

CHCSS00103 Mental Health Peer Work Skill Set Placement Guide and Agreement

Version control

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Queensland Centre for Mental Health Learning (Learning Centre)

Locked Bag 500

Archerfield QLD 4108

RTO code: 40745 (West Moreton Health)

gcmhltraining@health.qld.gov.au

www.gcmhl.qld.edu.au

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Licensing enquiries to:

Hawkeye Consultancy

Southport Central

Level 4, 27 Garden Street, Southport Qld 4215

(07) 2113 3870

info@hawkeyeconsultancy.com.au



Contents

Version control.....	2
Contents	3
Purpose	4
Work placement.....	5
Placement details.....	5
Pre placement requirements	6
Workplace supervisors.....	6
Placement preparation	7
During placement.....	7
Professionalism and workplace familiarisation	8
Confidentiality and conduct.....	9
Workplace based assessment	9
Tips for success during placement.....	9
After placement: Reflection and feedback.....	10
Agreement	11
Need help?	11

Purpose

The Placement Guide and Agreement has been developed by the Queensland Centre for Mental Health Learning (Learning Centre) with the intent of raising the standard of placement outcomes for Lived Experience (Peer) workers.

This Placement Guide and Agreement:

- outlines the minimum requirements expected from each stakeholder
- provides clarity around the responsibility of each stakeholder.

Those who sign this Placement Guide and Agreement will:

- maximise their ability to provide a consistent and high quality approach to placement
- have a deeper understanding and awareness of the division of responsibilities, ensure greater consistency in practice, and achieve clarity on the minimum expected requirements
- contribute to the desired result of better prepared and better supported learners and ultimately suitably competent graduates.

Work placement is a core component of this nationally recognised, accredited skill set, ensuring that you can develop and apply the required competencies in authentic, industry relevant contexts.

This guide is provided to learners early in their learning journey so that they clearly understand what to expect, what is required of them, and the support available to them.

Although learners are already working in a lived experience role, these structured placements provide an opportunity to:

- apply their learning and demonstrate their skills in an operational mental health setting
- develop confidence and competence within their chosen field
- fulfil course requirements linked to specific units of competency
- strengthen their employability through practical skills and real world insights.

This guide has been developed to meet the requirements of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards), ensuring that:

- learners are fully informed of the training product, including the placement component
- learners know their obligations, rights and support available
- training is structured to ensure placement learning and assessment meet national standards.

IMPORTANT!

Learners and workplace supervisors should read this guide thoroughly before training commences.

All parties must complete and sign the agreement section and return to the Learning Centre before attending the welcome orientation session.

This is a vital component of the course and will help ensure that learners are fully prepared and supported throughout their work placement.

Work placement

Placement details

As part of enrolment in this course, learners are required to complete a structured 80-hour work placement component, along with additional practical workplace based assessment tasks.

- The structured 80-hour work placement and additional practical workplace based assessment tasks are undertaken within their regular role, at their usual workplace, and according to their usual employment roster.
- The unit requiring structured practical placement is; CHCPWK003 Apply lived experience in mental health peer work.
- Additional practical workplace based assessment tasks, without a minimum hour requirement, are required for:
 - CHCPWK001 Apply peer work practices in the mental health sector
 - CHCPWK004 Work effectively in consumer mental health peer work
 - CHCPWK005 Work effectively with carers as a mental health peer worker.
- During placement, learners are expected to complete course related tasks under the same standards and expectations as their regular role and duties.
- Work placement is completed within paid employment; therefore, the Placement Guide and Agreement must be completed prior to commencing placement.
- Observable assessment tasks conducted during placement are under the supervision of the learner's nominated workplace supervisor(s).

The Learning Centre will verify that all required resources, supervision, and supports are in place to facilitate meaningful placement learning and assessment experiences aligned with the training product outcomes.

Pre placement requirements

Before learners begin their placement, they must:

- identify a suitable workplace supervisor(s)
- sign and return the Placement Guide and Agreement by the due date, specifying placement roles, responsibilities, and provision of facilities, equipment, and supervision required for course completion
- confirm the placement assessment tasks and logbook requirements with their Learning Centre educator.

As a current employee, the following pre-placement requirements are met through existing employment arrangements where applicable:

- criminal and relevant history record screening
- vaccine and preventable disease screening
- working with children check (blue card)
- disability worker screening check (yellow card).

Workplace supervisors

Workplace supervisors are responsible for reviewing and endorsing completed placement assessment activities, after which the Learning Centre educator/assessor will verify completion and assess the learners' competency in line with the vocational objectives and specified assessment requirements.

To accommodate diverse workforce structures, and recognising that a learner's line manager may not hold an identified lived experience role, learners can nominate between one (1) and three (3) workplace supervisors to support completion of placement assessment activities and endorse placement evidence.

- At least one supervisor must hold an identified lived experience role.
 - Under s25 of the *Anti-Discrimination Act 1991 (Qld)*, there is a genuine occupational requirement for incumbents of identified lived experience roles to have a personal lived/living experience of mental health and/or substance use issues.
- One supervisor must be the learner's direct line manager.

Workplace supervisors in an identified lived experience role must:

- have a minimum of two (2) years' experience in a lived experience role
- have a solid understanding of lived experience practice, in line with the [National Mental Health Commission Lived Experience Workforce](#) and [Queensland Health Lived Experience \(Peer\) Workforce Framework](#).

All workplace supervisors must:

- have relevant direct experience within the service context
- recognise the distinctive value of lived experience and understand how it connects with, complements, and integrates into the clinical environment, working alongside various clinical roles and processes to maximise this expertise

- be familiar with workplace tasks, learning objectives, and assessment requirements
- be able to either directly comment on the learner's work or observe their performance in the workplace
- be available for regular and collaborative communication with the learner, other workplace supervisor(s) (where a learner has more than one) and the Learning Centre educator/assessor to verify assessment evidence.

The Learning Centre will review the CVs and role descriptions of nominated workplace supervisor(s), and offer guidance to ensure they are suitable endorsers, meet sector standards, and can provide reliable performance feedback.

All workplace supervisors will receive orientation and support from the Learning Centre regarding their role in observation and documentation. This support is available through the following:

- online orientation session
- periodic email checkins
- access to Learning Centre staff via telephone, email or Teams as required.

Placement preparation

In addition to this Placement Guide and Agreement, the following documents and information will be provided to the learner prior to commencing placement:

- Work Placement Reflective Report and Logbook, outlining unit specific requirements and detailed task instructions.
- Learning Centre educator/assessor contact details.

During placement

To ensure a successful placement and the collection of appropriate assessment evidence, learners, workplace supervisor(s), and the Learning Centre each have specific obligations.

Learners will be supported by suitable workplace supervisor(s) to:

- complete workplace activities aligned to the required units of competency
- maintain a Work Placement Reflective Report and Logbook, documenting the placement assessment activities performed and hours completed
- participate in periodic check-ins with their workplace supervisor(s) and Learning Centre educator/assessor.

As a current employee, it is expected that the following will be met through existing employment arrangements:

- Comply with all workplace safety instructions and WHS requirements.
- Respect and value the cultural backgrounds of others. Demonstrate inclusive practices, avoid discriminatory behaviours, and adapt communication and interactions to be culturally appropriate.

- Protect the privacy of all individuals you interact with and keep all workplace information confidential.
- Do not disclose any sensitive information or post about your placement experience on social media.

Workplace supervisor(s) will support the learner throughout their placement to meet the practical requirements of the course by:

- scheduling or rostering protected time for the learner to attend course sessions (online classrooms)
- allowing dedicated time in work hours for completing and documenting placement assessment activities
- providing access to the resources and equipment required to complete and document placement assessment activities, as specified in the task instructions of the Work Placement Reflective Report and Logbook and the Essential Course Information book
- participating in periodic check-ins (recommended weekly) to offer guidance, monitor progress and provide constructive feedback
- observing the completion of placement assessment activities as required
- reviewing and endorsing the Work Placement Reflective Report and Logbook before submission
- participating in an online meeting with the learner, other workplace supervisors and the Learning Centre educator/assessor to verify placement assessment evidence.

The Learning Centre will support the learner throughout their placement by:

- providing clear instructions and required documentation for placement assessment activities
- initiating regular contact with the learner and their workplace supervisor(s) for the duration of the placement.

Professionalism and workplace familiarisation

As an existing employee, learners may already understand the organisational environment and workplace protocols to contribute effectively and safely in their role; however, we encourage them to use their placement to revisit and refresh in these areas:

- organisational structure, team roles, and reporting lines
- physical environment and safety requirements
- use of appropriate, respectful communication in all workplace interactions
- be professional in appearance and conduct
- build rapport with colleagues by being reliable, courteous, and collaborative
- respect cultural, personal, and professional boundaries in all tasks and relationships.

All Queensland Health core mandatory training, as per [G6 \(QH-POL-183\)](#), should be kept up to date as part of the work placement to ensure learners meet the training requirements needed to follow organisational policies and procedures.

Confidentiality and conduct

Maintaining privacy and confidentiality, as well as adhering to the Code of Conduct, is a fundamental aspect of a learner's regular work role and duties, and continues to be just as essential during their placement.

- Respect privacy and confidentiality and never disclose personal information.
- Refrain from posting placement related content on social media.
- De-identify the personal details of any other person when documenting placement activities.
- Adhere to the Code of Conduct and reflect its principles and values in all work activities.

Workplace based assessment

Work placement forms part of the competency based assessment, enabling learners to develop and demonstrate skills in a real world setting.

- Assessment tasks must align with specific units of competency.
- Evidence will be gathered through reflective reports, workplace supervisor observations and feedback, and logged work hours.
- Assessment will be conducted in line with the [principles of assessment](#) and [rules of evidence](#)

Note: The Learning Centre retains responsibility for making final assessment judgements.

Tips for success during placement

While learners are existing employees in identified lived experience roles, we encourage them to make the most of their placement experience by:

- asking questions and demonstrating a willingness to learn
- approaching mistakes with humility and curiosity, and learning from them
- seeking guidance and feedback from their workplace supervisor(s), colleagues and Learning Centre educator/assessor
- attending meetings or workplace events aligned to the units of competency to enhance their learning
- identifying and connecting with a workplace mentor who can share their insights and experience
- clarifying expectations with their workplace supervisor(s) early and revisiting them regularly
- maintaining a positive attitude and open communication at all times.

After placement: Reflection and feedback

Once all placement assessment activities outlined in the Work Placement Reflective Report and Logbook are complete, learners are to:

- review and reflect on their experiences
- meet with their workplace supervisor for final formal feedback and sign off
- submit their placement assessment (Work Placement Reflective Report and Logbook) via the Learning Centre LMS
- meet with their workplace supervisor and Learning Centre educator/assessor to verify assessment evidence
- identify areas of strength and improvement.

Agreement

I confirm that I have read and understood the information provided in this document, and I agree to participate under the terms described.

Learner	
Name:	
Role:	
Date:	
Signature:	
Workplace supervisor	
Name:	
Role:	
Date:	
Signature:	
Workplace supervisor	
Name:	
Role:	
Date:	
Signature:	
Workplace supervisor	
Name:	
Role:	
Date:	
Signature:	

Need help?

If you have any questions, concerns or require support at any stage during your placement, you can contact:

Eliza Farley or Kat Baxter
Lived Experience Educator/Assessor
Kat: 0447 491 396 or Eliza: 0448 915 911
livedexperientctraining@health.qld.gov.au