



ABOUT THE SURVEY

This is a survey for people 15 years and over with mental health challenges or with lived experience of caring for family members with mental health challenges. If you are under the age of 15 years, we request that you seek permission from a parent or guardian before answering the survey. The survey has nine questions and is estimated to take between 10-30 minutes to complete. It asks five basic background questions such as your age range and gender identity. It then asks you to describe an example of when your human rights were respected and what made this so, and an example of when your human rights were not respected, and how that situation could have been prevented or restored.

Your rights matter. Your ideas matter. We want to learn from people who have successfully claimed their human rights in mental health and other support settings. These stories can help us understand what works and how to support others to do the same.

You can also choose to share a situation where your rights were not upheld — but this is optional. We understand that revisiting these experiences can be distressing, and if this is the case for you can skip this question.

WHO WE ARE

We are a team of people from Lived Experience Australia, a national peak body supporting the interests of people with lived experience of mental health challenges.

We are currently working on a project called 'How to Claim Your Human Rights' funded through an Information, Linkages and Capacity (ILC) grant managed by human rights organisation B-HART. In this survey, we want to hear from people who are 15 years and older with lived experience of mental health challenges and their chosen family/carer/kin supporters. The purpose is to collect ideas on how people can identify and access their human rights when they interact with mental health and other support services. We intend to help build information resources about claiming human rights that we can share with the community.

MENTAL HEALTH HUMAN RIGHTS?

In addition to basic rights such as the human right to dignity and respect, several mental health peak bodies refer to the following mental health rights.

People with mental health challenges and their families, and close support have the right to:

- the highest attainable standard of mental health
- not be discriminated against because of mental health challenges
- access quality mental health services, treatment, and support
- be treated with respect, dignity, and have privacy protected
- access legal support, a fair hearing, and the right to appeal decisions related to mental health care
- be treated in an environment that is the least restrictive but supports safety and well-being
- participate equally in, and be informed about, care and treatment options
- an equal voice in decisions relating in all care planning decisions.

Examples of human rights being upheld

1. A patient with support from their hospital clinical team invite their family and chosen supports to attend a hospital meeting to plan a pathway for hospital discharge that understands and incorporates the needs of both the patient and family supports.
2. A person attending a service complains after being physically shuffled aside 'like furniture' (without comment or apology) by a staff member attempting to pass them in a hallway. The complaint results in a prompt written reply that the complaint has been taken seriously and will be dealt with under the agencies RESPECT (human rights) policy.

Examples of human rights not being upheld

1. Turned away from services without adequate safety structures in place.
2. Small but harmful comments e.g., "I thought you were one of our staff because you don't look like someone with mental illness".

RISKS AND SUPPORT

The survey asks participants to focus on personal human rights situations. Due to the nature of the topic, the survey questions have the potential to cause stressful thoughts or memories and may cause harm, distress and discomfort to participants. If you decide to answer the survey but find it has raised concerns for you, it may be helpful to contact a trusted friend or support person or professional services such as:

- Lifeline: **13 11 14**, on-line or Text **047 7131 114**
- Beyond Blue: **1300 22 4636**
- Mental Health Access Line: **1300 MH CALL**
- Kids Helpline **1800 55 1800** available 24/7
- 13YARN - **Call 13 92 76** Crisis support for Aboriginal and Torres Strait Islander
- [Carer Gateway | Australian Government Department of Health, Disability and Ageing](#) (offers general support and advice)

YOUR RIGHTS IN ANSWERING THE SURVEY

This survey is optional, and you have the choice to participate in responding to as many or few questions as you would like to. You can stop answering the survey at any time. However, once you submit your survey, we will be unable to remove your responses from the dataset for the project as the survey is anonymous and it will be impossible to identify your individual data.

By answering the survey, you are giving your consent to participate.

You and your friends/family/kin have the right to privacy. The survey is not seeking identifying information and any personal comments that might identify persons.

The online survey is intended to be anonymous. All records containing personal information will remain confidential and no information which could lead to identification of any individual will be released unless required by law. Every effort will be made to ensure that responses are kept confidential (for example, we are using robust and secure survey software and storing data on secure servers). However, the researchers cannot ultimately guarantee the confidentiality or anonymity of material transferred by email or the internet.

The responses collected by study will be de-identified (meaning any personal details that can be linked to a person(s) will be removed.

The ethical aspects of this research project are aligned to Human Research Ethics Committee (HREC) requirements.

THANK YOU

Your answers will contribute important information and suggestions that may assist people with mental health challenges to have better access to human rights. By late 2025 or early 2026 we will have shared the results from this project on the Lived Experience Australia website as well as on the websites and social media of agencies who advertised the survey.

If you have any questions or concerns about the survey, you can phone Dr B-J Dee-Price on 0434192392 or email bj@livedexperienceaustralia.com.au.

Once again, if the topic has raised stressful feelings for you, it may be helpful to contact a trusted friend or support person or professional services such as:

- Lifeline: **13 11 14**, on-line or Text **047 7131 114**
- Beyond Blue: **1300 22 4636**
- Mental Health Access Line: **1300 MH CALL**
- 13YARN - **Call 13 92 76** Crisis support for Aboriginal and Torres Strait Islander
- Kids Helpline **1800 55 1800** available 24/7
- ARAFMI Carer Helpline A service for carers and families of people affected by mental illness **1300 554 660** Note this may not be available in all states.
- [Carer Gateway | Australian Government Department of Health, Disability and Ageing](#) (offers general support and advice)

By completing and submitting this survey I confirm I am aged 15 years and older, have read and understood the participant information sheets, and consent to participate in the research.