



Our Agency will be a place where dignity replaces discrimination and stigma, where what we do and how we do it reflects the knowledge and expertise that comes from our lived and living experience, our strengths and creativity.

# Let's make Recommendation 29 a reality

## The Royal Commission recommended a Consumer Lived/Living Experience (LE) Agency

To ensure positive experiences within our mental health system, the people most affected must be leading its transformation. Recommendation 29 of the Royal Commission into Victoria's Mental Health System called for a new agency led by people with lived experience of mental ill health or psychological distress.

Known affectionately as *Our Agency*, it is intended to play a unique role in cultivating consumer leadership and structurally embedding and enabling consumer involvement across the system by:

- nurturing and growing consumer lived experience initiatives
- fostering a diversified and robust lived experience workforce
- strengthening leadership and governance of lived experience organisations
- building system-wide capability to genuinely involve consumers and service users in designing, delivering, evaluating and improving our mental health system
- creating meaningful linkages across the system, including the new Victorian Collaborative Centre for Mental Health, the Statewide Trauma Service and the Mental Health Locals
- creating and demonstrating innovative consumer-led approaches for healing and support
- supporting the establishment of consumer-led safe spaces and crisis response services.

Connecting & growing the consumer-led community

Training and resourcing consumer-led capability

Developing consumer-led healing and support services

Embedding consumer-led approaches

## But Our Agency is yet to be funded

Although progress is being made on many Royal Commission recommendations, Recommendation 29 has not been implemented. The board is yet to be established, and no funding has been allocated.

Meanwhile, other new agencies and services are building and growing the foundations of our future system without reference to, connections with, or the benefit of input from Our Agency. Instead of being at the centre of the changing mental health landscape, we risk sidelining consumer-led learning, innovation, leadership, and systemic involvement. We can't afford the long history of marginalisation and disempowerment of consumers to continue.

## Mental health consumers need to lead the system transformation

If consumer-led initiatives, organisations and the workforce are to play a genuine role in the reform environment, Our Agency needs to be urgently established.

Although Consumer organisations, lived experience representatives, and workers are striving to inform and shape changes, the aspirations of Our Agency extend well beyond what can be delivered through current arrangements.

## What you can do:

Sign the open letter to the Victorian Premier, Treasurer, and Mental Health Minister:

<https://ouragency.good.do/Funding/SignTheLetter>



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