



How We Connect with People at and Through LELAN

September 2025

Many organisations have a *Code of Conduct* or other document that sets expectations for how people behave in their roles and workplace. Being in the lived experience and peer space we believe that a more relational and human approach can be used to set the standard for how we show up, connect and do our important work together.

This approach to showing up and connecting applies to all people interacting with LELAN and on our behalf. It covers people in the broader community and sector that attend our training, those with lived experience that contribute to our work, volunteers, and team and Board members.

SEE:

- Authenticity and integrity.
- Showing up.
- Contributing.
- No hidden agendas.

FEEL:

- Our actions have purpose and are meaningful.
- Camaraderie and connection.
- Supported by each other.
- Safe to ask and to be heard.
- People have confidence in the team and Board.

HEAR:

- Laughter.
- Clear and intentional communication.
- Diversity of opinions, perspectives and approaches.
- The challenges and the successes.

DO:

- Centre lived experience wisdom in our collective advocacy and actions.
- Words and actions align with LELAN's values and strategic priorities.
- Robust and curious discussion, even when it is hard.
- Celebrate achievements.

WE KNOW WE'RE SUCCESSFUL WHEN:

- We show up in a prepared and purposeful ways.
- There is confidence to engage in curious debate.
- There is ongoing connection, or repair when disconnection happens.
- Our impact is seen and measured.
- We are accountable to each other, to LELAN and to the broader consumer movement.

We invite you to let us know when people involved with LELAN activities or who are a part of our team do not meet this standard. Please email the LELAN team via info@lelan.org.au or our Chief Executive, Ellie Hodges via ellie@lelan.org.au.