



Lived Experience Consultant Registry: Further Information

The National Mental Health Consumer Alliance (the Alliance) is establishing a new registry to support mental health consumer peak bodies across Australia to quickly access skilled lived experience support.

The registry will assist peak bodies when staff are unavailable due to illness or leave, or when additional project support is required. Before starting your application, please review the *Registry Application Disclaimer and Terms & Conditions*.

If successful in joining the registry, you may be considered for fast-turnaround, short-term contract opportunities as they arise. The application form helps us match your specific qualifications, availability, and preferred working locations with staffing gaps and contract opportunities. Your skills and lived experience will help ensure peer-led services remain uninterrupted and safe for the community.

Key details about this application

- The application form takes approximately 60 minutes to complete. It is not timed, and you do not need to complete it in one sitting.
- Personal information is stored securely and accessed only by the registry team.
- All information and availability can be updated. You can remove your details from the registry at any time by emailing us at partnerships@nmhca.org.au
- NMHCA reserves the right to remove a consultant/contractor from the registry if they fail to meet professional standards or breach the terms of service. An appeal may be lodged in writing to the CEO of the NMHCA at ceo@nmhca.org.au

NMHCA Registry Application – Overview and Guidelines

Potential Registry positions are categorised across six organisational domains:

1. **Lived Experience & Peer Workforce:** Direct support, individual advocacy, and engagement by people with lived experience.
2. **Operations, People and Culture & Workforce Development:** Staff development, human resources, supervision and workplace safety initiatives.
3. **Data, IT & System Administration:** Management of technical infrastructure, software systems and data entry and analysis.
4. **Policy, Research & Systemic Advocacy:** Sector research, legal compliance, and systemic change.
5. **Management, Strategy & Communications:** High-level oversight of organisational projects, external partnerships, and public messaging.



6. **Corporate Services & Administration:** Operations, finance, executive support, training and education.

Note: The Registry structure is dynamic, and additional positions may be added over time as sector requirements evolve.

Eligibility Criteria – Applicant Thresholds

To be eligible to apply for inclusion on the Lived Experience Consultant Registry, applicants must consider and meet the following criteria:

- Possess a defined baseline of lived expertise within the mental health sector or be an ally.
- Applicants will understand their own business readiness, advocacy style, and how they will protect their own wellbeing if required to share personal experiences.
- Demonstrate capacity:
 - **For Consumer positions:** Demonstrate the capacity to apply lived experience as a professional or strategic discipline at a systemic level.
 - **For Direct Peer Workforce positions:** Demonstrate the capacity to apply lived experience as a purposeful, recovery-oriented and professional discipline.
 - **For Corporate and Technical Support positions:** Demonstrate high-level technical competency in the designated professional discipline alongside strict alignment with Alliance values and frameworks.
- Must possess a strong commitment to human rights and consumer-led recovery, with the ability to work respectfully and adaptively within environments where personal vulnerability and recovery are actively discussed.
- Demonstrate the capacity to follow task requirements, accept structured guidance, and deliver innovative thinking to resolve complex issues.
- Hold the relevant qualifications, technical tenure, or equivalent professional experience corresponding to their chosen registry pathway. For example, peer support, policy, data, legal, financial or strategy.

Vetting and Compliance Criteria – NMHCA Verification

Before final admission to the registry is granted, all applications will undergo formal vetting by delegated staff against compliance standards. Direct confirmation of declared tertiary degrees, vocational certificates, and active professional memberships will occur prior to a consulting/contracting appointment being made.

1. **Compliance Checks:** Applicants must possess and provide evidence of valid, current compliance clearances relevant to their jurisdiction and role type. This may include a National Police Check, Working with Children Check, or NDIS Worker Screening clearance.



2. **Lived Experience Verification:** For individuals registering for designated lived experience positions, registry administration will verify that the applicant demonstrates lived expertise, reflective practice, an understanding of the wider consumer movement, and the ability to use own knowledge and experiences for systemic reform.
3. **Professional Qualifications & Suitability:** Registry administration will review each applicant's CV to assess suitability for inclusion. For technical, non-designated roles, for example, legal, finance, or corporate governance applicants must provide verifiable evidence of their professional qualifications, university degrees, and /or active board registrations.
4. **Risk and Fit Assessment:** Evaluation of reference checks and capability responses to ensure adherence to professional boundaries, ethical frameworks, and psychological safety guidelines.

Decisions and Appeals

All final decisions regarding non-inclusion are made by the Alliance. Applicants wishing to dispute a decision may lodge a formal appeal in writing to the CEO of the Alliance.