



**FOR A THRIVING
LIVED EXPERIENCE WORKFORCE**

The Lived Experience (LE) workforce is reshaping Australia's mental health landscape. These are individuals who draw on their own personal journeys, through mental health challenges, recovery, service use, or caregiving, to lead in care, peer support, education, advocacy, research, policy, and leadership.

Testimonials


"I have undertaken a number of lived experience trainings over the past few years. This was one of the best (and shortest) I have completed, where I took a lot away from it. The facilitator was engaging, gave useful examples, and it was empowering and inspiring the way they used their own lived experience to support the group around how to incorporate the training into our future practice/s."


- Peer Support Worker, Stride Mental Health


"The DoNoHarm session was one of the best training sessions I have ever attended. The facilitator created a safe space for participants to feel they could engage in discussion without judgement."


- Founder & Director, The STOP Campaign

Details

 Workplaces / Not for profits

 Face-to-face OR online

 3 hours

 20 in person OR 15 online

Contact us to
discuss tailoring
the workshop to
suit your needs



MIEACT's DoNOHarm Training is an essential investment in the evolution of Australia's mental health sector. It equips organisations and LE workers with tools for safe, inclusive and trauma-informed engagement, ensuring that lived experience is not only valued, but sustained.

DoNOHarm strengthens teams and drives better outcomes for staff, service users and communities.



Outcomes

DoNOHarm isn't just training - it's a strategic solution to the systemic issues, which will empower the LE workforce to thrive:

▶ Tackling Psychosocial Hazards Head-On

- Equips LE workers with trauma-informed communication tools.
- Builds resilience against moral distress and emotional exhaustion.
- Validates LE as professional expertise.

▶ Clarifying Roles, Strengthening Professional Identity

- Provides a clear, values-driven framework for safe engagement.
- Reinforces the unique value of LE workers in multidisciplinary teams.
- Helps set healthy boundaries and prevent burnout from role creep.

▶ Driving Organisational Culture Change

- Introduces a shared language for psychological safety.
- Promotes co-design and co-reflection across teams.
- Educates non-peer staff on how to support and collaborate with LE colleagues.

Key principles

The following six principles guide participants toward more effective communication in a range of settings:



Context & Purpose



Recovery Emphasis



Safe Talking



Limits to Helping



Respectful & Inclusive Language



Self Care

A Workforce Under Pressure

- 1 **Burnout:** 60% of the LE workforce report feeling burnt-out, overworked and "spread thin".
- 2 **Psychosocial Hazards:** 70% of LE employees report they have experienced traumatic workplace events.
- 3 **Lack of Support:** 43% report receiving no mentoring and feel unprepared after training.
- 4 **Stigma and undervaluation:** only 3% of the LE workforce feel their work is truly valued, with almost 50% of employees also facing stigma and discrimination in the workplace.

Deliverables

DoNOHarm delivers all five pillars of the *National Guidelines for the Lived Experience Workforce*:

- 1 **Understanding LE Work:** Through shared frameworks and language that clarify roles and expectations.
- 2 **Supporting a Thriving Workforce:** By embedding safety, sustainability, and reflective practice.
- 3 **Planning for Growth:** With scalable delivery models that meet diverse organisational needs.
- 4 **Community Integration:** Designed for sector-wide applicability - from health and justice to education.
- 5 **Professionalisation:** Reinforces LE work as a distinct, evidence-based discipline.