

How to
provide support
as a health
service leader

Successful partnerships

Creating a safe and
welcoming space

The group leader or chair requires a good understanding of the role of the lived experience members and provides ongoing support from the beginning of their involvement.

- ✓ Ensure that lived experience advisers or leaders are involved from the beginning to end
- ✓ Share documents in a timely way, including offering to print and courier them to members
- ✓ Acknowledge and respect the unique expertise of lived experience leaders
- ✓ Listen and encourage mutual respect for all members
- ✓ Acknowledge power imbalances, and support lived experience voice
- ✓ Let people know when they are being helpful so they feel valued
- ✓ Be committed to learning from consumers and carers
- ✓ Reflect on, and discuss, the benefits of partnerships as a group
- ✓ Avoid using jargon and acronyms
- ✓ Create a culture of emotional and cultural safety

Find out more
Visit our [website](#)
to read **Section 5**
of the Guide.



Australian Government
National Mental Health Commission