

**amplifying the
voice, influence
and leadership of
lived experience
to drive change**

Strategic Plan 2025-2030



DIGNITY, AUTONOMY & HUMAN RIGHTS

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LELAN acknowledges the Traditional Custodians of the lands we live, work and play on. We pay our respects to elders – past, present and emerging, and the long and ongoing connection and relationship they have with Country. We acknowledge that this land was never ceded.

We are grateful for the privilege of sharing this land and recognise and are sorry for the historic and continued cost of that sharing to First Nations People.

there are some things

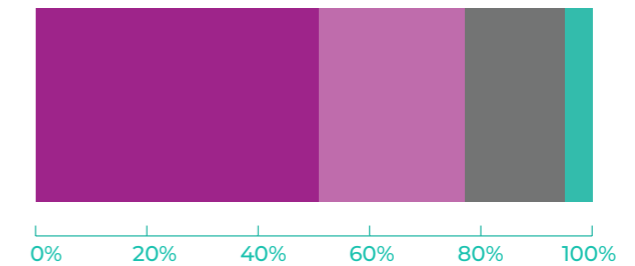
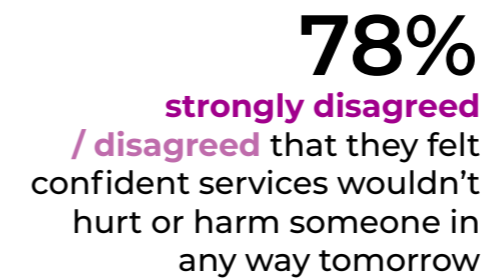
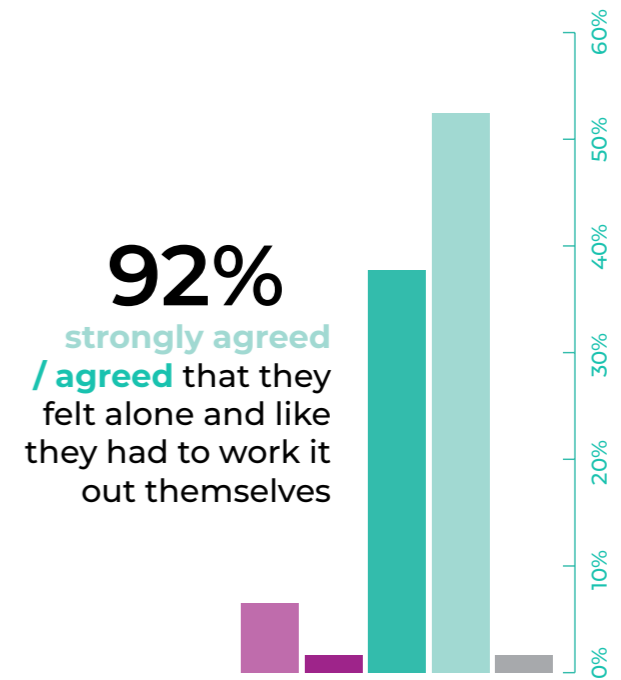
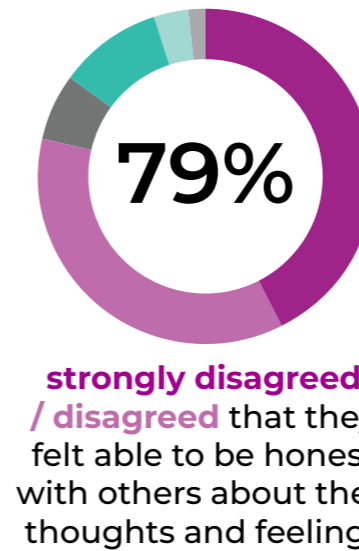
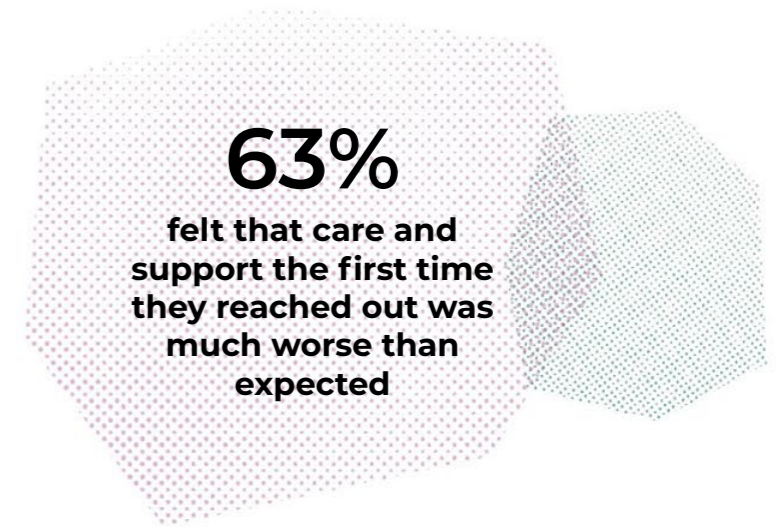
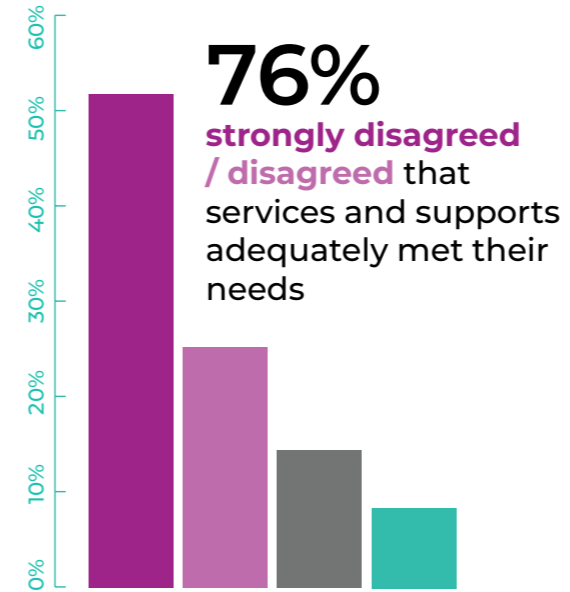
**that the consumer
movement, people with
lived experience, our
allies and people in the
broader community
agree on**



**people experiencing
distress should be met with
compassionate responses
that uphold their
dignity, autonomy and
human rights**

**yet we hear
overwhelmingly, this is
not the reality**

when we asked people about their experiences of accessing support for suicide distress and crisis, they told us



Key for statistics

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- N/A



it is our vision too

**this shared belief and
evidence from the lived
experience community,
including our own lives, is
the foundation of
who LELAN is and
why we do what we do**

**a world where
people experiencing
distress retain their
dignity, autonomy
and human rights**



**NO
MATTER
WHAT**



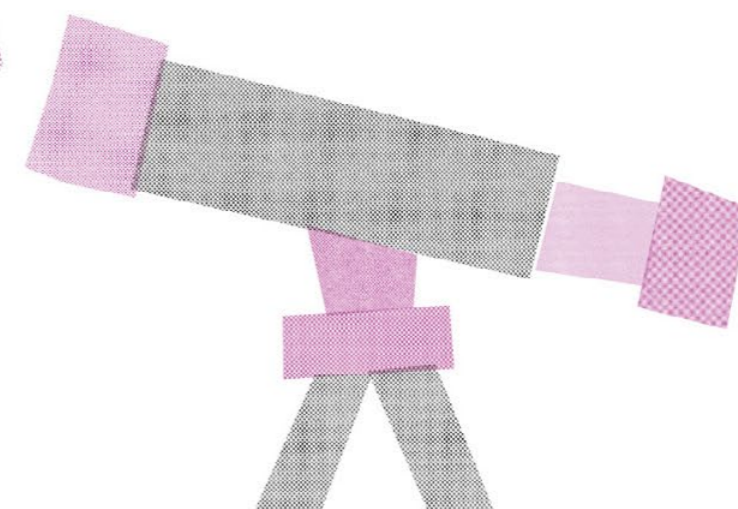
**LELAN's vision is
a call for taking action
together**

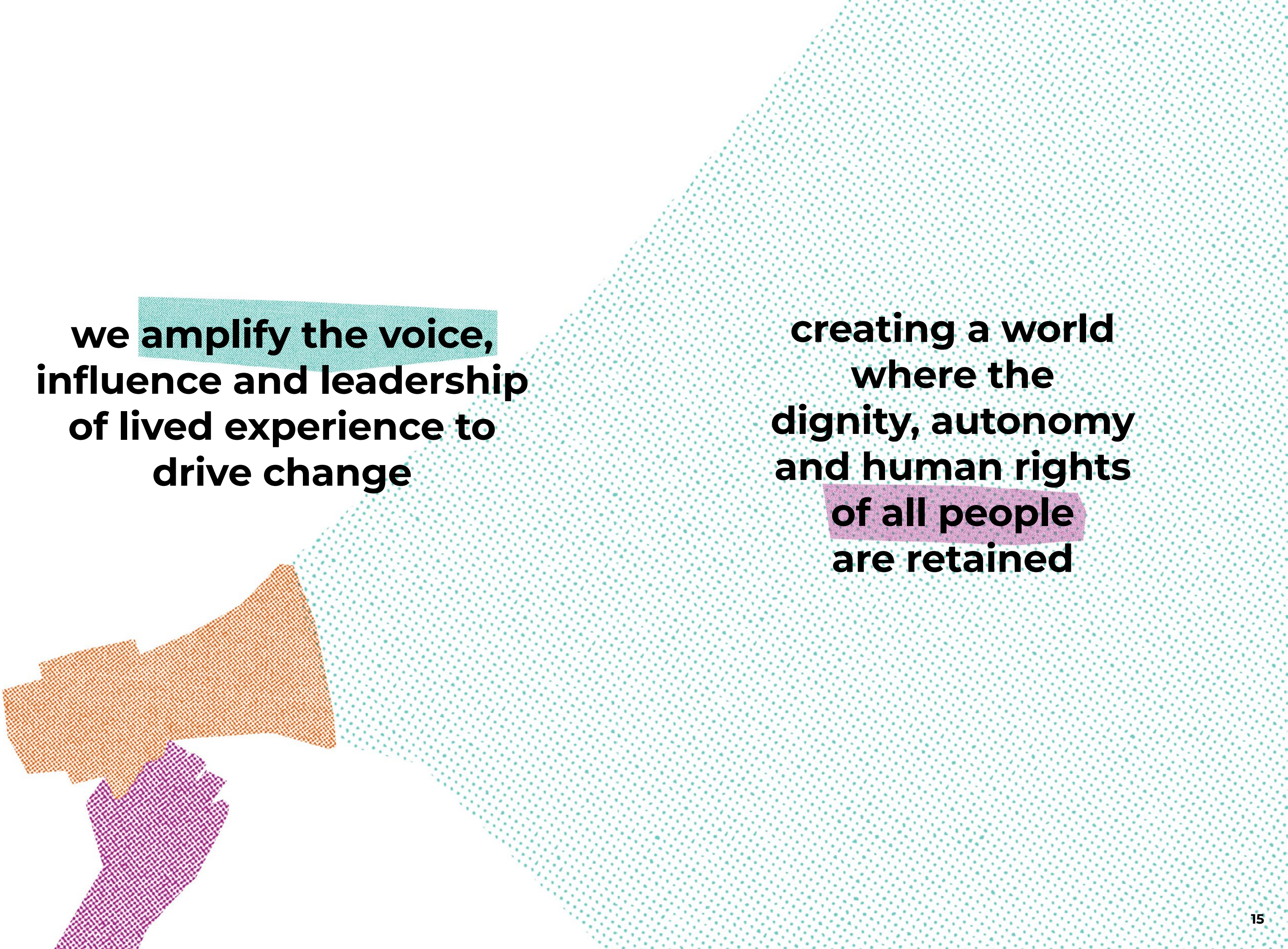
it can be achieved

**our shared vision requires
conviction and to be led
by, with and for people
with lived experience**

**LELAN is a recognised
thought leader and
innovator in lived
experience-led disruption**

it is what we do



A hand holding a megaphone is shown in the bottom left corner. The hand is purple and the megaphone is orange. A large, light blue dotted beam of light emanates from the megaphone, spreading across the right side of the image. The background is white with a light blue dotted pattern.

**we amplify the voice,
influence and leadership
of lived experience to
drive change**

**creating a world
where the
dignity, autonomy
and human rights
of all people
are retained**

our end game

**society understands distress is
part of being human**

systems uphold human rights

**lived experience leads radical
systems transformation**

**PEOPLE
HAVE
CHOICE**

our role

community builder

we grow the capability
and influence of people
with lived experience
and lived experience
communities

innovation partner

we nurture authentic
partnerships that
enable effective
transformation

systems shaper

we influence systems to
be better for the people
they should benefit

thought leader

we use lived expertise
and wisdom to disrupt
the status quo

**embodying the knowing that
lived experience matters**

**a steadfast
commitment to build
on the history of the
consumer movement
and the impactful
partnerships we have
fostered**

**SINCE
DAY ONE**

remembering our value-base

courage

we push to the edge and invite others to join

compassion

we are empathetic and kind in all we do

dignity

we honour shared humanity

intersectionality

we embrace the unique layers and intersection
of peoples experiences and identities for the
richness they bring

leadership

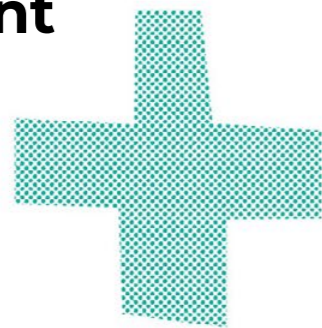
we lead change through authentic and collective
action, holding ourselves and others to account

social justice

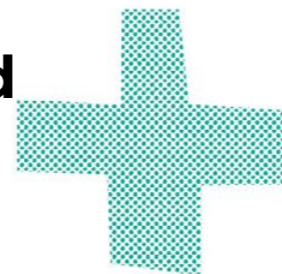
we value a society where people have fair
and equitable access to resources, opportunities
and privileges

we will have been successful when

**the involvement
and expertise
of the lived
experience
community
has grown**



**system
reforms are
provoked
and shaped
by people
with lived
experience**



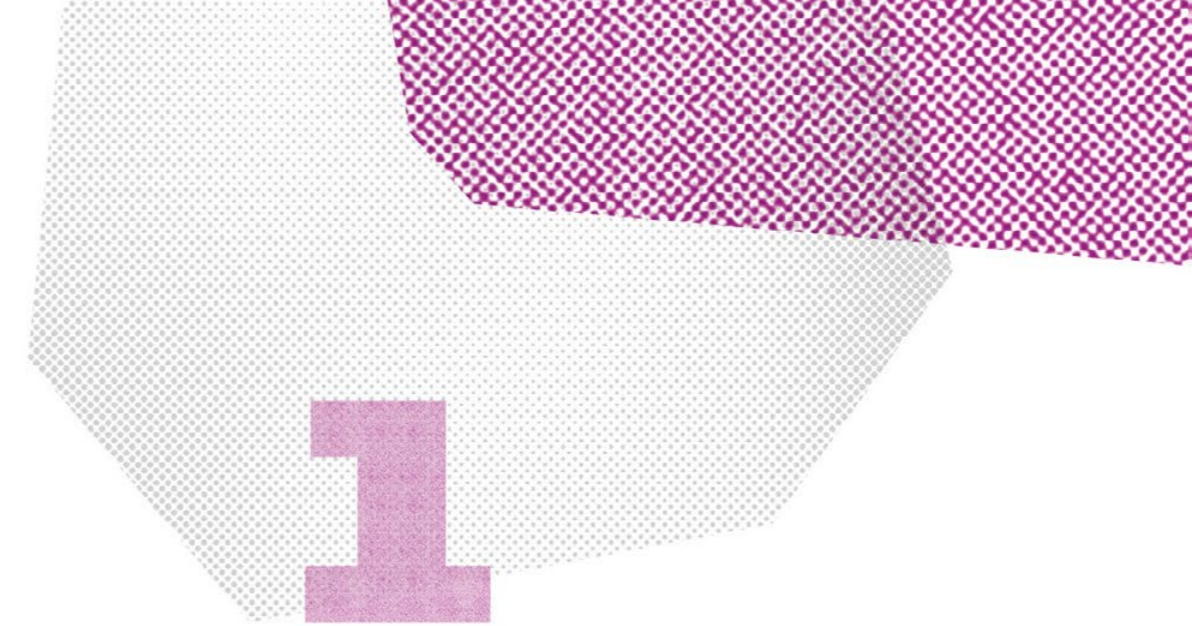
**our thought
leadership and
innovation are
recognised as
industry leading
and influence
best practice
standards**



**'alternative ways'
of understanding
and responding
to distress are on
the mainstream
agenda, without
co-option or
dilution**



HOW WE ACHIEVE OUR GOALS



The capability, influence and expertise of people with lived experience and lived experience communities have grown

We nurture people with lived experience and lived experience communities to step forward and lead.

We practice culturally safe and responsive ways when connecting with and building community.

We work to increase the number of people with lived experience involved in decision making and holding decision-making roles.



2

People with lived experience and lived experience communities have authentic partnerships within the mental health and social sectors

We connect and support people with lived experience and our community members with organisations to partner for authentic change.

We partner with organisations to assess and improve their readiness to understand and meaningfully embed lived experience.

We grow the number of partnerships, collaborations and resources that support organisations and government departments to authentically embed lived experience.



3

Lived experience led systems reforms that directly benefit people with lived experience and the community are common practice

We are involved in all system improvement and reform conversations and processes in South Australia for mental health and intersecting social issues.

We advocate for increased legislation and approaches aligned with the rights, needs and preferences of people with lived experience and lived experience communities.

We increase system accountability to people with lived experience.



4

LELAN's thought leadership and innovation are recognised as industry leading and influence best practice standards

Our thought leadership and innovations are courageous and define new ways of thinking about and responding to distress.

We advocate for the adoption of the Lived Experience Governance Framework and aligned Toolkit across the mental health and social sectors.



5

LELAN is a strong, sustainable and impactful organisation

We deeply listen to people with lived experience and lived experience communities, ensuring their experiences, insights, contributions and solution ideas are the foundation of all that we do.

We are a strong and sustainable organisation that withstands funding and team changes.

Our impact is obvious.



this is our strategy

2025-2030 STRATEGIC PLAN

Our Purpose

We amplify the voice, influence and leadership of lived experience to drive change.

Our Vision

A world where people experiencing distress retain their dignity, autonomy and human rights.

No matter what.

Our End Game

- Society understands distress is part of being human.
- Systems uphold human rights.
- Lived experience leads radical systems transformation.
- People have choice.

Our Role

- Community builder.
- Innovation partner.
- Systems shaper.
- Thought leader.

Embodying the knowing that lived experience matters.

We Will Have Been Successful When

- The involvement and expertise of the lived experience community has grown.
- System reforms are provoked and shaped by people with lived experience.
- Our thought leadership and innovation are recognised as industry leading and influence best practice standards.
- 'Alternative' ways of understanding and responding to distress are on the mainstream agenda, without co-option or dilution.

ALWAYS REMEMBERING OUR VALUE-BASE

- **COURAGE**
- **INTERSECTIONALITY**
- **COMPASSION**
- **LEADERSHIP**
- **DIGNITY**
- **SOCIAL JUSTICE**

How We Achieve Our Five Goals

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WHY WE EXIST & OUR IMPACT SO FAR

LELAN is the independent peak body in South Australia by, for and with people with lived experience of mental distress, social issues or injustice.

Our systemic advocacy targets the mental health and social sectors in SA, whilst our thought leadership and expertise on lived experience, leadership and governance is borderless.

By centring the experiences, collective insights and solution ideas of people with lived experience in all of our work, as well as being immersed in the lived experience community from grassroots to strategic and governance levels, we demonstrate the principles, practices and change dynamics that the social sector is calling for and desperately needs.

We have extensive experience and a proven methodology for leading lived experience-led and/or co-creation initiatives, frequently with a focus on sensitive issues and including groups that bring divergent perspectives to the conversation.

Here are some examples of what this looks like in practice:

Community Building

We provide collective, strategic and system-wide lived experience representation. Recently this has included providing submissions with direct input from our members and people with lived experience into the review of the state Mental Health Act and on the potential for a Human Rights Act for SA. We were also an integral member of the team advocating for, codesigning, commissioning and supporting the establishment of the Safe Haven in Adelaide's North.

We design and deliver learning and development opportunities with our community. Options range from using (y)our lived experience for change through to building skills and confidence to contribute to decision-making. We continue to build on our Lived Experience Development, Governance & Education Project (2020-2024) to grow the capability and influence of people with lived experience and lived experience communities, including linking them to committee's and representative opportunities that are advertised or sought by organisations.

Innovation Partnerships

We work closely with partner organisations to authentically evaluate and embed lived experience, and enable effective transformation of their practices, services, operations, strategy, decision-making and governance. This includes auditing organisations on their readiness, willingness and capability for embedding lived experience and co-production, as well as delivering short-term one-off projects or nurturing longer-term partnerships where we walk beside our partners over months and years.

A significant innovation partnership has been working with Mind Australia to hold space for the development of their new lived expertise-led practice and governance approach. Our initial work together was over an intensive 18-month period that has been followed by further work to transition Mind's new practice approach (*Connection and Community*) and their *Lived Experience Governance Framework* to implementation and evaluation.

Systems Shaping

We contribute to a number of state level committees, including the Mental Health Strategy and Planning Advisory Group and the Human Rights and Coercion Reduction Committees, and provide advice to relevant state and national requests for submissions, inquiries and other reform activities. LELAN has been an active member to the National Mental Health Consumer Alliance (the Alliance) since 2019 and are proud to have been part of the tender process resulting in the Alliance being appointed as the National Consumer Peak representing people with a lived experience of mental health issues in 2024.

We have informed and guided the reshaping of services and state decision-making to benefit people with lived experience who use services. One example of this with significant impact was the codesign of the *Philosophy of Care* to underpin the service offering of the Urgent Mental Health Care Centre, an ED alternative in Adelaide's CBD. This was a partnership with the Office of the Chief Psychiatrist and the Australian Centre for Social Innovation that speaks directly to the experience that people want, and have the right to receive, from services. Initial work was completed in 2020 and updated in 2022.

We advocate for lived experience-led understanding of and responses to mental distress and suicidality and have taken action to build evidence on their value. This most notably has been enabled through our work to systematically embed the Alternatives to Suicide approach across South Australia and to demonstrate strongly that lived experience (peer)-led community-based support options do work.

Thought Leadership

We are nationally recognised for our expertise and leadership in the areas of lived experience involvement, expertise, leadership and governance.

Our work in this area began with LELAN's first funded project in 2019, a two-year participatory action research and codesign partnership with the Mental Health and Suicide Prevention Research and Education Group from the University of South Australia. Our innovative work together resulted in the publication of *A Roadmap for Strengthening Lived Experience Leadership for Transformative Systems Change* and the groundbreaking *Model of Lived Experience Leadership* and continues to be documented in multiple peer reviewed journal articles.

We are regularly commissioned by organisations to disrupt their old ways of thinking and move them into imagining new ways and doing differently. In July 2023 the *Lived Experience Governance Framework: Centring People, Identity and Human Rights for the Benefit of All* and the aligned *Toolkit to Authentically Embed Lived Experience Governance* were published. The conceptualisation of Lived Experience Governance and its meaningful implementation offers one of the most significant provocations and guides for rights-based and person-directed systems change that over 200 people across Australia contributed to developing.

EXAMPLES OF LELAN'S WORK CAN BE ACCESSED ON OUR SHARED RESOURCES PAGE AT www.lelan.org.au/shared-resources

if you believe

**people experiencing
distress should be met with
compassionate responses that
uphold their dignity, autonomy
and human rights**



**you want to help amplify the
voice, influence and leadership
of lived experience to drive
change...**

**join
us**

**LET'S MAKE A
DIFFERENCE TOGETHER
info@lelan.org.au**

As a lived experience-led organisation LELAN values the lives and work of people with lived experience of mental distress, social issues and injustice. Particularly those that intentionally, passionately and skilfully use their lived expertise for change.

We thank those that came before, remember those we have lost, and stand in solidarity and allyship with our communities now and into the future.

WE ARE STRONGER TOGETHER



WWW.LELAN.ORG.AU