

**MENTAL HEALTH SERVICES**

# THE LIVED EXPERIENCE APPROACH

Support with a shared experience of  
mental health issues and crisis



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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**

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 all of our Mental Health Services, enhancing the support that we deliver.

Our lived experience workers and volunteers walk beside 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 approach to support your recovery, which recognises your needs as well as the needs of those who support you.

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

**We provide:**

- A safe and welcome space to share your story
- Support that draws on your strengths and individual experience
- Tools to help you build resilience and confidence
- An understanding of diversity
- Connections with other services to cover all of your needs



### 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 way to connect with a lived experience worker depends on the support you require, and may be via a general practitioner (GP), mental health worker 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.