flourish ®
AUSTRALIA

Where mental wellbeing thrives

Social Citizenship
FRAMEWORK

A strategic framework for supporting people with lived experience of mental health challenges on their journey of recovery, cultivating and claiming their Social Citizenship

Social Citizenship Framework

Supporting people to:

– live the lives they want to lead full of hope, choices, meaning and contribution

– to feel valued, connected, and experience a sense of belonging

– to be supported to meet peoples own needs and their responsibilities to their families, friends, neighbours and communities.

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Acknowledgement of Country

We acknowledge the traditional custodians of the land, sea and waterways upon which we live and work. We pay our respects to their Elders past and present, and recognise their strong and continuing connection to land, culture and spirit.

Acknowledgement of People with Lived Experience

We acknowledge and value the significant contribution of people with lived experience. We are the organisation we are today because of the leadership of people with lived experience and we give an undertaking to support and improve the lives of people who have experienced trauma and mental health issues. We also acknowledge families, kin, friends and people who care about and for people with lived experience.

Proud Kamilaroi woman, Leah on Wiradjuri country

Foreword from Our Chief Executive Officer

This Social Citizenship Framework is a practical guide and public commitment to helping Flourish Australia achieve our organisational vision: "Creating communities where everyone's mental health and wellbeing flourishes".

The feeling of connection and belonging is important to all of us. We are fundamentally social beings, and we are our best when we feel part of something bigger, and we have relationships with others that nurture us. We know that a lack of connection and sense of belonging can have significant negative impacts on people's mental health.

Not everyone enjoys a sense of belonging. Some find themselves marginalised and excluded, experiencing stigma and discrimination for who they are. Some even have their rights denied, or trampled upon. Many people who access our supports tell us this has been their experience.

Being a recovery-oriented, person-led and trauma informed organisation, we decided that we needed to do more to address these issues. Whilst we have worked to build the capacity of communities and support the social inclusion of people with a lived experience of a mental health issue for a long time, a stronger focus is needed if we are to have a bigger impact.

We have developed this *Social Citizenship Framework* to address these issues. We were helped by a wide range of people, including people accessing Flourish Australia's services, our workforce, and people and organisations we work with. We thank them for their wonderful contributions.

Knowing that living with a mental health issue has cultural significance and sensitivities, we have listened deeply to people from Aboriginal and Torres Strait Islander communities, people from culturally and linguistically diverse communities, people who are LGBTIQA+, young people and people who have been subject to the legal system. We facilitated focus groups to involve all of these groups in the conversation. We are deeply indebted to the individuals and organisations who have joined with us in those conversations, and the Framework is much richer for it.

Our work focuses on building individual and community capacity. This Framework pushes us to do more, particularly in the area of engaging with community and the key institutions that provide access to knowledge, skills and experience that can support people to overcome social disadvantage and to address the social determinants of health. This is consistent with Flourish Australia's organisational vision, "Creating communities where everyone's mental health and wellbeing flourishes". This Social Citizenship Framework is a practical guide and public commitment to helping us achieve that vision.

I hope you join us in developing communities that enable people with lived experience to reclaim and exercise their social citizenship, and to live contributing lives.

Mark Orr AM
Chief Executive Officer
March 2023

Flourish Australia's Guiding Principles

Guiding Principles underpin all that we do. These principles will guide our work in social citizenship and continue to uphold our recovery-oriented, person-led, trauma-informed practices, with the people we support, families, kin, carers, other health and human services and communities.

LISTENING	PARTNERING	ENGAGING

Continued commitment to these principles

LISTENING

We recognise and respect the unique wisdom that comes about through the effects of trauma, lived experience of psychological distress and threats to people's wellbeing.

We are committed to listening to the voices of people with lived experience, families, kin, carers and our workforce.

We explore and compassionately challenge limiting beliefs of and about people with lived experience.

We encourage all people and stakeholders to grow beyond these limiting beliefs, and to recognise the strengths and capabilities of people with lived experience.

PARTNERING

We build relationships and work in partnership with people who access our services, families, kin, carers, health and human services and other stakeholders to cultivate social citizenship.

The Flourish Australia Co-design Guidelines and Policy ensure we further strengthen our person-led services, trauma informed, recovery and social citizenship focussed services, and communities.

An important part of this commitment is our policy of paying people with lived experience who guide our co-design and co-production work in official work such as our Community Advisory Council.

ENGAGING COMMUNITY

We build upon the positive relationships we already have with communities and develop new relationships in order to establish welcoming pathways and support for people who have previously been marginalised or excluded due to stigma, discrimination and prejudice.

We advocate for social citizenship for people with lived experience of trauma, and mental health issues for families, in communities, workplaces, learning environments, State and Federal politicians, the NDIA and the media.

1 About the Social Citizenship Framework

What is Social Citizenship?

T.H. Marshall first coined the phrase "social citizenship" in 1945 in his essay "Citizenship and the Social Class" (Marshall, 1950). Marshall's idea of social citizenship defined the concept of the social responsibilities the State has towards its citizens. This covered a "right to a modicum of economic welfare" and security to the right to live according to the standards prevailing in society.

Flourish Australia recognises social citizenship as the responsibility of all stakeholders including Flourish Australia's workforce and other services, people with lived experience, the community, workplaces, learning environments, families, carers, kin, governments at all levels and the media. All people, working together to open up equitable opportunities for people to live contributing lives in their community, as part of family, friendships, with kin and in workplaces, learning environments, social clubs and neighbourhoods at all stages of their recovery journey. In short, social citizenship is about enjoying all human rights, including the right to be responsible.

Social Citizenship focuses on and pursues positive social and community change and capacity building. It enables people with lived experience of a mental issue to live connected, contributing lives beyond trauma, stigma and discrimination, with or without the symptoms that often accompany psychological distress. Social citizenship honours people's choices about their own lives. It continues and builds upon the commitment to recovery-oriented practice, which celebrates each person's unique pathway and journey of life, recovery, wellbeing and contribution to family and community.

Social citizenship highlights the importance of engaging with local organisations and communities to address inequitable, stigmatising and discriminatory responses to people's trauma and subsequent mental health issues. It recognises that individuals, families, kin and mental health organisations exist within a social network. Social citizenship requires that social network to ensure all people access equitable opportunities to meaningfully participate in, contribute to, and be valued by that social network.

The deeply co-designed process used has led to the adoption of the concept of social citizenship to guide all that we do. For Flourish Australia, social citizenship is a concept involving the individual person, without relevance to their legal status, and the society in which they live. It encompasses ways of being and living in ones' community through: connecting, participating, contributing, feeling valued and enjoying a sense of belonging. This idea is reflected in our definition of this term.
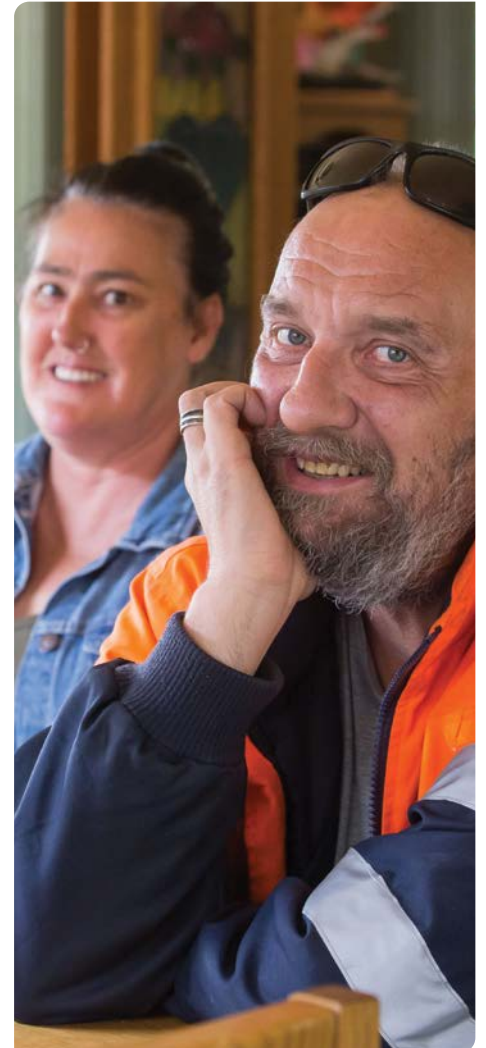
Social Citizenship Definition

Social citizenship builds on human rights.

It is realised when a person participates in, contributes to and feels included in their chosen communities.

It cultivates equitable opportunity, social, emotional, cultural and spiritual wellbeing and celebrates difference and diversity.

It recognises, promotes and upholds the rights and responsibilities that come with being a full member of their society.

Why are We Doing This as an Organisation?

People tell us they want to feel valued, to claim or reclaim their inalienable human rights. This includes the right to be responsible and to build social citizenship as individuals and in communities, as contributing members of families, friendships, neighbourhoods, workplaces and communities. This cultivates greater meaning and purpose in people's lives and builds an inclusive community.

Social citizenship builds upon the journeys and experiences of recovery. It embraces the preparedness of people who live with complex mental health issues and continued symptoms to live a contributing, meaningful, connected and enjoyable life. In order for this to happen, we must support and educate families and communities who open their arms to people experiencing these challenges.

In order to achieve this, we are committed to educating more stakeholders about mental health recovery. Stakeholders include the people we support, families, kin and carers, our workforce, collaborators, other human and health services, workplaces, places of learning, and the wider community. We will work with partner organisations to ensure people with lived experience and psychosocial disability can become active social citizens.

This work is part of our commitment to building diverse, welcoming communities.

The Social Citizenship Framework guides our work, spells out the accountabilities and vital behaviours for our workforce to use. Enacting it will break down barriers and build bridges to the community with and for people with lived experience.

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I have experienced a lot of violence in my life. In a crisis situation if I don't know anyone, I get nervous and can't think straight. So, if someone with a connection to me comes along, and talks nicely to me, it makes me feel better. It makes me feel safe and I can think again."

Social Citizenship Think Tank member and Aboriginal and Torres Strait Islander Forum Member

2 How was the Framework Developed?

Flourish Australia engaged in a co-design process involving multiple stakeholders and community representatives to develop the thinking about social citizenship, and to write the framework.

We were guided in our co-design process by an expert and diverse group which functioned as the Social Citizenship Think Tank. We held robust conversations in forums with diverse communities, focusing on the meaning of social citizenship, what it meant to them, and how it might be reflected in the vital behaviors of our workforce and people accessing our services. It is also reflected in Flourish Australia's organisational accountabilities.

Cultural Differences – Different Lenses

The development of the Social Citizenship Framework involved deep conversations with people from Aboriginal and Torres Strait Islander communities, Australia's First Nations peoples, First Nations peoples from other countries, people from culturally and linguistically diverse communities, people from LGBTIQA+ communities, those who had experience of the justice system, and young people.

The Social Citizenship Think Tank and the forums with members of these communities highlighted that there were different cultural and language considerations to take into account.

Importantly, many cultures do not engage with the terms in common use, 'mental', 'mental health', 'mental illness', 'psychosocial disability' or 'recovery'. Aboriginal and Torres Strait Islander cultures, other First Nations cultures

and people from culturally and linguistically diverse communities told us that they may not engage with or feel comfortable in services who use these words.

Understanding that, the decision was taken not to use the words 'mental health' or 'mental illness' in the definition of social citizenship. Reflecting the views shared in the forums, words such as choice, belonging and spirituality have been emphasised.

We spent considerable time talking to people who identify as members of particular groups. These key messages about what social citizenship means to specific groups, and how it would translate into a service relationship such as Flourish Australia provides, are outlined as follows.

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More kindness is needed throughout all communities."

Culturally and Linguistically Diverse Forum, New Zealand First Nations Member and member of the LGBTIQA+ community

Aboriginal and Torres Strait Islander/ Australia's First Nations Peoples

Aboriginal Elders discussed the importance of pursuing, claiming and celebrating social citizenship. The Elders shared painful struggles that Aboriginal people had in order to gain legal citizenship in Australia. They spoke of the parallels that exist for their communities and people who have been marginalised because of their lived experience, and the need to co-design the framework with Australia's First Nations people.

The Elders considered that a focus on social citizenship was wise and would improve people's recognition, feelings of belonging, of being valued, their rights and wellbeing.

Aboriginal and First Nations people spoke about the importance of going back to their roots, to being able to be immersed in culture, on country, with kin and family. They spoke often of the importance of connection, having a sense of belonging, of their spiritual beliefs and ability to practice language and culture safely.

Aboriginal Elders expressed the importance of recognising that while First Nations people from across the world share many parallel experiences and histories, they are not the same and should never be considered as such. Elders held strong importance in their history and stories, and spoke of the importance of services and individual staff recognising the impact of intergenerational trauma.

"

Aboriginal people seek to establish connections of family, kin or country when meeting a new person. Lacking knowledge of such a connection, (as might a member of the Stolen Generations) is seen as disadvantageous. The first thing Aboriginal people do when they meet someone is say 'Where do you come from' and then work towards finding some common link in kin or country".

Aboriginal members of the Social Citizenship Think Tank

> "Social Citizenship is not determinant upon a person's legal or economic status, it pertains to all people and is both an individual and a community responsibility to work together to achieve a sense of inclusion, social belonging, connection, knowing and participation within people's chosen communities, cultures and traditions".
>
> *Social Citizenship Think Tank*

People With Culturally and Linguistically Diverse Backgrounds

The importance of kin, family, belonging and connection was also emphasised by people from Culturally and Linguistically Diverse communities at the forums. These groups and others, spoke passionately about experiences that made them feel that they were not viewed as being of equal importance, or had the same choices in life, as people from the predominant cultures in which they lived.

Social citizenship can transform the experiences of marginalisation into lives filled with rights, choices, equitable opportunities to contribute, belong, and engage with communities of choice and the wider society.

Refugees and asylum seekers we spoke with were enthusiastic about being able to claim social citizenship. They spoke of the importance of contributing to

and feeling a sense of belonging to their community. They spoke of their desire to be able to work, volunteer, engage in further education, become members of clubs, sporting teams, to support and raise their families, to feel included and safe, both before and after they had gained legal Australian citizenship.

Lesbian, Gay, Bisexual, Transgender, Intersex and Queer Communities

Members of the Think Tank and attendees at the special focus community forums who belonged to LGBTIQA+ communities felt that there were different and common factors to the experiences of all marginalised people. The elements of social citizenship considered important were shared by many individuals and community groups. There was a strong desire for the recognition of intersectionality, and the multi-layered experiences and communities for individuals and groups. They expressed the need to be accepted and valued in multiple identities and communities. For example, a person may identify as being part of the LGBTIQA+ communities, be a First Nations people, live in a rural community, and have strong spiritual beliefs. They expressed a desire to be valued by all of these communities and not be considered as belonging only to the LGBTIQA+ communities.

Enabling social citizenship for LGBTIQA+ communities means that communities would have knowledge and understanding of the issues facing people who identify as being from LGBTIQA+ communities. There would be evidence of inclusiveness, safe environments and use of appropriate strengths-based language that is free from stigma and discrimination.

People in these forums said the following things were vitally important to them and to their social citizenship:

- having autonomy, respect and acceptance
- having self-determination, ownership and expression of identity
- being seen as an individual and not just part of a specific group ('Gay' etc.)
- having the right of confidentiality, not being outed by others
- not being patronised or judged
- not having to worry about one's own safety in the service environment, home or in the community.

"

We want the right of self-selecting our communities and experiencing genuine inclusion as an individual in shared experiences. Life is easier with connection and belonging to multiple communities and environments that share a similar experience. To be a part of many communities is important. Different communities support you in different areas for your life. For example, I attend the gym for fitness, Church for my faith, Men's Shed to learn and laugh, the Rainbow Community to feel at home and safe."

Member of the LGBTIQA+ Forum

"

Connection is vitally important to health and wellbeing – disconnection causes a loss of identity and many other issues like suicide."

Member of the LGBTIQA+ Forum

Young People

Young people expressed the need to be listened to and respected. They told us that they need access to resources and connections that interest them. Their expressed needs included:

- the ability to make and engage in music
- participating in education and training that is engaging, suitable to their needs, interests and ways of learning
- feeling safe, like they belong
- having the opportunity to express what they want and need
- wanting governments and adults to listen to them, to not judge them and to take care of the environment so that they have a safe world to live in
- having access to technology and services that are both face to face and online
- having safe places to live and jobs that interest and excite them
- autonomy and for people to try to 'really understand' them
- to feel included and not considered as untrustworthy members of the community.

"

Services need to provide opportunities for us to develop our own safe spaces, to share and develop our own groups and have the right supports in place. Connection is vitally important to health and wellbeing — disconnection causes a loss of identity and many other issues."

Member of the Young Persons Forum

People Who Have Been Involved With the Justice System

People who have been involved in the justice system expressed their need to feel a sense of belonging, as did other individuals and groups. They want to feel safe physically, emotionally, financially and to have a chance to lead contributing, connected, meaningful lives. They spoke of the need to have a job, a home and enough resources to live on. They want:

- to know that their confidentiality would be protected
- to be able to tell their life story in their own voice with their own words
- people to understand that they have a history that contributed to their experiences, the decisions they made, the actions they took and the outcomes
- a chance to start a new life from the one they had before
- to feel trusted, valued, to have loving, safe relationships and to feel a strong sense of belonging.

"

I just want the opportunity to give back to my family, community and country. I need to feel safe in order to give my best. I want a second chance and if I stuff up, I want a third chance because it is hard making it all work when you get out. But if you have support and feel valued, a second chance is usually all you need."

Person having been subject to the legal system.
Social Citizen Think Tank Forum Member

Recovery and Social Citizenship

The Social Citizenship Framework builds on the 2014 Recovery Action Framework (RAF). The RAF outlines Flourish Australia's commitment to supporting the people who access our services using recovery-oriented, person-led, trauma-informed and co-designed approaches and accountabilities.

The way we work, organisational culture and many people's lives have improved by delivering services with a stronger focus on recovery in line with the RAF. However, people with mental health issues, families, kin, carers and the community hear conflicting ideas about what recovery is and whether people with 'serious and enduring' diagnosis such as schizophrenia, bipolar disorder and borderline personality disorder can recover.

This is because 'recovery' is often viewed with a clinical lens which considers active symptoms as evidence that people have not and may not 'recover'. However, there is considerable evidence that people who experience symptoms of anxiety or depression, or who hear voices or see things that other people do not experience, can and often do recover.

A review of the literature found recovery from mental health symptoms was more common than continued deterioration in symptoms, and that even when a person continued to experience mental health symptoms, recovery involves their full inclusion in the community through self-determination. Factors such as empowerment and control over one's life, connectedness and

relationships, social inclusion, engaging with families and communities, and rebuilding identities were key social factors that defined a broader proactive agenda for mental health recovery and wellbeing. Further to this, people with lived experience, can also develop hope-filled, connected, meaningful and contributing lives despite the presence of active symptoms. This is the essence of social citizenship.

So, our progression from the RAF needed to address these issues, to offer a new more inclusive notion of living, contributing and belonging in communities. Social citizenship offered this opportunity – of the individual in society, of rights and responsibilities.

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We need to advocate for and support everyone to help the community and individual people to understand there should be "less pace and more grace" when supporting people and to honour people's choices."

Aboriginal Social Citizenship Think Tank member

3 What Needs to Change and for Whom?

We have reflected on how we might enable people to be empowered to claim their social citizenship and rightful place in community. This includes supporting people to enjoy rights and exercise responsibilities across all the domains of a contributing life — in work, in education and training, having a safe place to call home, supportive relationships and caring supports, having good physical and mental health, engaging with the arts and sports, and pursuing spiritual beliefs.

The Social Citizenship Framework provides strategies for Flourish Australia to successfully incorporate social citizenship within the organisation and effectively influence communities and other services.

To achieve what is required a commitment to change is required from everyone at Flourish Australia, people accessing services, families and carers and community partners.

How We Will Do It

We have designed a number of foundations to support implementation, built from our co-design process. These include:

- An extension of our recovery approach to include additional domains of support in rights and responsibilities – reflecting the social citizenship approach – the 6Rs (see Figure 1. on page 17)
- Three Social Citizenship Vital Behaviours – which all of our workforce will learn, demonstrate and report on
- Seven Organisational Accountabilities which will operate across the organisation and be reflected in position descriptions and performance management
- A new performance matrix measuring our results against our Results Statement – for people accessing our services, for our workforce and for leaders implementing this Framework.

The Flourish Australia team must be seen to be putting words into action on a daily basis. Our structures, policies, systems, programs and events will need to reflect the goal of social citizenship for people accessing our services and support the change processes we have put in place. These include:

- social citizenship will be a standing item for discussion on all team meeting agendas to enable action learning opportunities, improvement in service delivery and community engagement
- monthly reflective practice sessions will facilitate reflection on practice and community engagement oriented to social citizenship
- practice requirements relating to the vital behaviours and organisational accountabilities for various roles will be developed and reflected in position descriptions
- our evaluation processes will include metrics oriented to social citizenship
- an annual social citizenship report card will be provided to people who use our services covering co-design and development activities, as well as reporting on the result statements.
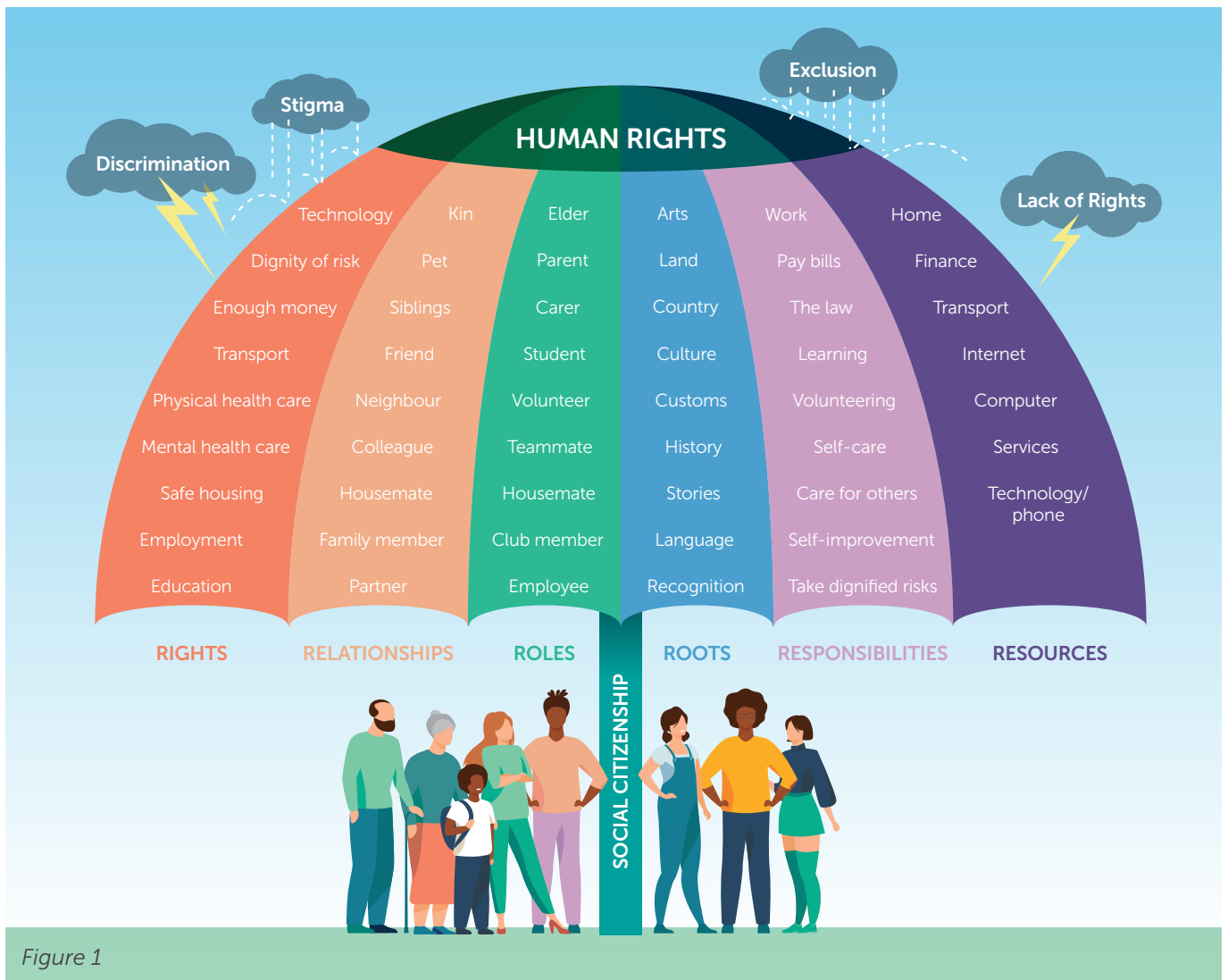
Figure 1

Mental Health Workers and Peer Workers Will Use the 6 Rs of Social Citizenship

The 2016 paper *'Recovering Citizenship'* written by Professor Michael Rowe and Professor Larry Davidson, from Yale School of Medicine speaks about the 5 Rs of Citizenship. They list these as being Rights, Relationships, Roles, Responsibilities and Resources. During the co-design process writing the Social Citizenship Framework, Aboriginal, Torres Strait Islander People, and people who had immigrated to Australia from other countries, felt that 'Roots' needed to be added to the list to encompass the important role that country and culture played in their lives. With permission from Professors Rowe and Davidson, we added Roots to the existing 5 Rs to complete the 6 Rs of Social Citizenship. Utilising the 6 Rs of Social Citizenship, Flourish Australia will continue to assist people to experience recovery, to enjoy all human rights and achieve their personal and collective social citizenship. Above is an easy reference word and pictorial guide to these 6 Rs.

Flourish Australia's Workforce will Demonstrate the Social Citizenship Vital Behaviours

In our work directed at providing recovery-oriented services, which led to the writing of the Recovery Action Framework, we adopted The Influencer Model of Change (Grenny et al., 2013) to find the best ways to ensure our workforce could implement recovery-oriented services.

We found this model of change so positively impactful that we again utilised it, in addition to co-design, to produce the Social Citizenship Framework, accompanying documents and the three Social Citizenship Vital Behaviours. The adoption of these Social Citizenship Vital Behaviours by Flourish Australia's workforce is considered vital to assist people we support to realise their social citizenship.

Seven Organisational Accountabilities are:

These have been designed to support implementation of the Social Citizenship Framework. These are the obligations and accountabilities Flourish Australia is committed to:

1. We will support our workforce to focus on, understand and implement our Social Citizenship Framework

2. We will identify, promote and undertake person-led and co-designed services

3. We will support people to explore life's possibilities

4. We will utilise trauma informed practices to support people to build their sense of community and provide safe workplaces

5. Together with the people we support, we will advocate for, strengthen and build partnerships with all stakeholders to promote pathways to social citizenship

6. We will provide culturally safe and meaningful services for people from diverse communities and with diverse beliefs

7. We will contribute to and build a strong culture of research and evidence that supports social citizenship.

People Accessing Our Services Have Responsibilities in Order to Achieve Social Citizenship

Social citizenship implies a relationship between the individual and their local community. It relies on the duality of rights and responsibilities for everyone. In seeking to be guided by the 6Rs of social citizenship we not only identify things that Flourish Australia's workforce do, we also recognise certain responsibilities for people accessing our services.

Responsibilities of People Accessing the Service

Explore life's possibilities, try new experiences, take dignified risks

Participate in and contributes to their chosen communities. This may be through sporting or social clubs, volunteering, employment, being a helpful friend, neighbour, kin or family member

Learn about human rights, social citizenship, self-advocacy and self-agency

The Flourish Australia Co-Design Process has Identified Three Areas of Responsibility:

1. Explore life's possibilities, try new experiences, take dignified risks:

Changes in circumstances, relationships and even the way we view ourselves can be frightening and challenging. The only way we can achieve positive changes in our lives is to consider and explore what changes we might like to make and to take dignified risks. Examples of such changes and dignified risks are beginning study, starting volunteer work, getting a job or changing jobs, moving homes, starting a new relationship or hobby, joining a service or community club such as Rotary, Lions, Probus, sports club, gym or art society. Exploring these ideas, what steps are needed to achieve them and taking the first steps will lead to positive changes and social citizenship. We will be there to support people on this exciting journey.

2. Learn about human rights, social citizenship, self-advocacy and self-agency

People who have long exposure to trauma and mental health challenges and to services that have clinicalised their experiences, and have labelled them with a diagnosis, often come to see themselves as that diagnosis, or only as a 'patient' or 'person with a mental illness'; We need to support people to recognise that they are much more than this. At different points in their life they may have had many human rights and their social citizenship stripped from them by their challenges, and services and other people making decisions for them. However, people can reclaim their human rights and social citizenship, and forge new opportunities. People can claim their self-agency so that they are making choices about their own lives in all areas they are legally able to. People can engage with self-advocacy so that they are able to articulate their human rights and their right to social citizenship, including engaging with people and forming good relationships, engaging with communities, employment, education, volunteer work, technology and social activities. They can gain the right to be responsible or increase the roles they have. This is likely to increase people's sense of their innate value and their value in the communities of their choice. We will run education about this in Flourish Australia centres and online.

3. Participate in and contribute to their chosen communities

People need to be needed and valued. Participation in sporting or social clubs, volunteering, employment, being a helpful friend, neighbour or family member and contributing to their chosen communities in person or online. Friends, families and communities, especially rural and remote communities need all members of the friendship group, family or community to contribute what they can. Flourish Australia will support people to do this.

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If we do not advocate for and lead governments and communities to recognise their responsibility to be truly inclusive of people who have experienced trauma and mental health issues, the attitude and rhetoric that recovery is solely the responsibility of the individual will continue".

Member of Social Citizenship Think Tank

Families, Kin and Carers Have Rights and Responsibilities Too

The strong role of family, kin and carers often play in the lives of the people we support is important. We see them as our partners and allies in bringing about this social change. We also recognise that family members and carers are often ostracised when a member of their family experiences a mental health issue. We will support them to also regain their social citizenship and to lead the lives they would hope for.

With education and support, families, kin and carers will be able to enact the Three Vital Behaviours to ensure greater opportunity for the people they care about to achieve social citizenship and lead contributing, connected lives. They have an important role in supporting someone understand what social citizenship means, and to help them connect to their local communities. They can be active and effective ambassadors of this idea, holding conversations with their family and community members about social citizenship, limiting beliefs and what every person could do to support people with lived and carer experience to belong in their families and chosen communities.

Community – Partners and Influencers Have Specific Roles

The Social Citizenship Framework recognises that people have the right to identify and connect with the communities of their choice. Our partners in service delivery – government agencies, not for profits and private providers – operate within their own organisational rules and approaches. They will require explicit communication about the Social Citizenship Framework and the implications and opportunities for our partnerships. Likewise, influencers and the media can be strong advocates and communicators of social and political change. They offer opportunities to deepen understanding and representation of people with mental health challenges undertaking a journey of recovery and reclaiming their social citizenship.

Responsibilities of Other Stakeholders

Families, kin and carers support people to engage in social citizenship and to claim it for themselves

Advocate for State and Federal Governments to recognise, respect and appropriately resource the needs of people with lived experience, families, kin and carers

All health and human services to be respectful of people with lived experience, their human rights and engagement as social citizens

We identify the responsibilities for these stakeholders to be:

- All health and human services to be respectful of people with lived experience, their human rights and providing equitable opportunities to engage in social citizenship

- Governments at all levels need to recognise, respect and appropriately resource the needs of people with lived experience, families, kin and carers. These resources need to be made readily available to all people equally and equitably in order for them to gain and maintain their social citizenship. People need safe housing, employment, education and training, healthcare, transport, enough money to live on, healthy food and water, safe environment, meaningful and appropriate laws. Also, as technology is increasingly used as part of connection, education, employment, and a means by which people can obtain medical care, they also need to be able to access and use technology.

4 Three Vital Behaviours, Organisational Accountabilities, Results Statement

Vital Behaviours

Vital Behaviours have been identified during our exhaustive co-design process as practices by Flourish Australia's workforce which deliver obvious and observable evidence of staff delivering services focussed on social citizenship. The Social Citizenship Vital Behaviours compliment the RAF Vital Behaviours we adopted to implement our commitment to recovery oriented, trauma-informed service delivery.

There are Three Social Citizenship Vital Behaviours are:

1. Hold Social Citizenship Conversations

2. Explore limiting beliefs

3. Support people to access their chosen communities.

1. Hold Social Citizenship Conversations

SOCIAL CITIZENSHIP VITAL BEHAVIOURS

3. Support people to belong in their chosen communities

2. Explore limiting beliefs

Explanations and Descriptors for the Three Social Citizenship Vital Behaviours

1. Hold Social Citizenship Conversations

Holding social citizenship conversations is essential if we are to raise awareness of what needs to take place in order for people to gain their social citizenship. Many people have never heard of social citizenship, nor might they have considered the importance of human rights and 'belonging in your chosen communities' in relation to people with mental health issues.

Conversations about social citizenship involve explorations and discussions about elements included in the 6 Rs. A focus on social citizenship will develop a shift in thinking that encourages Flourish Australia's workforce and people we support to see libraries, gyms, sporting clubs, TAFE, Universities, workplaces, other services, etc., to be an extension of Flourish Australia services and Flourish Australia services to be an extension of them.

Our workforce will hold social citizenship conversations with each other, the people we support, families, kin, carers, other health and human services and members of the general community. This will raise knowledge and expectations of what is possible for individuals and how they can belong in and contribute to their families and communities. As a result the term 'social citizenship' and all that it represents will be understood and strongly adopted by all stakeholders.

2. Explore limiting beliefs

Many people who have had complex mental health issues or have been subject to a diagnosis listed under the category of 'serious and enduring mental illness', may have their own limiting beliefs about what they can hope for and achieve. They may also be surrounded or influenced by clinical and non-clinical services, family members and communities who also hold limiting beliefs about what individuals with mental health issues can hope for or achieve. These limiting beliefs may be underpinned by stigma and discrimination, and often lead to marginalisation.

Some conversations about limiting beliefs may cover the ability for people to lead meaningful, connected and contributing lives while still experiencing challenging effects of mental health issues such as distressing voices, noises, visions, anxiety, depression etc. Some people also experience psychosocial disability and hold a false belief that they do not fit in society or workplaces. Flourish Australia's work is a testament to this belief being misguided.

Discussions about limiting beliefs may include enquiries about what the person believes they can expect, hope for or can achieve in their lives; what they are capable of doing or learning; their ability to contribute to family, community and meet responsibilities; their opportunities, abilities to build relationships, capabilities, hobbies, health or careers.

When being confronted by, or exploring limiting beliefs, Flourish Australia's workforce will compassionately challenge these beliefs in ways that are not judgemental, but are encouraging and patient. The shift away from limiting beliefs in all stakeholders, including people we support, carers, families, community and staff may take time but is achievable. It may make the difference between a life half lived and a contributing, connected life in which all people recognise the value of people with lived experience.

3. Support people to belong in their chosen communities

Being part of a community is important to most people. It gives them a sense of belonging. When people identify how they would like to be connected to, involved in and contribute to their chosen communities, Flourish Australia will support people to engage and experience a sense of belonging. People may desire to belong to one or many communities. A person may identify as a gay, Aboriginal man, who likes to attend men's shed, the art society and play football.

5 Organisational Accountabilities

To help focus our efforts and keep us accountable we have developed seven organisational accountabilities for Social Citizenship. These accountabilities are the obligations of everyone at Flourish Australia undertaking the activities, accepting the responsibility and disclosing the results transparently. This "calling to account" means the activities will be defined and a system for reporting on the organisation's performance developed.

Accountability	Meanings
1. We will support our workforce to focus on, understand and implement our Social Citizenship Framework.	We will provide training about the Social Citizenship Framework and concepts to Flourish Australia's workforce to ensure they understand the need to focus on supporting people to gain their social citizenship, which is based on social justice and, human rights, including the right to be responsible, contributing members of their chosen communities.
2. We will identify, promote and undertake person-led and co-designed services.	Our services are person-led, supporting people to make their own choices and plans utilising each person's unique strengths and desires. They promote each person's potential to grow, learn and lead connected, hopeful, meaningful, responsible and empowered lives. Working with people who access our services and other stakeholders we will co-design and co-produce our services.
3. We will support people to explore life's possibilities.	We will work with and support people to enrich their social and emotional wellbeing, physical wellbeing, self-confidence, self-agency, self-advocacy, and to explore life's possibilities. We will support each person's dignity of risk, avoiding being unnecessarily risk adverse.
4. We will utilise trauma informed practices to support people to build their sense of community.	We will support people and offer them opportunities to build a life beyond, or in-spite of, the impact of symptoms, past traumas or experiences, which have hindered them living the lives they would wish for. We will provide trauma informed workplaces to support our workforce.
5. Together with the people we support, we will advocate for, strengthen and build partnerships with all stakeholders to promote pathways to social citizenship.	We have a responsibility to the people we support, and their communities, to influence and build strong relationships with other health and human services, cross sector services, workplaces, educational institutions, communities and other groups. We will work with our partner organisations to be respectfully inclusive of all persons in order for individuals to attain their optimal potential and social citizenship
6. We will provide culturally safe and meaningful services for people from diverse communities and beliefs.	Our person-led services will be truly inclusive and supportive of people who access Flourish Australia services, families, carers, kin, and Flourish Australia's workforce, from all backgrounds, cultures, genders, sexualities, disabilities, mental health lived experiences, diverse life experiences, and beliefs.
7. We will contribute to and build a strong culture of research and evidence that supports social citizenship.	Our applied co-designed, co-produced and co-reviewed research will contribute to and build a strong focus and culture of social citizenship.

NOTE: More explanation and details of how to implement the Accountabilities are included in the Performance Measures and Key Performance Indicator's (KPI's) in this framework and in the Social Citizenship Implementation Guide and Social Citizenship Implementation Plan.

6 Implementing the Framework - Getting Started – Setting Up for Success

We have developed the Flourish Australia Implementation Guide and Implementation Plan for our workforce.

Actions are outlined in the Implementation Plan in the following four areas.

LEADERSHIP — Flourish Australia's workforce will be encouraged to be leaders in driving, implementing and championing Social Citizenship. Leadership groups, project committees, the Community Advisory Council, and project leaders will champion social citizenship, ensuring it is present in documents, forums, settings and conversations. Flourish Australia's workforce and stakeholders will receive education and training in human rights, social justice and Social Citizenship to build their capacity to engage with and implement the 6 Rs of Social Citizenship.

COMMITMENT — We will use the principles of listening, partnering, building relationships with individuals, individual staff members, family, kin, carers, other services and the community to fulfil our Social Citizenship Accountabilities. This will promote social citizenship, build understanding and instigate invitations for all stakeholders to work with us to grow opportunities and communities that cultivate social citizenship.

INFRASTRUCTURE – Training, education, processes, procedures and resources will ensure Social Citizenship is understood, accepted and promoted effectively to Flourish Australia's workforce, people who access our services and across all stakeholders.

SUPPORT – Flourish Australia's workforce will continue to utilise the RAF Vital Behaviours to support people on their recovery journeys but will build upon this by focusing on the Social Citizenship Vital Behaviours, the Social Citizenship Accountabilities and the 6 Rs that underpin Social Citizenship.

Accountabilities
Measuring Results

We will support Flourish Australia's workforce to understand and implement our Social Citizenship focus

We will identify, promote and undertake person-led and co-designed services

We will support people to explore life's possibilities

We will contribute to and build a strong culture of research and evidence that supports social citizenship.

We will utilise trauma informed practices to support people to build their sense of community and provide safe workplaces

We will provide culturally safe and meaningful services for people from diverse communities and with diverse beliefs

Together with the people we support, we will advocate for, strengthen and build partnerships with all stakeholders to promote pathways to social citizenship

Staged Implementation, Result Statements and Measuring Results

All communities are not the same. Each is unique with unique individuals, histories, resources, industries and climates. The nature of a community will influence how quickly individuals, other services and the broader community engage with the concepts of Social Citizenship and people with lived experience enjoy all human rights that others take for granted. Some Flourish Australia services and communities may move quickly through the stages of recognising, learning about and implementing Social Citizenship, while others may take more time. By year three of the implementation of the framework and plan, it is expected that all Flourish Australia services will be working explicitly in the Social Citizenship ethos.

How will we know that our work is achieving its goals?

We will measure our effort through indicators which represent how far we have progressed in implementing the vital behaviours, accountabilities, actions, strategies and outcomes. A variety of tools will be implemented to track these indicators and the progress of the implementation of the framework against the Flourish Australia Social Citizenship Results Statements. In the first three years the Results Statements will be focussed on the staged implementation of the Social Citizenship Framework.

The first year will be focussed on the co-design, co-production and delivery of education and training, production and utilisation of resources to explain and promote social citizenship and human rights, and reviewing of documents to ensure the concept of social citizenship and human rights are included in policies, position descriptions, websites, and training.

The second year will be focussed on the co-design and co-production of education and training for and with the people who access Flourish Australia services, and where appropriate, with family, kin and carers about human rights, social citizenship. There will be an increasing focus on inspiring people to engage with technology, preparedness for volunteer work, post secondary school education, employment and joining social clubs, sports teams, arts, garden clubs, places of worship, committees in the community.

The third year will have a greater focus on educating, preparing and engaging the broader community in welcoming people with lived experience, their carers, family and kin into the community, workplaces, educational institutions, clubs and all other aspects of full community life.

The Flourish Australia Social Citizenship Results Statements will be an indication of how we are tracking against supporting people to gain and enjoy their social citizenship. The questions will build a picture and quantifiable results about Flourish Australia services focus on social citizenship and the benefits of this approach, communities' responses and the impact on people's lives.

Results Statements

Year 1

The Flourish Australia Social Citizenship principles and framework are embedded fully in all Flourish Australia Services

Year 2

People who access Flourish Australia services, their families, carers and kin (where appropriate) are aware of their human rights, working towards and engaging in social citizenship

Year 3 and subsequent years:

People supported by Flourish Australia tell us they have realised their social citizenship through increased, meaningful opportunities, connection, relationships, participation and contribution in their chosen communities.

7 Performance Measures

Year 1: July 2023 - June 2024

Key Results Area	Process/Output/Outcome Indicators
1.1 Flourish Australia's workforce consistently implementing Social Citizenship	100% of new staff are trained on Social Citizenship Framework as a mandatory training
	Number of sites that incorporate Social Citizenship in their group activities
	50% of policy documents that guide service delivery refer to the Social Citizenship Framework
	A comprehensive guidance document for policy and protocol owners in incorporating Social Citizenship Framework into policy and protocol documents
	Percentage of new and reviewed position descriptions which include knowledge of human rights and awareness of social citizenship for people with mental health issues
	100% of training materials reviewed are in line with human rights and Social Citizenship principles
	50% of all sites have a recent training needs assessments and training plans incorporating Social Citizenship
1.2 Promote and undertake co-designed services	Undertake a co-design, co-production and social citizenship SWOT analysis at each service
	Number of people we support involved in co-design of training materials and report submissions
	Number of people we support involved in co-production of services
	Each region has developed a Regional Champions Group which involves at least 10 people we support from across the region
	Our workforce encourage and educate people who access Flourish Australia services, and family and carers on the benefits of using computer and smartphone technology and software such as email, Zoom, internet searches
1.3 Strengthen and build partnerships with stakeholders to promote pathways to social citizenship	Number of community organisations identified by Regional Champions for engagement
1.4 Provide culturally safe and meaningful services for people from diverse communities and beliefs	90% of Flourish Australia's workforce who have completed cultural competency or cultural safety training reflecting the diverse communities in which the organisation works.

Year 2: July 2024 - June 2025

Key Results Area	Process/Output/Outcome Indicators
2.1 Create new and enhanced opportunities to support education, training, and employment across our service footprint	Number of people we support who engage with online groups
	Develop an App for people we support to access their information and engage in YES Survey, Outcomes Tools and Group activities
	30% of working age people have education, training, volunteering and/or employment as a goal
	% people with employment goals who engage in training and education
	% of people who are engaged in voluntary work
	% of people who are employed a) in supported employment, b) in open employment
	% of family and carer members attending education and training sessions preparing for their loved one to be involved, contributing members of families and communities
	% of people who have undertaken training in how to be a committee member
2.2 Promote and undertake co-designed and co-production at each service	50% of new funding proposals are re-designed using co-design principles
	100% of all co-designed proposals and programs are funded
	Number of activities, programs, training, etc. that are co-produced
	Number of training and education sessions offered to carers, family members and kin
	Number of family members, carers, kin, friends involved in co-design of training
	Co-design employer training with stakeholders (Flourish Australia's workforce, people accessing services, employers, family members and other stakeholders)
2.3 Strengthen and build partnerships with stakeholders to promote pathways to social citizenship	Number of carers/families/kin involved in implementing the communication plan
	Number of faith communities that are connected to Flourish Australia and who are welcoming people with lived experience, family, kin and carers to attend, contribute and feel supported
	Number of employers/employer representatives attending social citizenship, mental health and wellbeing training
	Number of people receiving referral to GP, dentist and allied professional
	Number of people indicating they are receiving equitable service to address their physical health needs
2.4 Provide culturally safe and meaningful services for people from diverse communities and beliefs	Each site has a directory of local services for people from culturally and linguistically diverse communities, appropriate to their culture
	90% of our workforce have attended training in delivering mental health support in culturally and linguistically diverse communities
2.5 Contribute to and build a strong culture of research and evidence that supports social citizenship.	50% of research projects are co-designed and co-produced

Year 3: July 2025 - June 2026

Key Results Area	Process/Output/Outcome Indicators
3.1 Create new and enhanced opportunities to support education, training and employment across our service footprint	% people who report a greater sense of purpose
	% people who report a greater sense of self-worth
	% people who report they are more resilient
	% of people employed in open employment
	% of people employed in Flourish Australia businesses, social enterprises or services
	% of people engaged in volunteer work in the wider community
	% of people who have undertaken committee membership training
3.2 Strengthen and build partnerships with stakeholder to promote pathways to social citizenship	% people who explore a range of employment and/or voluntary work opportunities
	% of people independently engaged in social activities in their communities
	% people who remain engaged in services that best meet their needs and make changes when they outgrow a service
3.3 Employer organisations engaged with Flourish Australia and employing people with lived experience	Number of employers engaged in employing people with lived experience
	Number of volunteer organisations engaging people with lived experience as volunteers
3.4 Provide culturally safe and meaningful services for people from diverse communities and beliefs	% people who report that the Flourish Australia workforce genuinely respect their cultural values and practices
	% people agree their key worker helped them to expand their beliefs about what they could achieve (compassionately challenge)
3.5 Contribute to and build a strong culture of research and evidence that supports social citizenship.	Two publications per year (one peer-reviewed and one at a conference) utilising co-produced and co-reviewed approach
3.6 People have improved relationships and increased contribution to friends, families and kin of their choosing	Number of people reconnecting with family, friends and kin
	Number of family members, kin or community families reconnecting with people

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Glossary

Word	Meaning
Accountabilities	Constructs which hold an organization or people responsible for and answerable to a set of actions. That which can be counted/accounted for; i.e., we have delivered 45 groups about using technology.
Advocacy	To speak up on another person's behalf, lobby for positive systemic change, elicit public support for a recommendation or a particular cause or policy.
Culturally and Linguistically Diverse	People from various cultures. This may include different nationalities, languages, beliefs and customs.
Diagnosis	The clinical identification of a mental health issue or illness by examination of the symptoms.
Dignified Risk	These are legal risks that people take in order to progress through life. Examples may be the dignified risk of starting a new job, starting a new relationship, undertaking study, getting a licence to drive etc.
Discrimination	Discrimination happens when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics. It is also discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share. Discrimination can be against the law if it is based on a person's: age; disability; race, including colour, national or ethnic origin or immigrant status; sex, pregnancy, marital or relationship status, family responsibilities or breastfeeding; sexual orientation, gender identity or intersex status.
Equality	The state in which each individual or group of people is given the same resources or opportunities.
Equity	Equity recognizes that each person has different circumstances and capabilities and allocates the resources and opportunities needed to reach an equal outcome.
First Nations People	Indigenous people who resided on the land prior to the settlement of other peoples or nations. In Australia, Aboriginal and Torres Strait Islander peoples are the First Nations Peoples. Maori, African people etc are First Nations People of their respective countries but are not of Australia.
Framework	A conceptual structure of ideas.
Inclusive	Being open to everyone or anyone including different cultures, beliefs, experiences and ideas.
Non-verbal communication	Communications other than spoken word such as body language, facial expressions and gestures.
Optimal	The best or most favourable.
Young People	Persons between the ages of 15 to 25 years.
Psychological distress	Unpleasant thoughts, feelings, emotions and memories that may impact peoples functioning, sleep, relationships etc.
Reflective Practice	To look at one's self, one's own, group or services actions and behaviours, to learn and improve.
Recovery	An individual's personal mental health journey into improved wellbeing.
Responsibility	Responsibility pertains to all stakeholders. It refers to what stakeholders do in order to meet their duties, take action and action change. As individuals we take responsibility for ourselves, others, work, finances, the community, animals and the environment.

Glossary continued

Word	Meaning
Rights	For more information read: The United Nations Conventions on: Human Rights, The Rights of Persons with Disabilities, the Rights of Children, the Rights of Older People. Basically, it covers the right to safety, food, housing, employment, education, enough money to live on, health care, equitable treatment, etc. Social Citizenship also includes the Right to be Responsible. Flourish Australia Community Advisory Council also consider that the ability to access and use technology is now a basic human right in Australia.
Roles	People need roles to feel they are valued. Roles include such things as family member, employee, employer, artist, team member, pet owner, partner, carer etc.
Roots	A person's ancestry, heritage, culture, land.
Self-acknowledgement	Recognising what you need and want.
Self-advocacy	The ability to speak-up for yourself and the things that are important to you.
Self-agency	An all-encompassing term that describes the power an individual has over their own life.
Social Justice	Social justice is a political and philosophical concept which holds that all people should have equal access to wealth, health, well-being, justice, and opportunity. (Investopedia)
Special needs	Particular requirements resulting from learning difficulties, physical disability, or emotional and behavioural difficulties.
Spirituality	A universal human experience of a sense of connection to something bigger than ourselves.
Stigma	Includes negative stereotyping and attitudes towards people with mental health issues or disabilities.
Symptoms	A clinical, physical or psychological feature which may indicate a condition, illness or disease.
Systems approach	A line of thought in management which focuses on the external and internal success of actions and concepts within an organisation.
Trauma	Powerful upsetting and distressing incidents that have occurred or are current. Memories of past trauma may intrude on daily life and feelings of wellbeing.
Triggers	Something that sets off a memory, transporting a person back to their original trauma or the thoughts and feelings it caused.
Vital Behaviours	Smallest set of actions that have a disproportionate positive result compared to what is undertaken. Actions which are essential to meet desired outcomes.

Acknowledgement of Co-Designers

In the process of formulating and writing the Social Citizenship Framework and accompanying documents, the Flourish Australia Social Citizenship Think Tank (SCTT) which included people accessing our service and staff from all levels of the service, worked through ideas, values, steps, priorities, rights and challenges facing people with mental health issues and trauma. The aim was to consider models and modes of support to ensure the people who access our services had increased opportunities to lead contributing, meaningful lives that they valued and that they felt valued in. Over the course of multiple SCTT meetings it became obvious that it was important to consult with a broader cross section of society and to include more voices from marginalized communities. The think tank itself had a large cross section of people, including Aboriginal people and other First Nations people, people from the Rainbow Community, people of varying ages, several people who were immigrants to Australia and people who had had experience of the justice system and forensic mental health service. However, in order to be sure that the framework covered all needs a number of focus groups were also held.

The foundations laid by the Think Tank were then further explored, and built upon, by diverse social and cultural focus groups from the following communities:

The Community Advisory Council and other people accessing our services (representing persons with lived experience of mental health issues)

- Aboriginal Communities including Elders
- First Nations Peoples from other countries
- People from Culturally and Linguistically Diverse backgrounds
- Youth
- People who identify as LGBTIQA+
- And representatives of Peak bodies

We record our thanks with people's consent, and use their name and how they wish to be attributed.

We would like to thank and acknowledge the following people:

The Social Citizenship Think Tank

- **Kate Ball**, Senior Evaluation and Research Coordinator, Sydney Olympic Park
- **Philip Ball**, Peer Worker, Marrickville
- **Aidan Conway**, General Manager Services, Sydney Olympic Park
- **Grant Everett**, Assistant Publications Officer, Sydney Olympic Park
- **Peter Farrugia**, Peer Workforce Program Manager, Sydney Olympic Park
- **Abubakarr Fofanah**, Team Coordinator, Queanbeyan
- **Janet Ford**, Professional Practice Manager, Sydney Olympic Park
- **Ronald Haines**, Aboriginal person, Seven Hills
- **Warren Heggeraty**, Publications Officer, Sydney Olympic Park
- **Fay Jackson**, General Manager Inclusion, Sydney Olympic Park
- **Belinda Jenkins**, Regional Manager, Greater West Sydney
- **Kim Jones**, Project Officer Inclusion, Sydney Olympic Park
- **Kara Lyons**, Support Development Manager, Sydney Olympic Park
- **James McKechnie**, Team Leader, Marrickville
- **Grant Mcphail**, Senior Policy and Planning Coordinator, Sydney Olympic Park
- **Grace Mumbler**, Proud Wiradjuri Ngunnawal Woman and Mental Health Worker, Seven Hills
- **Jade Ryall**, Proud Galari Wiradjuri Woman, Program Manager BOTH, Sydney Olympic Park
- **Matthew Salen**, Regional Manager, Melbourne
- **Li Ern Soo**, Alumni Community Advisory Council Representative Figtree Conference Centre
- **Annie Sykes**, Senior Independent Advocate, Sydney Olympic Park
- **Craig Walpole**, Alumni Community Advisory Council Representative, Ulladulla
- **Michael Wren**, Lived Experience Advocate, NDIS Participant, Bathurst/Cowra
- **Alma Zaouk**, Peer Worker, Marrickville

Aboriginal Forum

- **The Baabayan Aboriginal Elders Group**, Western Sydney
- **Ronald Haines**, Aboriginal Person, Seven Hills
- **Grace Mumbler**, Proud Wiradjuri Ngunnawal Woman and Mental Health Worker, Seven Hills
- **Jade Ryall**, Proud Galari Wiradjuri Woman, Program Manager BOTH, Sydeny Olympic Park
- **Nicole White**, Wiradjuri Woman, Manager, Seven Hills
- **Elaine Zander**, Proud Worimi Woman, Team Coordinator, Seven Hills
- Elders that Grace had consulted with over time.

First Nations people from Other Countries and Culturally and Linguistically Diverse Communities Forum

- **Shally Alam**, Seven Hills
- **Kate Ball**, Senior Evaluation and Research Coordinator, Sydney Olympic Park
- Philip Ball, Peer Worker, Marrickville
- **Nancy Begley**, Figtree Conference Centre
- **Roda Campos**, Community Business
- **William De Forth**, Community Business
- **Li Ern Soo**, Alumni Community Advisory Council Representative and Figtree Conference Centre
- **Scott Gourlay**, Alumni Community Advisory Council Representative, Taree
- **Susmita Kund**, Community Business
- **Kevin Ko**, Figtree Conference Centre
- **Richard Lee**, Wollongong
- **Gillian Luamanu**, Marrickville
- **Kuol Lual**, Seven Hills
- **Aunty Dot Martin**, Elder, Bourke
- **Grace Mumbler**, Proud Wiradjuri Ngunnawal Woman and Mental Health Worker, Seven Hills
- **Richard Pratt**, Wollongong
- **Norman Rincon**, Seven Hills
- **Jade Ryall**, Proud Galari Wiradjuri Woman, Program Manager BOTH, Sydney Olympic Park
- **Annie Sykes**, Senior Independent Advocate, Sydney Olympic Park
- **Kathy Te Nuku**, Peer Worker, Community Business, Harris Park
- **Katrina Tiffen**, Bourke

Youth Forum

- **Kirby Lunn**, Manager Newcastle asked young people at a Youth Community Day in Newcastle what they thought. Young people's names were not recorded.
- **Joel**
- **Josh**
- **William**
- Multiple young people interviewed at a Youth Services Fair, Newcastle

LGBTIQA+ Peak Bodies/Services

- **Kate Ball**, Senior Evaluation and Research Coordinator, Sydney Olympic Park
- **Philip Ball**, Peer Worker, Marrickville
- **Elizabeth (Liz) Ceissman**, Case Manager, The Gender Centre
- **Teddy Cook**, Manager Regional Outreach Manager, ACON
- **Grant Everett**, Assistant Publications Officer, Sydney Olympic Park
- **Peter Farrugia**, Peer Workforce Program Manager, Sydney Olympic Park
- **Rebekah Glover**, Mental Health Worker, Tamworth HASI
- **Bernadette Heap**, Mental Health Worker, Tamworth HASI Plus
- **Edwina Keelan**, Supported Employee, Marrickville ADE
- **Doris Kluge**, Senior People and Culture Advisor, Sydney Olympic Park
- **Tarnia Lee**, National Coordinator Capacity Building and Rural and Remote Representative, Qlife
- **Ken Masubuchi**, Mental Health Worker, Buckingham House, Surry Hills
- **Anthony Paven**, Mental Health Worker, Armidale
- **Megan Prendergast**, Student, The Gender Centre
- **Annie Sykes**, Senior Independent Advocate, Sydney Olympic Park
- **David Todd**, Peer Worker, DES Hunter Street, Newcastle

Forensic and Justice Systems Forum

People who had had experience of the justice system and forensic systems have not specifically had their names recorded in a list for this purpose, however they have been included in the above lists because all were people who identified as belonging to at least one of the above groups. We know who you are and we deeply value and appreciate your input.

Thank you everyone involved. We hope you will easily see and value the positive changes and outcomes that will take place as a result of your experience, knowledge and generosity in sharing these with us.

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