

Mind's lived experience strategy

Opportunities for reform and innovation

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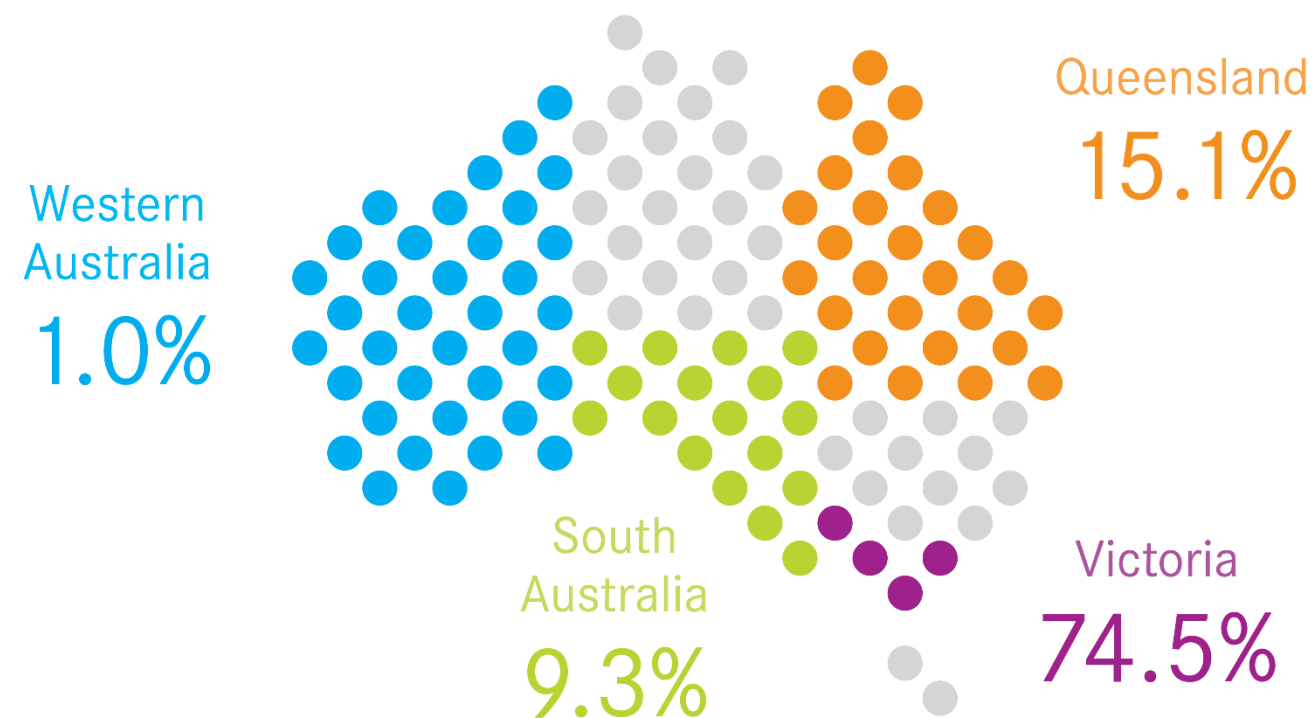


Who we are

A leading community-managed specialist mental health service provider.

We have been supporting people living with the day-to-day impacts of mental illness, as well as their families, friends and carers for over 40 years.

Clients supported <small>(Note: Due to improvements in the way our systems collect and report on clients, this figure cannot be directly compared with the figures reported last financial year - where an individual who used several services was counted multiple times.)</small>	11,480
Support hours provided	254,183
Bed days	90,996
Calls to the Mind Connect information and advisory helpline	25,845
Calls to the Mind Carer Helpline	1927



VIC service delivery across
Wangaratta, Gippsland,
Wodonga, Bendigo, Barwon
Warrnambool, Frankston,
Metro Melbourne

What we strive for

Our vision

People and communities have strong mental health and wellbeing.

Our purpose

Partner with clients and carers to deliver mental health and wellbeing services that enhance quality of life.

Our values

Hope

Creativity
and innovation

Client focus

Making a
difference

Integrity

Our strategy

Invest in service design and innovation to deliver better services and outcomes.

Increase our impact by growing and expanding our service delivery.

Be a strong organisation that enables its people to do their best possible work.

Contribute to a better, stronger Australian mental health system.

Mind's lived experience leadership



**Lived Experience
Advisory Team**

Peer work framework



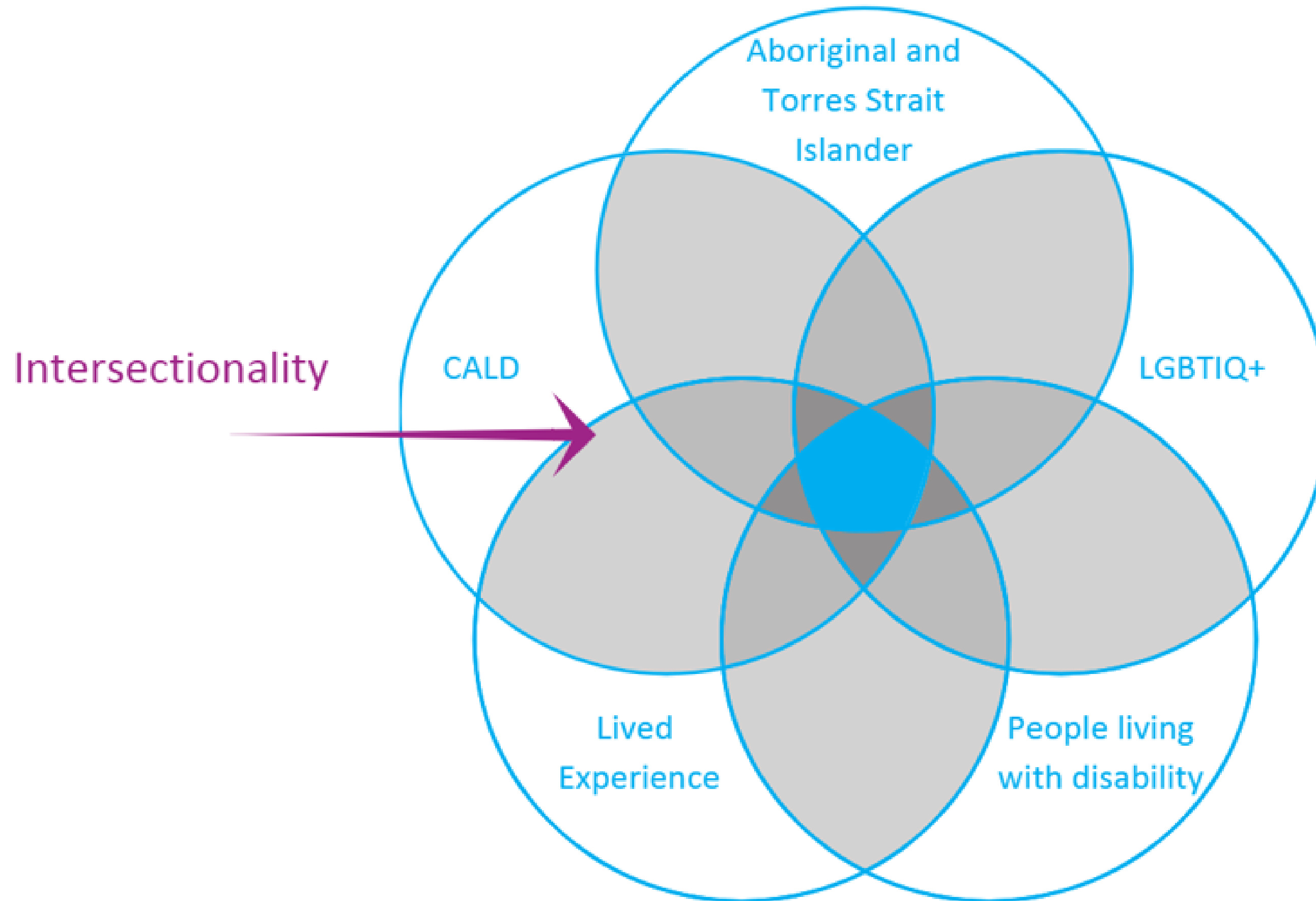
This document will provide a framework for Mind's peer workforce. The framework will illustrate the value Mind places on a lived experience of mental ill health as the foundation of our peer practitioner workforce as well as guide and inform consistent practice across the organisation.

Mind Recovery College™

Where people with real life experience share what works



An intersectional approach



Lived experience and the Royal Commission

"Lived experience work will be a central pillar to of the future of the mental health system: new lived experience roles will be established and supported, spanning service design and delivery, service and system leadership, research and evaluation, and system accountability and oversight."

(State of Victoria, Royal Commission into Victoria's Mental Health System, Interim Report)

Lived experience and the Royal Commission

- Woven through the 65 recommendations
- System wide roles
- Lived experience leadership – balance power and lead change
- Challenging stigma and capability
- Lived experience led services
- The role of senior leaders in creating change
- New initiatives to drive learning and research



Royal Commission into
Victoria's Mental Health System

Interim Report

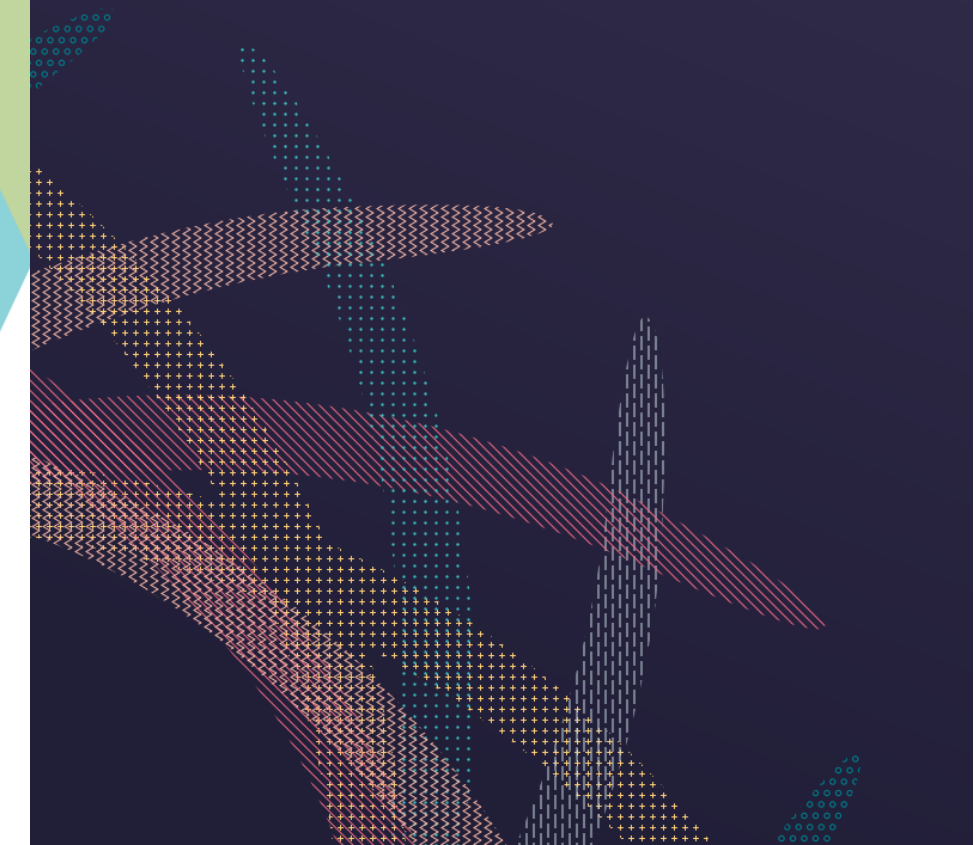
November 2019



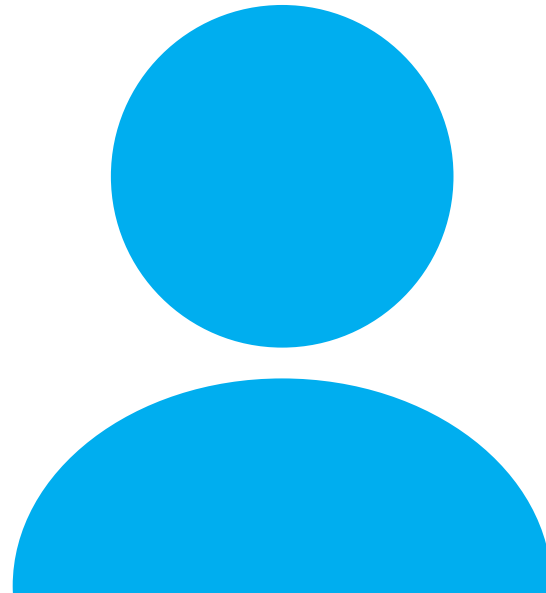
Royal Commission into
Victoria's Mental Health System

Final Report

Summary and
recommendations



Lived experience



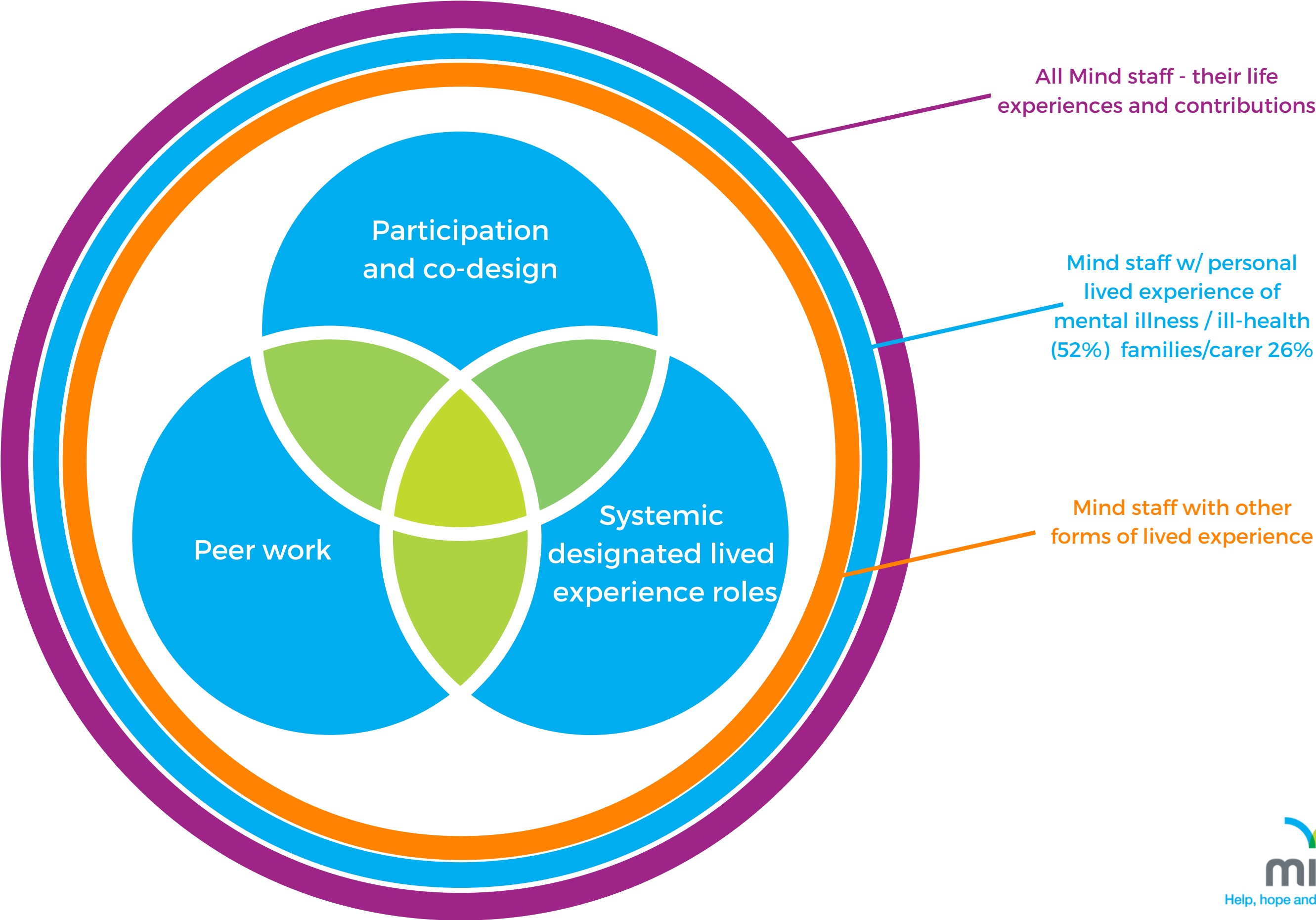
**“Mental health challenges that have caused life as we knew it to change so significantly we have to reimagine and redefine ourselves, our place in the world, our future plans”
(Byrne and Wykes 2020).**

Lived expertise

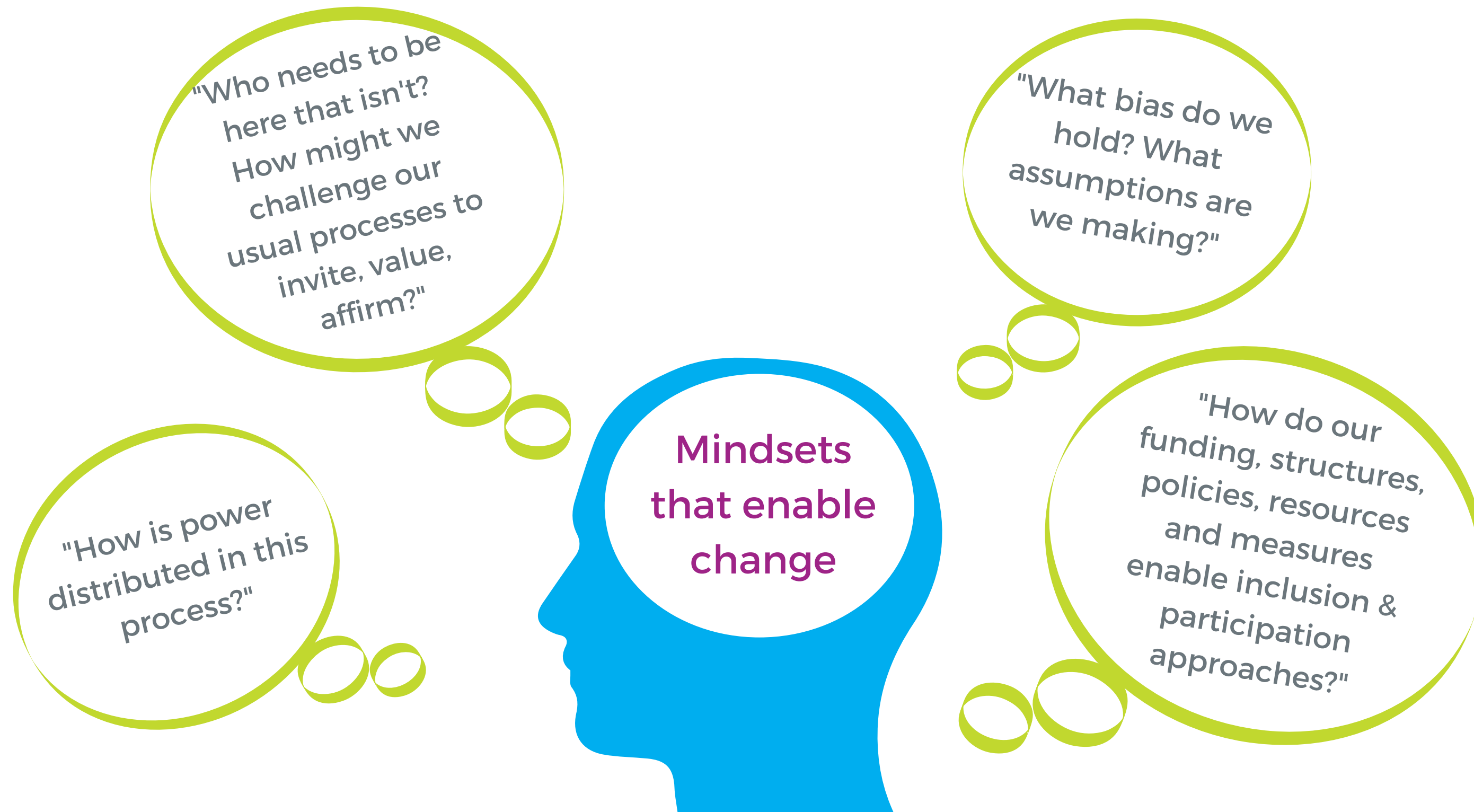


**“The knowledge, insights, understanding and wisdom gathered through lived experience.”
(Sandhu, 2017).**

Integrating lived experience systemically



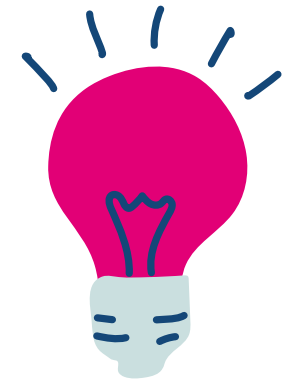
Approach Embedding inclusive and participatory thinking



Change occurs at all levels and across all functions of Mind.

A whole of organisation approach

- Driving beyond the status quo
- Developed by and for people with lived experience
- Four pillars: leadership and culture; design and decision-making; workforce development; innovation and influence
- Shared responsibility, strong leadership
- Setting targets and measuring success



Questions