

Title: Lived experience leadership - whole of organisation approaches to development and reform

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Future mental health systems must and will be informed by the knowledge and expertise of lived experience. Lived experience work has provided significant influence within the mental health sector to date and has been instrumental in shaping policy reforms towards the recovery agenda (Roennfeldt & Byrne 2021). However, lived experience led research clearly shows the need for more action to enable service and system improvements in innovation, accountability, quality and alternative approaches to care (Happell and Scholz 2018).

Mind has a long history of community based, recovery, human rights and lived experience led solutions. In December 2021, Mind Australia launched its first whole of organisation approach to lived experience – Mind’s Lived Experience Strategy 2021-2024. This presentation will share the key components of Mind’s approach to lived experience through an overview of the development and strategy plan including how it has engaged people with lived experience throughout and requires us to work at multiple levels of the organisation, engage different voices and experiences and deliver across multiple platforms to set new targets for growth and development. Our commitment with this strategy is to help re-imagine a system that is directly responsive to and informed by the needs of communities and the insight and expertise of lived experience.

Learning Objective

This presentation will support understanding of the changes required to enable lived experience leadership through culture change, governance, workforce and the sector more broadly. It will offer definitions of lived experience, reflections on intersectional approaches and how to move beyond words to action through targets and success measures.

References

Happell, B & Scholz, B 2018, ‘Doing what we can, but knowing our place: Being an ally to promote consumer leadership in mental health’, *International Journal of Mental Health Nursing*, vol. 27, no. 1, p. 440.

Roennfeldt, H & Byrne, L 2021, ‘Skin in the game: The professionalization of lived experience roles in mental health’, *International Journal of Mental Health Nursing*.