

It is my great pleasure to write this testimonial/personal reference letter for Mrs Nicole Wall. I had the pleasure of supervising Nicole's professional development in a varied of roles within a mental health service for some 3 years. This was inclusive of one on one support, running groups, development and implementation of committees, staff, organisation and participant education in mental health. I can state with confidence that she is a motivated and responsible person with a high degree of integrity, empathy and passion for mental health given from her own lived experience. As being her direct line supervisor at that time (at the time of her employment), I feel that I know Nicci quite well. I therefore have no hesitation in writing the following true reflection of Mrs Nicole Wall.

In variety of roles Nicci had a considerable amount of responsibilities and opportunities given to her. Nicci showed her skills to be broad and varied and Nicci thrived on these opportunities. Nicci was able to utilise an own lived experience from a peer support base/perspective. Nicci was also able to communicate this unique perspective with the agency, consumers and other support staff opening new ideas and support structures.

Due to the above and her dedication, empathy and passion in mental health, she was given the opportunity to engage in specialist mental health support, including assorted peer support groups. Nicci's work in particular in peer support, saw significant agency growth and development under the direct direction and motivation of Nicci. One such growth in which Nicci played a lead role was the development and introduction of a consumer led committee which advised the agency of best practice supports.

From a perspective of one on one engagement, this saw Nicci supporting participants (from a peer support role), in sharing her own lived experience with participants in showing hope and how recovery is possible from mental health. Her personal attributes and abilities became evident. This was evidenced further by participants giving high standard feedback in feeling validated and being listened to.

To her credit Nicci takes the initiative to identify problems and devise solutions, with her strong natural ability to communicate with others. Nicci has strong interpersonal skills and alongside with her empathy towards others, she has shown that she not only has these skills but that she also had the ability to inspire respect and understanding around mental health. This saw Nicci being able to achieve remarkable results, in working with consumers, employees and employers, Nicci was able to achieve mental health understanding and education in utilizing a peer led approach.

Nicci has shown me to be an extraordinary person with a mind well-suited to the world of mental health engagement with a veritable wealth of lived personal knowledge. Nicci always utilises these skills to their fullest in the support of others. The peer support work, the groups, and alongside the one on one engagement Nicci achieved positive results in mental health understanding and support.

I have seen first-hand the Nicci's ability to increase consumers, employees and employers awareness of mental health via her own lived experience. Nicci clearly has the interest, passion and experience to excel in her chosen path. In summary I believe and based upon her dedication and the passion she has in working with others in mental health, Nicci will strive to achieve best outcomes for those she helps. In closing as detailed above and based on my experience working with Nicci, I can unreservedly recommend Nicci to others who may need direction/support in their own journey through mental health.