

This checklist can guide you when conducting engagement with people with lived experience. Go to [mhcc.vic.gov.au](http://mhcc.vic.gov.au) for more information.

## Value people's expertise

YES PARTIALLY NO

We have paid people with lived experience a fair and reasonable rate for their time.

We have been transparent about our organisation's payment rates and processes, including any limitations.

We have sought informed consent to share information that is sourced during consultation and engagement activities.

We have acknowledged the contributions of people with lived experience in the work itself, or when talking about the work in meetings, reports and presentations.

We have provided opportunities for people with lived experience to be involved in presentations about work they have led/contributed to in a way that respects their preferences.

## Initiating/scoping an engagement

YES PARTIALLY NO

The project or initiative we are engaging on is based on priorities identified by people with lived experience.

We have consulted people with lived experience, or resources and guidelines developed by them, in defining the scope and engagement methods before engagement begins.

We have explored the scope, limitations and problem definition with people with lived experience.

We have made any reasonable adjustments to support the participation of people with lived experience in the engagement process.

We have acknowledged and recognised the collective history and experiences of people with lived experience at the start of meetings.

We have taken reasonable steps to ensure meetings are held in an accessible and appropriate location that won't be retraumatising for people with lived experience.

We have taken reasonable steps to ensure people with lived experience who have caring responsibilities can participate without barriers.

We designed the engagement process to allow people with lived experience adequate time and resources to participate meaningfully.

## Collaborating with lived experience

YES PARTIALLY NO

We have made the structure, process and expectations of the project clear and provided opportunities to ask questions, give feedback or raise concerns.

People with lived experience are encouraged to take steps to manage their own wellbeing during the process, including stepping in and out of the process or other reasonable adjustments as needed.

We have taken a trauma-informed approach to how engagement is facilitated

People with lived experiences are informed that they do not have to share anything they are not comfortable discussing, and that they can choose for information to not be included should they change their mind during engagement.

We have adopted inclusive engagement practices and taken steps to research these if unfamiliar with them.

People with lived experience have been offered the option of a plan to support their health and wellbeing during engagement.

## Developing content

YES PARTIALLY NO

We have used plain language, avoided alienating terms, and provided supporting material and documents in an accessible format.

We have avoided using jargon, acronyms, and bureaucratic, medical or legal language without providing an explanation or relevant context.

We have informed people with lived experience about what feedback was or wasn't incorporated and provided context as to why.

People with lived experience are welcomed to provide feedback on content.

## Making decisions

YES PARTIALLY NO

We have engaged with a diverse range of people with lived experience with relevant perspectives to learn from their experiences both positive and negative.

People with lived experience are sufficiently represented and involved in the decision-making process.

We have been transparent about decision-making authority from the outset and where reasonable, have shared or delegated decision making with people with lived experience.

## Seeking feedback

YES PARTIALLY NO

We have involved people with lived experience in the overall evaluation of the project/initiative, including the engagement process.

We have encouraged people with lived experience to provide feedback about the entire process, and provided different ways for them to share it.