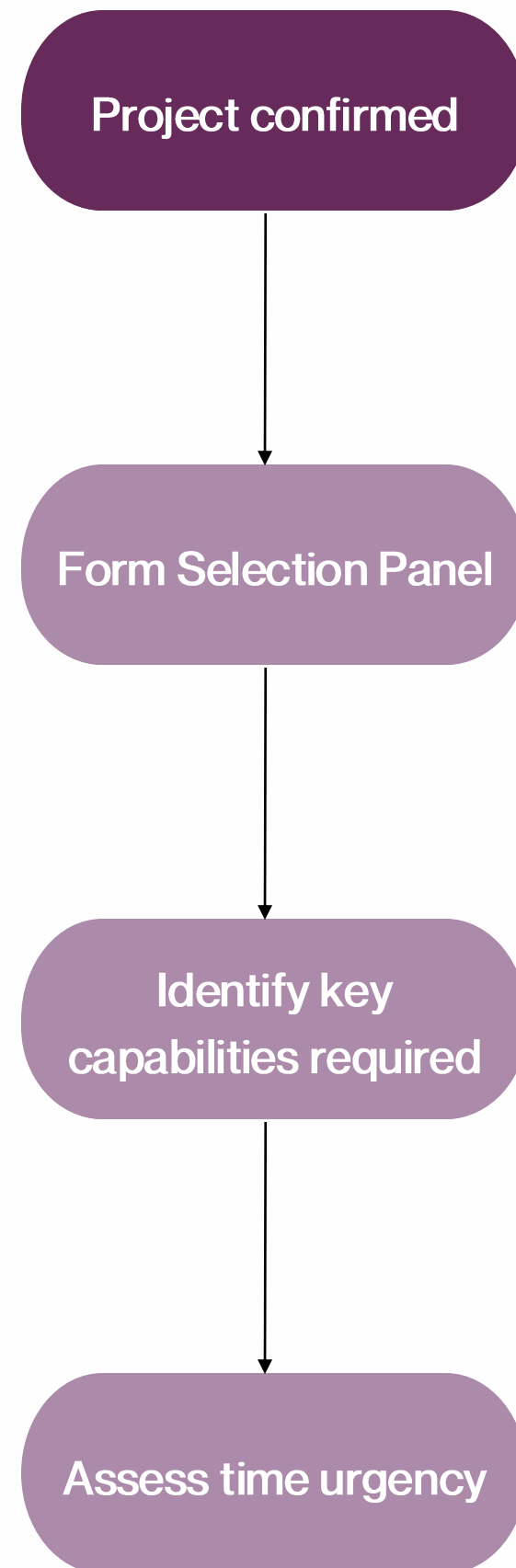
- they are an emerging or established **independent Lived Experience consultant**
- they hold a current financial QLEWN membership
- they are available and interested in short-term work
- they are self-employed (i.e. sole trader)
- they hold a current ABN and business insurance policies (or indicate willingness to obtain these)
- they have experience working in an **identified** Lived Experience role.

QLEWN will notify applicants of the outcome of their EOI as soon as possible.
QLEWN will provide feedback to any applicant whose EOI is declined.

How work is allocated to consultants



Nicola Akeroyd
Independent LEx Consultant



Members of the current Management Committee will form the Selection Panel.

These are the essential skills, knowledge, and demonstrated behaviours required to deliver the project objectives.

Time limitations may determine how the Selection Panel proceeds with the opportunity (e.g. end of financial year).

How work is allocated to consultants

(cont'd)



Whenever possible, Expressions of Interest will be invited from all consultants on the Register.

The Selection Panel will determine which consultants are most suitable based on the key capabilities required for the project.

An interview may be held in person or online, with consideration to individual needs.

The Selection Panel will offer the work opportunity to the consultant who is the closest match to the project requirements.

How work is allocated to consultants

(cont'd)

Considerations for matching consultants with work opportunities

- Key capabilities required for the work (i.e. core skills, knowledge, behaviours)
- Lived experiences required for the work (e.g. consumer or carer)
- Fair and transparent process
- Shared peer values
- Mutual fit (e.g. commissioning service may need to approve the subcontractor)
- Familiarity with topic
- Consultant availability for project timelines
- Conflicts of interest (perceived or actual)
- Consultant fees and project budget
- Demonstrated reliability in delivering quality work
- 'Mileage' as an independent consultant
- Learnings from previous projects and stakeholder relationships
- Evidence of recent work in the subject area relevant to the project



Information provided by consultants to QLEWN is confidential and for internal use only.
No information about consultants on the Register will be provided to any external party without the consultant's prior consent.

Q&As

Is there a cost to join the Register?

Can I apply if I'm employed part-time in a Lived Experience role elsewhere?

How will conflicts of interest be managed?

How often does QLEWN have work opportunities for consultants?

Why is it important for consultants on the register to have experience working in an identified/designated Lived Experience role?



These questions and answers will be compiled and posted on QLEWN's website.

Thank you

Further questions?

hello@qlewn.org.au

Expressions of Interest

www.qlewn.org.au/lived-experience-consultants-register



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