



mieact

**A safe space for
you and your story**



**VOLUNTEER EDUCATOR
STARTER PACK**



MIEACT acknowledges the Traditional Custodians of the lands that we all live, learn and work on and recognise their continuing connection to Country. We pay our respects to Elders past, present and emerging. This always was and always will be, Aboriginal land.

MIEACT also recognises that as the oldest living and continuing culture in the world, Aboriginal and Torres Strait Islander people have built and strengthened their communities and knowledge systems through the sharing of stories; we hope to respectfully carry on this tradition.



Acknowledgements:

Mental Illness Education ACT would like to acknowledge and thank our invaluable lived experience volunteer educators for having the courage to share their experiences in such a powerful, authentic and engaging manner. These stories are the foundation upon which this program has been built. A special thanks to the MIEACT team from throughout the past decade for their involvement in the development of this program.

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Mental Illness Education ACT

The more we talk about mental illness, the less stigmatised it will become.

Mental Illness Education ACT (MIEACT) is the primary local mental health and well-being education provider for schools, workplaces and community groups across the Canberra region and surrounding area.

Since 1993, MIEACT has delivered evidence-informed programs, partnered with lived experience stories that increase mental health literacy, promote early intervention, reduce stigma and emphasise recovery.



What makes MIEACT unique is that we bring audiences into direct contact with our Lived Experience Volunteer Educators who share their stories of living with a mental illness. Such face-to-face contact is a proven, powerful stigma reduction model, importantly guided by the DoNOHarm Framework© ensuring stories are safe for both the storyteller and audience.

Becoming a volunteer is a rewarding experience, giving you the opportunity to help others learn from your own experiences and address stigma in our community.



OUR MISSION

As a recovery-driven organisation, we embrace the lived experience to provide mental health education awareness programs in schools and the wider community to address stigma, increase knowledge, and promote help-seeking.

OUR VISION

People are empowered through education to sustain mental health and wellbeing.

OUR VALUES

DoNOHarm

First and foremost, our evidence-informed practices always put the safety of our people and the community front of mind.

Life Changing

We work together to always focus on changing the lives of people for the better.

Connected Learning

Learning through empathy, authenticity and deep human connection through real stories.

Be Human

We are open to vulnerability, and our own humanity every day. We recognise vulnerability brings trust.

Making MIEACT a part of your story

CONNECT

Talk to the MIEACT Volunteer team and discover the who, why and what is involved in volunteering with us and apply!



TRAIN

At the core of what we do is our DoNoHarm – a best practice approach to communicating about the lived experience.



CRAFT

Start to put your story together guided by the DoNoHarm framework.



LEARN

Learn evidence-based educational content to present your story to youth and/or adult audiences.



OBSERVE

Observe sessions live in schools and learn from current volunteers and their experiences.



EDUCATE

Share your story to empower youth and/or adult audiences across Canberra!



SUPPORT

We'll keep providing you with further training and diverse opportunities in your role as a Volunteer Educator.



Our Lived Experience Volunteer Educators

Vulnerability builds trust, and stories help us learn and connect.

Our Lived Experience volunteers share their personal stories with authenticity and hope, inspiring others to take charge of their mental health and begin recovery. They've shared their experiences with schools, police, health professionals, teachers, parents, carers, and many others in our community.

Sam's Story

My story shares my experience with bipolar disorder, being in hospital, self-harm and recovery. It is about how and when I first identified I was experiencing a mental health concern, my journey understanding it and how I eventually sought help. Through my story, I share with you the ups and the downs of my journey, the challenges, the lessons I've learnt along the way and how I keep myself well now. I share how my friends supported me and how I navigated all of this while finding my place within the queer community.



'To take my story and claim ownership of what I've been through is something I am proud of.'

- Volunteer Educator

'MIEACT provides me with an opportunity to use my skills, combined with my experience to engage in a meaningful way with both students and carers to educate about mental illness.'

- Volunteer Educator

'Becoming a MIEACT volunteer has prompted me to engage with my own mental health and to seek support for challenges that I have been aware of for some time but never really pushed myself to take on... Not only has it allowed me to share my story and contribute positively to my own mental health, but it has also allowed students to see themselves in my story.'

- Volunteer Educator



Becoming a Volunteer Educator

Session 1

DoNOHarm

Our DoNOHarm Workshop is the first step in our volunteer training.

At the core of what we do is our safe storytelling framework, a best practice approach to communicating about lived experiences. The DoNOHarm framework allows our volunteers to share their stories safely and ensures that a message of hope and help-seeking is presented to our audiences.

This is a three-hour workshop that introduces the DoNoHarm Framework and begins unpacking how this can be used in the development of stories.

Story Crafting 101

Story Crafting 101 is the second step in volunteer training.

Crafting a mental health story can be a very challenging endeavour and can be emotionally exhausting. At MIEACT we want to ensure that our volunteers have appropriate guidance and support when doing this.

This is a two-hour workshop that will assist volunteers begin forming the structure of their story. Volunteers will also get to hear an 'Active' volunteer share their story.

Session 2

Induction

This one-hour ONLINE workshop will include a comprehensive induction to MIEACT and your role as a Lived Experience Volunteer Educator.





Volunteering with MIEACT

At MIEACT, our volunteer educators share their skills, lived experience, and compassion to make a real difference in the community.

Volunteers can get involved in many ways – from sharing personal stories in our programs to supporting workshops, mental health expos, digital storytelling, and resource development.

Story sharing is at the heart of everything we do. All our programs are co-designed with lived experience volunteers, ensuring every voice helps create safe, stigma-free conversations about mental health.

OUR VOLUNTEER PROGRAMS

Mental Health and Me (Younger Secondary Students – Years 7–8)

An engaging introduction to mental health for younger students, focusing on recognising emotions, understanding challenges, and knowing when to seek help. Volunteer stories normalise mental health conversations and build early awareness and compassion.

Mental Health 201 (Senior Secondary Students – Years 10–12)

Designed for older students, this session explores stigma and the power of lived experience in shaping understanding and empathy. Volunteers share stories that inspire reflection, resilience, and positive action for mental health.

Mental Health 101 (Adults, Workplaces & Community Groups)

A one-hour session introducing the basics of mental health, exploring stigma, and encouraging open conversation. Volunteers share their lived experience stories to increase understanding and promote help-seeking within workplaces and communities.

Position Description

Appointment Status	Volunteer Educator - Lived Experience
Authorisation	CEO
Supervision	The Lived Experience Volunteer Manager, being the primary contact for this position, will supervise volunteers and provide ongoing support and training.
Organisational Context	Mental Illness Education ACT Inc (MIEACT) is an innovative and well-respected community mental health educator which, since 1993, has worked to promote understanding and awareness of mental health throughout the ACT community. By embracing the lived experience, MIEACT's mission as a purpose driven, not-for-profit organisation is to develop and deliver education awareness programs in school, the community and businesses that increase mental health knowledge and awareness, and support early intervention education and health promotion.
Key purpose	The primary purpose of the role is to co-facilitate MIEACT programs by sharing personal Lived Experience stories along with evidence-based content in schools and workplaces across the ACT.
Key internal relationships	<ul style="list-style-type: none"> • Lived Experience Volunteer Manager • Director of Lived Experience and Innovation • Co-facilitate with volunteers and staff
Key external relationships	<ul style="list-style-type: none"> • Clients (hosts and participants from workplaces and schools)
Selection criteria	<ul style="list-style-type: none"> • Positively managing lived experience of mental illness or be a carer of a person who is living with a mental illness. • Address stigma by sharing your personal story of hope and recovery. • Uphold respectful relationships with staff, volunteers and clients as a positive representative of the organisation. • Communicate effectively meeting the MIEACT DoNOHarm Framework 2011.
Availability and background checks	<ul style="list-style-type: none"> • This position must hold and maintain an active Working with Vulnerable People card in the ACT. • Volunteer must complete Volunteer Educator Training and annual refresher training. • Most programs are delivered during business hours. • Volunteer must demonstrate ability to co-facilitate.
Volunteer duties and responsibilities	<p>As a Volunteer Educator at MIEACT, you will be performing the following duties:</p> <ul style="list-style-type: none"> • Co-facilitate MIEACT Programs, with other Volunteer Educators or staff. • Participate in session pre-planning with your co-facilitator to ensure effective delivery of programs. • Sharing your Lived Experience story guided by the MIEACT DoNOHarm Framework© 2011. • As a courtesy, effectively communicate with MIEACT on session availability including nominations, confirmation of allocations and providing notice of cancellations at the earliest convenience. • Meet and comply with Workplace Health & Safety and organisational policy and procedures. • Proactively participate in Volunteer supervision and debriefing with co-presenters. • Report any duty of care concerns or complaints to the Volunteer Coordinator or VEDM immediately.

Personal information

Full name: _____
Title First name Surname Preferred name

Gender: Male Female Non-Binary Other _____ **Pronouns:** _____

DOB: _____ **WWVP:** _____
DD / MM / YY Number Expiry

Address: _____
Street address Apartment/Unit #

City State Postcode

Contact: _____
Mobile Phone

Primary Email Secondary Email

Preferred method of contact: _____

Do you consent to your contact details being shared with staff and volunteers: Yes No

Diversity & Inclusion

MIEACT prides itself on embracing and celebrating diversity; empowering people of all backgrounds and abilities so they are able to thrive. To allow us to create an environment which meets your needs, please let us know if you identify as any of the following:

- Aboriginal and/or Torres Strait Islander LGBTQIA+ Living with a disability Living with mental ill-health Culturally & Linguistically Diverse Background

Do you require any reasonable adjustments or have any accessibility needs?

Dietary requirements

- Vegetarian Soy-free Vegan Seafood-free
 Coeliac Sugar-free Dairy-free Other:

Personal information

Story type

Personal experience

Carer's experience

Main story topic

E.g. depression, anxiety, trauma, bipolar etc.

Short bio (i.e. background - occupation, education, life experience)

What made you want to volunteer?

Your emergency contact

Full name:

Title

First name

Surname

Contact:

Mobile

Email

Relationship:

Mother/Father/Partner/etc.

Other opportunities

Do you have any other skills, knowledge or qualifications you may be happy to volunteer in your role at MIEACT? (ie graphic design, social media, podcast)

Your availability

Monday:	_____ to _____	Friday:	_____ to _____
	Start Finish		Start Finish
Tuesday:	_____ to _____	Saturday:	_____ to _____
	Start Finish		Start Finish
Wednesday:	_____ to _____	Sunday:	_____ to _____
	Start Finish		Start Finish
Thursday:	_____ to _____	Hours able to commit	_____ / _____
	Start Finish	per week/month:	Week Month

Where did you hear about us?

- Flyer**
- Social Media post**
- Word of mouth**
- Newsletter**
- Other (please specify)**

MIEACT Privacy & Confidentiality Agreement

Below are the terms & conditions of privacy and confidentiality of Employees/Contractors, Board Members, Volunteers and other key Stakeholders with Mental Illness Education ACT (MIEACT) for the purpose of data collection, management and use. All who sign this agreement agree to comply by the following:

1. Compliance with legislation

You are expected to abide by Australian laws and not take any action in violation of any law. You agree to ask for guidance if you are unsure that your behaviours complies with Australian Law.

2. Safety

MIEACT is committed to the safety of all persons involved with business activities. You agree that you understood and will comply with the OHS Policy and will not verbally or physically abuse, intimidate or otherwise harm any person involved with MIEACT.

3. Protection of children and vulnerable people

MIEACT is committed to the safety of all stakeholders.

4. Human rights and equal opportunity

You agree to treat all persons involved with MIEACT with respect, fair treatment and to not engage in any type of discriminatory behaviour against another person whilst representing MIEACT.

5. Honesty and Integrity

You agree to act honestly and with integrity at all times when representing MIEACT. Employees or volunteers that have access to MIEACT Funds must act honestly and not steal or transfer funds without proper approval. You agree to submit accurate expenses and to report any fraudulent activities that you become aware of to a MIEACT representative.

6. Confidentiality

As a stakeholder you are likely to have access to confidential information of others, as appropriate to your role. You agree that you will not, during the course of your role or thereafter, except with the consent of the MIEACT, as required by law or in the performance of your duties,

1. keep any confidential information secret and confidential, except to the extent that you may be required by law to disclose it; take all reasonable and necessary precautions to maintain the secrecy and prevent the disclosure of any confidential information and will not disclose confidential information to any third party without first obtaining the written consent of MIEACT, except in the ordinary and proper course of employment or volunteer services with MIEACT.
2. use or disclose confidential information relating to the business of the MIEACT, including but not limited to client lists, trade secrets, client details and pricing structures. You will use your best endeavour to prevent the unauthorized use or disclosure of any such information to third parties.

7. Personal Property

All personal equipment is entirely the responsibility of the owner. MIEACT accepts no responsibility for the safety of personal property. Volunteers may not make a claim on MIEACT or any of its staff or officers for any injury, ill health, loss or damage to their personal property, unless caused by negligence and must agree to release MIEACT from all obligations arising in law from such loss or damage.

8. Criminal convictions or Police Record

Any person with a criminal conviction, police record or considered a prohibited person must provide full details to MIEACT and obtain written permission prior to attending a MIEACT activity. MIEACT will hold such information confidential.

9. Comply with directions

All stakeholders agree to comply with reasonable directives from their MIEACT supervisor. Refusal to follow reasonable directives may result in performance management, removal from activities and possible termination of services.

10. Media

The Chief Executive Officer and Board are responsible for all media. Stakeholders are not permitted to contact the media or release any names, photographs or articles to any media organisation without first securing the written permission by MIEACT. All written articles must be viewed prior to release.

Executed as an agreement

I have read, understood and agree to comply with MIEACT's Privacy & Confidentiality Agreement. I understand that failure to comply with this policy may result in performance management, removal from a MIEACT activity and or disciplinary action being undertaken against me, including termination of my services/employment.

(VOLUNTEER EDUCATOR, PLEASE PRINT NAME)

(DIRECTOR LE&I, PLEASE PRINT NAME)

(SIGNATURE)

(SIGNATURE)

(DATE)

(DATE)

MIEACT Volunteer Agreement

Volunteers are an essential and valued part of Mental Illness Education ACT (MIEACT). We thank you for volunteering with us to raise awareness about the lived experience of mental illness in the broader community.

- This Agreement tells you what you can expect from us, and what we expect from you.
- This Agreement between MIEACT and its Volunteers forms the basis of all understandings about which responsibilities are held by MIEACT and those held by MIEACT Volunteers.

This Agreement is made between Mental Illness Education ACT and Volunteer:

(PRINT NAME)

Rationale of the Agreement

This agreement is designed to clarify the roles and responsibilities of:

- Volunteers in relation to MIEACT
- MIEACT in relation to Volunteers

It exists to benefit both parties by providing clear guidelines in the event of a misunderstanding or disagreement or dispute.

As a living document, this agreement is always open to review.

MIEACT's responsibilities to you:

MIEACT will:

- Recognise your valuable contribution in service and time and provide quality training, friendly and timely support, and networking opportunities
- Introduce you to how the organisation works and your role in it and to provide training you need to support you in your role
- Provide a safe volunteer environment according to Workplace Health and Safety standards: MIEACT is to provide a safe workplace and apply our equal opportunities policy
- Provide opportunities to develop your presentation skills through training and workshops
- Consult with you and keep you informed of developments within MIEACT and its programs

Your responsibilities to MIEACT

Volunteers will:

- To the best of your ability, undertake an initial 12 month commitment to MIEACT
- Support the aims and objectives of MIEACT
- Perform your duties and responsibilities as stated in the Job Description efficiently and with integrity and objectivity
- Understand and adhere to MIEACT's DoNOHarm Framework, as it underpins all of MIEACT's work and is designed to keep you and your audiences safe, and protect the integrity of MIEACT
- Observe any policies and practices given to you through your time volunteering with MIEACT
- Ensure that any request to deliver a presentation that comes from a client directly to you will be redirected to MIEACT so that all presentations are booked through the office booking system

- Negotiate with the CEO any work undertaken outside of the organisation in which you intend to use MIEACT's resources
- Promote a positive public image of people with mental illness and their families and friends and carers.
- Not undertake training or program delivery when unwell, being mindful of the safety of yourself and your audience, and MIEACT's and your own reputation
- Contact the office as soon as possible after a presentation to discuss any concerns regarding the presentation or other matters in general
- Adequately plan all MIEACT presentations in advance with your co-presenter
- Have positive regard for your co-presenter during and at the conclusion of each presentation with a view to encouragement and confidence-building.
- Bring any concerns you may have to the office staff
- Attend any compulsory training offered by MIEACT to maintain or update your volunteering skills

Managing Risk

MIEACT will:

- Assist with organising Working With Vulnerable Peoples Check of Volunteers (delivering into schools or vulnerable peoples environments) if applicable
- Provide training or resources as required to meet MIEACT's statutory obligations
- Provide public liability and volunteer insurance cover for Volunteers
- Ensure that the workplace is free of sexual or any other form of harassment or bullying

Volunteers will:

- Inform MIEACT staff as soon as possible of any incident or accident or negative social commentary that occurs whilst they are working on behalf of MIEACT
- Not counsel or offer treatment advice of any student/participant, even if you are a trained counsellor, nurse, teacher, psychologist or equivalent
- Work within MIEACT's DoNOHarm Framework when talking about, or from, lived experience and ensure that your actions do not negatively affect a co-presenter's health or well-being
- Not discuss confidential issues of MIEACT, or information received in the course of your role, with people outside MIEACT, except with the agreement of the Executive Officer or Board
- Not use the Volunteer Contact lists for any purpose other than MIEACT business. Contact between people on the volunteer contact list for personal reasons must be with your/their prior express permission

Shared responsibilities

MIEACT and Volunteers will:

- Not discuss or disclose personal information about other Volunteers and/or staff with others except with the consent of the person concerned
- Respect the rights and privacy of people undertaking MIEACT's training activities
- Follow any grievance procedures set down by MIEACT's Board and/or CEO
- On joining MIEACT, and every three years subsequently, MIEACT staff and Volunteers undertake a Working With Vulnerable Peoples (WWVP) check. MIEACT will provide support to Volunteers where required to assist with gaining their WWVP check.

Term and termination

- Subject to availability of funding, and satisfactory completion of the organisation's training program, this Agreement shall expire on the cessation of volunteering with MIEACT
- This Agreement may be terminated by either party
- As a MIEACT Volunteer, you are to undertake to the best of your ability reasonable notification of ceasing being a MIEACT Volunteer
- You will be offered an exit interview with the CEO
- In signing this Agreement I agree to abide by the conditions outlined. I understand that my role as a MIEACT Volunteer may be revoked if I am unable to meet these conditions or funding to MIEACT is no longer available.

Signed:

(VOLUNTEER EDUCATOR, PLEASE PRINT NAME)

(DIRECTOR LE&I, PLEASE PRINT NAME)

(SIGNATURE)

(SIGNATURE)

(DATE)

(DATE)

Note: This Agreement is made in good faith only and is not intended to be a legally binding contract.

mieact

A safe space for mental health education

Welcome to the MIEACT team!

If you require any assistance reading or completing this form, please contact the Lived Experience Volunteer Manager on (02) 6257 1195