



LIVED EXPERIENCE PARTICIPATION REVIEW INFORMATION

How can the public learn about what our organisation's services are?

TAILORED SERVICE

How does our organisation create awareness that its service is flexible and can be tailored to suit the specific needs of people (wherever safe and possible)?

CREATING A WELCOMING ENVIRONMENT

How does our organisation welcome people with lived experience into our organisation?



FEEDBACK

What are the ways that people accessing our services can provide our organisation feedback?

How is feedback handled by our organisation?

Unsolicited Feedback

What are some possible motivations for someone leaving feedback on a public forum (eg. website, social media, graffiti)? Does our organisation have a process for handling this type of feedback?



TRUST – PART ONE

What are some things our organisation is doing/has done well to build trust with the people accessing our services? Any notable examples?



TRUST - PART TWO

What are some situations that have damaged trust between our organisation and the people accessing our services? How have these issues been addressed? If yes, how?



ATTITUDES

What is the general staff attitude toward lived experience participation within our organisation? Is there alignment on this issue?

Is there an organisational interest in investing in and improving lived experience participation? How is this evident?

CAPACITY

Are lived experience participation activities seen as an 'extra' for staff members to coordinate? (ie: not in position descriptions)

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ We don't have currently have any lived experience participation

Does our organisation provide fair remuneration (pay) for the time and expertise of our lived experience participants (including peer workers)?

- ☐ Yes
- ☐ No



PERCEPTIONS OF IMPACTS

What areas of our organisation currently benefit the most from lived experience participation? What kind to impacts are these activities having?

What are (or have been) the main barriers to lived experience participation at our organisation?



PATHWAYS TO EMPLOYMENT

Has a lived experience participation activity or process led to training or professional development opportunities for an individual? If yes, what happened?

Has a lived experience participation activity or process led to further paid employment for an individual at our organisation or elsewhere? If yes, what happened?

Has a lived experience participation activity or process led to an opportunity for a person with relevant lived experience to present training to staff or the sector? If yes, what happened?



SERVICE LEVEL

When we are updating service policies or developing new service policies, how do we involve the people accessing our services (and/or with relevant lived experience)?

SECTOR LEVEL

If legislative reform is proposed for our sector, how do/can we share information with the people accessing our service?

BOARD / GOVERNANCE LEVEL

How can people accessing our service/people with lived experience communicate with our governance board or directorate? If none, is this appropriate and/or possible in the future? How might this happen?



FUTURE ACTION

In the future, what areas of our organisation would benefit the most from lived experience participation?

What small or short-term goals could our organisation aim for? How might our organisation do this?

What longer-term goals could our organisation aim for? How might our organisation do this?