



Position statement: Lived experience

This position statement outlines the value of lived experience in the mental health system.

People with lived experience, both carers and consumers, have knowledge and expertise that is vital to improving and strengthening the mental health system. Despite this, power imbalances have meant that too often these critical perspectives and understandings are not valued or utilised to their full potential. By putting lived experience at the centre of designing and delivering the mental health system, we can ensure the system meets the needs of the people and communities it is designed to serve.

Key principles

1. People with lived experience, both carers and consumers, have insight, knowledge and expertise that is of critical value to the mental health system.
2. Lived experience perspectives are a powerful enabler to drive changes in attitudes and culture around mental health.
3. People with lived experience have a diverse array of experiences that deserve individual recognition and respect.
4. All aspects of the mental health system can benefit from lived experience participation and leadership, including service delivery, research, policy and governance.
5. Leadership and participation in service development, design and delivery are crucial to the proactive inclusion of people with lived experience.
6. Family-inclusive practices are key to empowering and fostering collaborative relationships between carers, consumers and workers.
7. Peer workforces (both consumer and carer) are vital to facilitating mental health service delivery that is based on person-centred, trauma-informed care and recovery-oriented approaches to practice.
8. Appropriate supports, training and remuneration should be provided to people with lived experience when participating in relevant professional activities and/or contributing their expertise.