

lived experience support

What is lived experience support?

- A safe space to chat to someone about what is on your mind.
- Work together from a lived experience skill set.
- Share your recovery journey with your worker who may have been through, and understands unique experiences, thoughts, and feelings.
- Promotes individual strengths, empowerment and hope.

What can it support?

- Support with general mental health.
- Confidence building.
- Difficulties with relationships.
- Managing work and study.
- Any part of life that is affecting your mental health.

What does it not support?

- Clinical support.
- Clinical assessment.
- Friendship outside of the boundaries of the Lived Experience role.



Family Inclusive Practice

- Where you are comfortable, and would be beneficial to your wellbeing, we encourage family and friends to be involved in your care.
- All involvement of family and friends is done with your privacy and confidentiality in mind.

Next steps

- Once a worker becomes available, they will contact you to arrange your first appointment.
- In periods of high demand, you will be placed on our waitlist and will receive regular check ins via call or text.

If you need immediate assistance, call 000, or to speak to someone urgently, please call: Lifeline 13 11 14, Kids Helpline 1800 55 1800, or Mental Health Triage 13 14 65.