

**MENTAL HEALTH SERVICES**

**THE LIVED  
EXPERIENCE  
APPROACH**

Support with a shared experience of  
mental health issues and crisis

**UNITING**  
**SA** *Together  
we can*



64 Dale Street, Port Adelaide, SA 5015  
**P.** (08) 8440 2260 **W.** [unitingsa.com.au](http://unitingsa.com.au)

UnitingSA acknowledges the traditional owners of country throughout South Australia, their spiritual heritage, living culture and our walk together towards reconciliation.

“We believe imperfection is beauty...We believe that without a hard winter, cherry blossoms will not flower.”  
**Hiroko, Lived Experience Volunteer**

## THE LIVED EXPERIENCE APPROACH

Since 2000, UnitingSA has recognised the value of having **lived experience** of mental health within our organisation.

Today, lived experience workers and volunteers are embedded in the majority of our Mental Health Services, enhancing the support that we deliver.

Our lived experience workers and volunteers walk bedside people on their path to recovery, providing hope and support from a place of understanding.

### Who are we?

**Lived experience workers and volunteers are:**

- People with lived experience of mental illness and recovery
- Educated on the latest strategies
- Professional, energetic and compassionate

### How can we help?

Our lived experience workers and volunteers offer a unique support approach to your recovery.

We use skills developed from our own journey to promote hope, healing and connectedness.

**We provide:**

- A safe space to share your story
- Support tailored to your strengths
- Tools to build resilience and confidence
- Advocacy and connections with other services
- Support using individual recovery strategies
- Understanding of cultural diversity
- Inclusiveness around the stigma of mental health
- An understanding of the role of support people and family
- Assistance to explore employment opportunities
- The latest information and education

### Who can we help?

We offer support to individuals, families and young people living with a mental illness or mental health concern, across metropolitan Adelaide and country SA.

### How can I connect?

The pathway to connect with a lived experience worker depends on the support program you require, and may be via GP, hospital or self referral.

For more information, get in touch with our Mental Health Consumer Consultant on 8440 2260 or [livedexperienceinfo@unitingsa.com.au](mailto:livedexperienceinfo@unitingsa.com.au)

We're here Mon - Fri, 9am to 5pm.



### What is UnitingSA?

UnitingSA is a not-for-profit organisation all about respect, compassion and justice.

Established in 1919, we deliver a diverse range of programs across aged care, community, disability, mental health, child development and employment.