

# Lived Experience Framework





Red Cross acknowledges the Traditional Owners of this land, their ancestors and Elders, past and present.

#### ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS

Red Cross pays our respects to the Aboriginal and Torres Strait Islander Custodians across this country, and to Elders past, present and emerging.

#### CONTRIBUTORS

We thank the staff members and external stakeholders with a lived experience of being a migrant, refugee or seeking asylum as well as lived experience advocates, who have contributed to this first draft of the Framework.

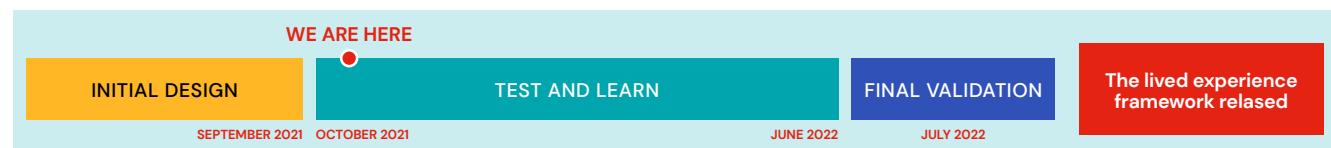
September 2021

## GLOSSARY & ABBREVIATIONS

Do no harm	Generally refers to avoiding any negative effects from humanitarian activities
Protection mainstreaming	Ensuring that assistance activities address protection needs through ensuring dignity, access, participation and safety for affected people
Strengths-based approach	An approach which focuses on working alongside people in ways that recognise and complement their existing strengths and resources
Trauma informed	A practice underpinned by an understanding of the nature, origins, and the significant impact of trauma on an individual or community
CALD	Culturally and Linguistically Diverse
Co-design	Co-design is an approach to designing with, not for, people. It involves sharing power, prioritising relationships, using participatory means and building capability.
People with a Lived Experience	We use person-centred language, with terms like 'person', 'individual', 'people with a lived experience' (applying to staff, volunteers and community members).
Self-determination	The right of a group of people to have full power over their own lives. Starting with the basic freedom to design a life plan, authority to control resources, support that is highly individualised and opportunities to be a contributing citizen of the community.

## A NOTE ON THIS FRAMEWORK

This Lived Experience Framework now enters the next developmental phase that we are calling the 'Test & Learn' phase, during which time it will be used to be tested against real life projects and operations across many teams in Red Cross. A crucial component of the 'Test & Learn' phase is having a Lived Experience Advisory Group to lead and validate this process, finally arriving to release the Framework as a living document in July 2022.



We acknowledge that the focus of this Framework has been on the lived experience of migration, given the nature of the Migration Support Programs. The 'Test & Learn' phase provides opportunity to receive input more broadly to guide this Framework in terms of inclusivity and intersections with other areas of specific expertise.

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# How to use this Framework

This section takes the Framework Principles and relates it to what could be considered best practice

This section emphasises why this theme is in the Framework

Click the navigation index tab to jump through the document

13 **Advocacy + Representation: Media**

**Rationale**  
People with a lived experience have full agency and power over their contribution relating to their lived experience.

**Best Practice**

- We provide opportunity to amplify direct voices of lived experience, recognising that media representation for lived experience may require different types of engagement.
- We build on the Ethical Framework for Transformational Storytelling.
- People with a lived experience are fully aware of their rights over their own contribution.
- People with a lived experience can provide informed consent as to how their experience and/or expertise is shared.
- Red Cross people who engage with people with a lived experience are appropriately trained to employ trauma-informed, strength-based practices for their engagement.
- We support people with a lived experience to manage the cultural load and emotional labour of media engagement by monitoring and mediating the volume of requests as needed, so that appropriate resourcing and support is provided.

**Key takeaway from this section**  
At its core, people with a lived experience have full agency and power over their contribution relating to their lived experience. We enable the genuine power shift to people with a lived experience by (1) following the Ethical Framework for Transformational Storytelling, (2) assessing benefits and risks associated with this activity with each person with a lived experience, prior to receiving their consent to participate, (3) explaining where the legal ownership of their experience is held, and what they can do to have copyright if they wish to do so and (4) completing the feedback loop by having a debrief and letting people with a lived experience know the impact(s) of their media representation.

This section summarises how this theme can be incorporated into your area of work

15 **Checklist for Red Cross people**

- Have you referred to the Ethical Framework for Transformational Storytelling?
- Have you provided informed consent prior to sharing their experience and/or expertise?
- Have you had a conversation with the person about the request and what benefits and risks they identify in sharing their experience?
- Have you put in place measures that enable the person to have genuine authority and meaningful control over what they share, without coercion?
- Have you briefed/debriefed each person?
- Have you provided information and options for appropriate counselling support and resources for practical, emotional, cultural and financial support before, during and after they have shared their Story?
- Have you explained who will own the intellectual property rights in the recorded or published version of the Story and what this means for the future control and sharing of the documented version of the Story? See Appendices for more information.
- Have you looked at ways the person can own copyright to their Story?
- Have you collaborated with the person in the co-design, editing and framing of their Story?
- Have you provided measures to support storytelling in their preferred language or communication method, e.g. providing access to translators and Auslan support.
- Do you have the consent of the person before you adapt or modify the Story for your media piece?
- What provisions have you made to enable the person to withdraw or to change their Story after it is published, if they wish to do so?
- How do you plan to capture feedback and connect it back to the person?

This section is a tool to help you bring the Framework to life

# Introduction

Migration Support Programs has created a Lived Experience Framework (the Framework) to centre the voices, experiences and insights of people with a lived experience in what we do. It is informed by staff members and external stakeholders with a lived experience of being a migrant, refugee or seeking asylum as well as lived experience advocates.

## Vision

Our commitment is to Red Cross people working together to create a welcoming, positive and culturally safe environment where people are fully supported, have developmental pathways and confident in utilising their strengths. Each person sees the impact of their participation and engagement, is seen and heard through representation and has a pathway to determining program design and research.

## Strategy

We aim to ensure that people with a lived experience themselves are at the centre of what we do, through ongoing evaluation, feedback and co-design of our approaches. We want to build collaborative services models to address gaps, build on strengths and ensure people are able to actively participate and determine their own support needs.

## What is lived experience

A person with a **lived experience** has firsthand experience of the structures, services, systems and policies that impact them. Within Red Cross, this gives them a unique insight and expertise into how the organisation can best respond to their priorities, needs and strengths.

Some examples of lived experiences are of the justice system, colonisation, immigration detention, emergencies, forced migration, homelessness, human trafficking, modern slavery or family and domestic violence.

## Why lived experience matters

The Framework has been developed to engage people with a lived experience across the organisation. When people with a lived experience are centred in our work, individuals have agency to advocate for themselves, to contribute to and connect with the larger society in which they live and receive affirmation that their expertise has been listened to, understood and valued.

## What is the lived experience framework?

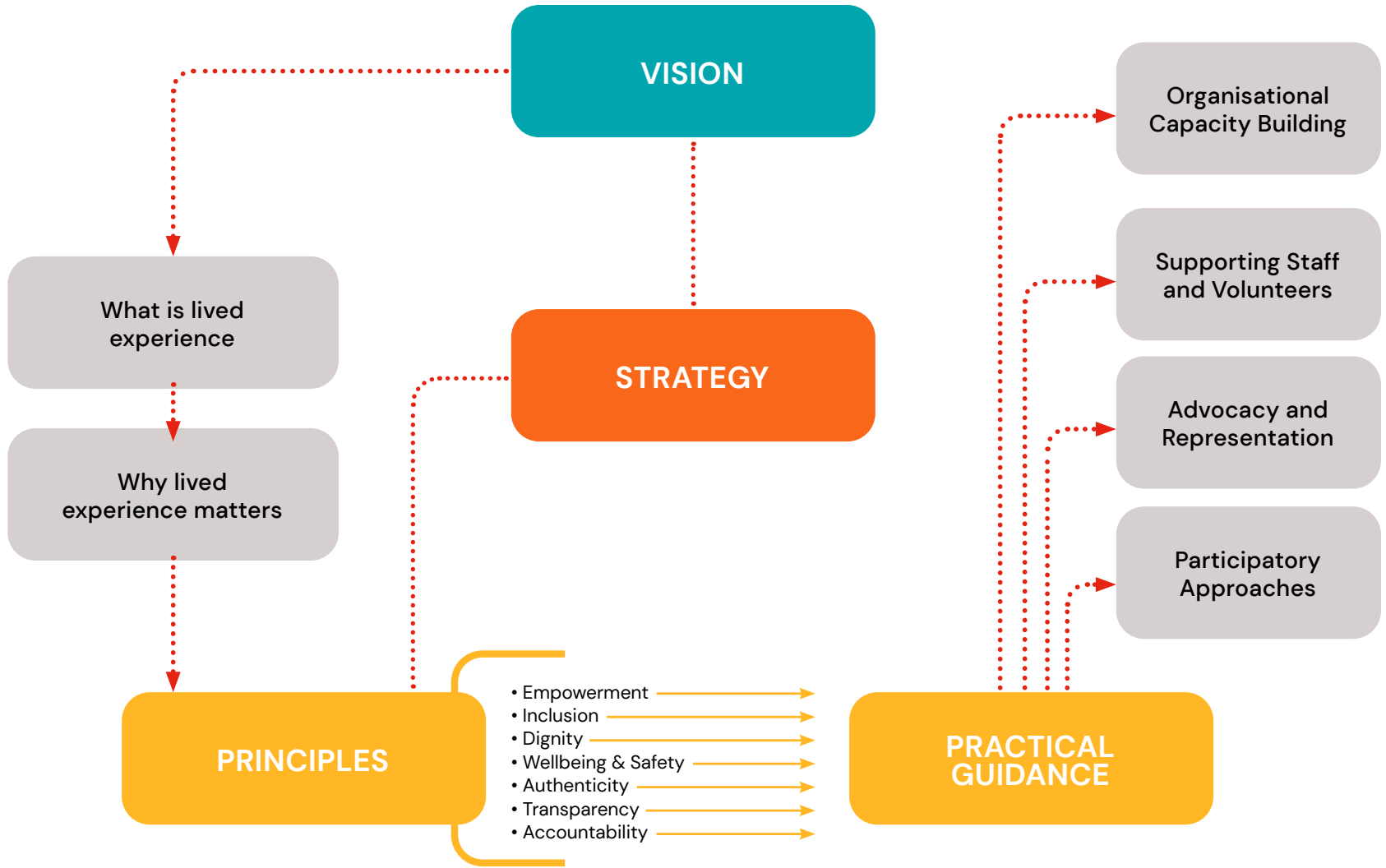
The Framework acknowledges that everyone brings their own lived experience, and that the Framework is focused on occasions where people are specifically asked to bring their lived experience to the workplace through advice, expertise and specific interventions. The Framework is made up of **principles** and **practical guidance** anyone in Red Cross can take in their day-to-day work to ensure:

- meaningful support strategies for Red Cross people with lived experience
- pathways are in place to amplify lived experience voice and representation in our communications and advocacy; and
- program, service design and research where people with lived experience are actively participating and determining their own needs and solutions.

We invite you to bring the Framework to life through our everyday behaviour. The Framework includes a stand-alone section of real-life Examples and How-to Tips that Red Cross people can use immediately and continuously, and not just for a particular project.



This diagram illustrates the relationship between the vision, strategy and the Framework as described on the previous page.



# Principles

The Framework is made up of seven principles that collectively increase the sense of safety, inclusion and community for people with a lived experience.

Co-design has informed the principles of *Empowerment, Inclusion, Dignity, Wellbeing & Safety* which reflect the preferred experiences for people with lived experience as a result of following the Framework:

## Empowerment

We ensure that people participate with full agency and power. People with lived experience are in control, comfortable and empowered to determine how, when and why they draw on their experience and expertise.

## Inclusion

We offer a welcoming environment and ensure the diverse qualities, ideas, and perspectives of people are represented and included in our workplace. There is engagement of people with lived experience in all levels of the organisation. Our staff and volunteers are representative of the communities we serve and work within.

## Dignity

Our clients, staff and volunteers feel valued and respected for who they are. Support is readily available if they choose to receive it. A person with lived experience is never expected to take part, share their personal story or have their personal experience represent that of a wider group of people.

## Wellbeing & Safety

We foster a workspace that is spiritually, socially, emotionally and physically safe for people. People feel confident to self-identify, of who they are and what they need. All our staff and volunteers are appropriately trained and supported, have healthy working relationships and are culturally competent. Strength-based and trauma-informed wellbeing is easily accessible.

Staff and volunteers working closely with people with lived experience have informed the principles *Authenticity, Transparency, Accountability*. These principles guide the decisions and actions of Red Cross people when following the Framework.

## Authenticity

We recognise that people with lived experience understand their own needs far better than anyone else. We create the space and time for them to genuinely engage, define and act upon their needs. As individuals and an organisation we own any mistakes, and recognise that we are learning and growing together. We do not fear the change that might follow from genuinely listening and acting upon the needs of people with lived experience.

## Transparency

We readily share information regarding decision making, inclusion, diversity, equity, process and procedure. Information provided is inclusive and accessible, clear and easily understood. When possible, documents, trainings and vital information can be provided as translated or provided in other accessible formats.

## Accountability

We confidently hold ourselves accountable to incorporating lived experience voice and insights. Red Cross people are provided the opportunity to implement the principles and practices of the Framework in their daily work. We monitor the implementation of the Framework. We evaluate the impact of the Framework on people with lived experience, to ensure full understanding and commitment.

# Examples and how-to tips

## How to have an inclusive meeting

- Consider all participants in the meeting and adjust your communication accordingly: is the language accessible, is the meeting accounting for different needs (e.g. different levels of fluency in English, different levels of understanding of topic, different hearing or sight abilities). Also consider that some people may not feel as comfortable expressing themselves. If possible, check in with particular participants how they would like to contribute, prior to the meeting.
- If people are brought in specifically to contribute their expertise from their lived experience, ask them how they would like to be introduced and/or acknowledged prior to the meeting.
- Have a wellbeing check-in at the beginning of the meeting.
- Avoid the use of jargon, corporate or sector speak and acronyms.
- Be mindful that certain expressions are not universally understood. Explain the context and meaning behind the expressions as a way to increase their knowledge on specific language references.

## How to discuss and assess risk and safety/impact of advocacy on people with lived experience

- Consider a suitable platform for advocacy – direct/confidential advocacy or public/media campaigns.
- Check whether the person wishes to be identified.
- Ensure informed consent from each person, given the impact media and advocacy (including social media) can have on individuals, their family and their relationships, whether here in Australia or elsewhere.
- Consider the impacts of paid participation.

## How to identify people with lived experience and retain this information

- Consider creating a lived experience advisory group or community through internal recruitment, and let this group lead the way in managing disclosed information of others with lived experience, including preferred communication methods.
- Follow Australian Red Cross protocols on data privacy and security for sensitive information.

## How to support people with lived experience to thrive in their professional environment

- Provide mentorship or coaching, if you are in a capacity to do so. Some types of informal coaching can include letting them shadow or listen in to certain meetings, creating secondment opportunities within your team etc.
- Match people with mentors or coaches if you are not able to do so yourself.
- Connect them to your professional networks in Australia, acknowledging how difficult it is to thrive professionally in a new sector or a new country for those who recently arrived.
- Connect them to talent-based programs, whether internally with Red Cross or externally.
- Create pathways for people to receive exposure in areas that they are interested in. There are many ways to realise this, including: connecting them to your internal network within Red Cross, negotiating with other team leaders to welcome them as guests into their team meetings, enabling them to get involved in Working Groups/Community of Practice/Advisory Groups etc, allowing 'exploration time' as a recognised professional development within their normal work hours.





## How to create an inclusive work environment

*(Note that these tips have been drawn from lived experience of migration, most commonly found in MSP)*

- Invite your colleagues into personal conversations, for example inviting them to coffee/tea breaks.
- Allow them to express themselves at their own pace and be prepared to listen rather than to speak. Examples of how to do this include: allowing enough gaps in conversation, allowing them to develop their own thoughts and express themselves without filling in their sentences.
- Consider the impact of conversations around relatable topics to your program area, e.g. forced migration, conflict, trafficking etc, noting it can have personal impacts on people who have experienced trauma (if this information is voluntarily disclosed to you).
- Keep languages simple and straight forward in your verbal and written communication, using as little jargon or corporate speak as possible.
- In your everyday interactions, take the opportunity to explain cultural references that are Australia-specific, which will help them feel more comfortable in other interactions.

## How to create a safe exit for people with lived experience should they no longer feel safe/wish to withdraw

- At the outset, explain to participants of their right to leave a conversation or withdraw their participation if they no longer feel safe to do so, without any penalty to their remuneration agreement or any repercussions to their professional development.
- Ask them how they would like to exit so we have contingencies and support in place.
- Have a debrief with the exiting person.
- Reflect on the exit debrief and reflect on how future participation might be supported.

## How to capture feedback and connect it back to Participants

- For events such as storytelling or discussion panels – allocate a time for ‘audience preparation’ prior to the event, in which the audience is reminded to be present, practice active listening, and provide feedback into the chat. Examples of feedback that show deep listening include: “what’s the key take-away message from this person?”, “what’s the one thing I will start practising from what I’ve just heard?”, “what change will I make to my day-to-day operations”. Post-event, the facilitator is responsible for distributing the feedback to Participants.
- For consultation sessions or listening circles – consider having a dedicated person to take notes (so that you can be present and fully listen to their message) and circulate the notes to the Participants for their validation, prior to using these notes for any other purposes.
- If there is no formal mechanism in your program to close the feedback loop, consider simple things like putting a reminder in your calendar 1 month/3 months/6 months after your conversation with the person with lived experience, to let them know how their feedback has been used.

## How to address power dynamics

- Be conscious that power plays out in different ways: it can be through a hierarchy, knowledge, language, network and resources. Consider your particular environment and adjust your strategy on addressing power dynamics accordingly.
- Set clear expectations at the beginning of a meeting, e.g. introduce the participant as a paid consultant that we value for their expertise, acknowledge the different powers that exist and set boundaries on the role of ‘senior positions’ in any given meeting.
- Prior to a meeting, check with the attendees/participants if they feel comfortable expressing their thoughts with ‘people of power’, and consider removing this barrier to create safe spaces.

# Organisational capacity building

## Rationale

Red Cross has dedicated resourcing and structures and all Red Cross people have the appropriate knowledge and skills to centre people with a lived experience in what we do.

Through our organisational commitment, we take individual and collective responsibility to engage with and implement the Framework and educate ourselves to understand what supports people with a lived experience need, and how to support them in culturally safe and appropriate ways.

## Best Practice

- We secure appropriate funding and resources to implement, mainstream and evaluate the Framework.
- We address unconscious bias in our organisational training and we create culturally safe spaces.
- We create an environment in which people with a lived experience have a sense of community and safety, enabling them to comfortably share experiences, speak out and challenge us to consider/work from/value their experience.
- We develop organisational policies and support mechanisms with people with a lived experience.
- We are mindful that professional development for staff and volunteers with a lived experience may require additional resources. This is reflected in their PRD if relevant.

### Key takeaway from this section

As Red Cross, we have an individual and collective responsibility to educate ourselves on appropriate ways to engage, support and provide pathways for people with a lived experience, whether they are staff, volunteers or members of the community. We create organisational policies and structure and we have allocated funding and resources to support this commitment.



## Checklist for Red Cross people

- Have you allocated sufficient budget for the operational costs to implement the Framework?
- Have you attended unconscious bias training?
- Have you made the Framework available and explained our organisational commitment to people with a lived experience?
- Have you consulted the person with a lived experience on how they would like to be engaged?
- Have you assessed and agreed on the risks and safety impacts that may occur upon advocacy by people with a lived experience?
- Have you arranged, resourced and supported a peer-to-peer support model for staff and volunteers with a lived experience, to create a sense of community?
- Has your department reviewed operational policies to align with the Framework?
- For managers: have you considered supported secondments and mentorship (internal or external), enabling exposure to areas of work that may not be directly accessible to staff/volunteers?



# Supporting Staff + Volunteers: Recruitment

## Rationale

Red Cross staff and volunteers are representative of the communities we serve and work with. Our organisational approach to recruitment actively reaches out to appoint and support people with a lived experience who may otherwise be marginalised.

## Best Practice

- Our recruitment process is inclusive, trauma informed and sensitive to the cultural needs of all individuals.
- We use community-based recruitment pathways which are known to be successful for candidates with a lived experience.
- We create job advertisements and role descriptions that are clear and simple.
- We offer translators and interpreters when appropriate.
- We ensure that the physical and emotional safety of an individual is addressed and supported.
- We adapt our recruitment, interview and onboarding process according to cultural protocols and needs.
- We explain and follow a predictable process with a dedicated contact person so the candidate knows the steps and when they will be contacted, providing reliability and establishing trust.

### Key takeaway from this section

In recruitment we aim for our workforce to reflect the communities we work in by 1) Encouraging diversity through adapting recruitment process to any accessibility and inclusion needs. 2) Being sensitive and supportive to individual needs by working through a trauma informed lens. Recruitment takes into consideration the individual support that a person with lived experience might need and we have the flexibility to adapt to any culturally sensitive support needs candidates express. Options are actively offered, and candidates should be made aware of their options for engagement, and our ability to adapt to any specific needs.

# Checklist for Red Cross people

## Recruitment

- Have you prepared a simple, clear and accurate job description?
- Have you circulated the opportunity through informal networks?
- Have you provided candidates with the opportunity to access their local Red Cross office for support with application and onboarding process?
- Have you asked the candidate if they have any additional support needs?
- Have you given them examples of the support needs we can address?
- Are you working from a trauma-informed foundation?

## Interview

- Have they been offered an interpreter?
- Is one of the people on the interview panel a person with a lived experience?
- Has the person been informed of the length of the interview, number and nature of questions, and informed that they can take their time to answer the questions?
- Have they been informed they can choose not to answer questions they feel might be triggering and they can take a minute/step out if they need to?

## Onboarding

- Have you invited unsuccessful candidates to join the MSP talent pool?

# Supporting Staff + Volunteers: Paid Participation

## Rationale

Red Cross values the significant contribution our members, volunteers and community advisors make to the organisation. At times, in addition to the broad contribution made by volunteering, people with a lived experience may be asked by the organisation to specifically share their personal lived experience and expertise, engage in participatory research or program design or to provide experience and expertise for specific advocacy and representation purposes.

We make sure people are supported to participate within existing work hours if they are staff, or offer payment for time as an advisor where it may be outside their regular volunteering role, or engagement with Australian Red Cross.

## Best Practice

- We apply consistent payment rates when engaging people with a lived experience across Red Cross.
- We recognise that participation involves activities beyond the activity itself, for example briefing, meetings, debriefing and travel.
- We regularly monitor and audit paid participation mechanisms in place.
- We allocate sufficient budget and resources to remunerate people with a lived experience.
- We are transparent and consistent with Red Cross policies on how we recognise people's contribution of time, out of pocket expenses and cultural or emotional labour.
- Where participation is additional to existing roles for Red Cross staff, the line manager is responsible to support each staff whether through workload reduction, claiming Time in Lieu (TIL) or offering Remuneration (Overtime payment) where outside regular work hours.
- We explicitly acknowledge people with a lived experience are being paid for their contributions.
- Paid participation equalises the power differential between staff, volunteers and community.

## Checklist for Red Cross people

- Have you assessed whether the type of engagement is paid participation?
- Have you considered to engage them as paid staff, if you plan to draw on their expertise regularly?
- Have you discussed paid participation with the individual prior to any activity taking place?
- Have you prompted the individual to check with Centrelink or the Australian Taxation Office on the impact the payment may have on their income?
- Have you adjusted your staff member's workload where participation is during regular work hours?
- Have you asked the person with each engagement for bank account details to be paid and registered on Red Connect?
- Have you asked the person how they would like to be introduced, in their paid role?
- Have you followed up to confirm that payment has been received?





## EXAMPLES

### Would be paid:

1. A volunteer with lived experience is invited to speak at a Red Cross listening session.
2. A speaker who is already engaged by the In Search of Safety Program is requested to participate in MSP program design and evaluation.
3. A full-time Red Cross employee is invited to attend a Parliamentary Friends meeting and speak to their experiences of forced migration, on top of their business-as-usual obligations. This person chose to be paid overtime.
4. A person with lived experience co-designs a new service alongside paid consultants and staff members.

### Would not be paid:

1. A person engaged through a volunteering role.
2. A person with lived experience volunteers to be part of a Red Cross awareness campaign.
3. A Red Cross board member with lived experience attends a public fundraising event.

<b>Terms of Engagement (role)</b>	General participation Sharing a personal story and experience through media, internal events, community events	Engagement requiring specific expertise or outputs such as advocacy, humanitarian diplomacy, or formal representation
<b>Hourly rate</b>	\$50/h, minimum 2 hours	\$80/h, minimum 2 hours
<b>Daily rate</b>	\$350/day, maximum 7 hours of engagement including travel time	\$560/day, maximum 7 hours of engagement including travel time
<b>Platform of engagement</b>	Media, panels, storytelling, presentations, research, program design within the limitation of a survey/focus group	Media, panels, presentations, program designs with a capacity to influence and collaborate
<b>Migration Support Program Examples</b>	<ul style="list-style-type: none"> <li>- Speaking engagement</li> <li>- Focus group discussion (personal experience)</li> <li>- Newsletter stories</li> <li>- First-person storytelling</li> <li>- Client feedback</li> <li>- Participatory monitoring and evaluation</li> <li>- Research interviews</li> <li>- Workshops and other events</li> <li>- Listening Circles</li> </ul>	<ul style="list-style-type: none"> <li>- Lived Experience Framework Advisory Group</li> <li>- Listening sessions (direct influence to policy/ advocacy)</li> <li>- Program design meetings</li> <li>- Co-designing a product or service in collaboration with staff from Red Cross and in some cases other organisations.</li> <li>- Listening Circles (for advocacy)</li> </ul>
<b>Volunteers</b>	People with a lived experience may choose to volunteer with Red Cross – this is 'time willingly given for the common good and without financial gain'. Current Red Cross Volunteers at times can be invited to contribute their lived experiences as outlined in this Framework – in these situations there is Paid Participation of the Red Cross Volunteer.	

## Key takeaway from this section

We recognise that experiences and expertise of people with a lived experience are essential and must be valued through paid participation. There is transparency and consistency in the paid participation process by (1) explaining the process to the person and the different engagement of sharing a direct lived experience to advocacy and representation (2) we acknowledge the paid component for each person and (3) we have an auditing process to ensure compliance.



# Supporting Staff + Volunteers: Training and Development

## Rationale

People with a lived experience are provided with tailored and consistent training and development opportunities in areas they have identified to want to grow into. This may include personal development, professional skills or advocacy and representation skills.

## Best Practice

- We establish pathways for people with a lived experience to receive exposure to areas of work they have expressed interest in exploring, as well as a range of organisational activities such as strategy planning, humanitarian diplomacy and program design, among others.
- We commit to these training and development pathways by having them discussed and documented during PRD; then actioned and budgeted for.
- We create pathways for media training, digital literacy training and media content training (for example, writing skills and journalistic literacy) to increase capacity for self-representation and self-advocacy.
- We make it transparent that people with a lived experience may require additional support to participate in training and development programs, and we actively seek to provide the additional support where required.
- We strengthen our cooperation with our local and national networks to expand advocacy and networking opportunities for people with a lived experience.
- We actively seek to close the gap on local/contextual knowledge of people with a lived experience, in particular those who are recently settled, recognising that it is a crucial part of making professional and personal connections.

### Key takeaway from this section

We recognise that people with a lived experience have a diverse range of interests and personal and professional goals. We commit to providing them pathways to reach their potential and we create opportunities for exposure so they can grow into whichever direction is aligned to their interests.

## Checklist for Red Cross people

- Have you presented opportunities for people with a lived experience to observe or to participate in key strategic meetings, therefore familiarising themselves on the organisational mechanism to pass policies and strategies?
- Have you budgeted training costs and secondment costs into your annual planning?
- Have you created tailored development pathways for staff and volunteers with a lived experience to better access Humanitarian Diplomacy training?
- Have you put forward your staff and volunteers with a lived experience for leadership program opportunities, either inside or outside of the organisation?
- Have we made connections between our staff and volunteers with a lived experience and our own professional network within the sector, to increase their social capital and enable them to professionally grow?



# Advocacy + Representation: Media

## Rationale

People with a lived experience have full agency and power over their contribution relating to their lived experience.

## Best Practice

- We provide opportunity to amplify direct voices of lived experience, recognising that media representation for lived experience may require different types of engagement.
- We build on the Ethical Framework for Transformational Storytelling.
- People with a lived experience are fully aware of their rights over their own contribution.
- People with a lived experience can provide informed consent as to how their experience and/or expertise is shared.
- Red Cross people who engage with people with a lived experience are appropriately trained to employ trauma-informed, strength-based practices for their engagement.
- We support people with a lived experience to manage the cultural load and emotional labour of media engagement by monitoring and mediating the volume of requests as needed, so that appropriate resourcing and support is provided.

### Key takeaway from this section

At its core, people with a lived experience have full agency and power over their contribution relating to their lived experience. We enable the genuine power shift to people with a lived experience by (1) following the Ethical Framework for Transformational Storytelling, (2) assessing benefits and risks associated with this activity with each person with a lived experience, prior to receiving their consent to participate, (3) explaining where the legal ownership of their experience is held, and what they can do to have copyright if they wish to do so and (4) completing the feedback loop by having a debrief and letting people with a lived experience know the impact(s) of their media representation.

## Checklist for Red Cross people

- Have you referred to the Ethical Framework for Transformational Storytelling?
- Has the person provided informed consent prior to sharing their experience and/or expertise?
- Have you had a conversation with the person about the request and what benefits and risks they identify in sharing their experience?
- Have you put in place measures that enable the person to have genuine authority and meaningful control over what they share, without coercion?
- Have you briefed/debriefed each person?
- Have you provided information and options for appropriate counselling support and resources for practical, emotional, cultural and financial support before, during and after they have shared their Story?
- Have you explained who will own the intellectual property rights in the recorded or published version of the Story and what this means for the future control and sharing of the documented version of the Story? See Appendices for more information.
- Have you looked at ways the person can own copyright to their Story?
- Have you collaborated with the person in the co-design, editing and framing of their Story?
- Have you provided measures to support storytelling in their preferred language or communication method, e.g. providing access to translators and Auslan support.
- Do you have the consent of the person before you adapt or modify the Story for your media piece?
- What provisions have you made to enable the person to withdraw or to change their Story after it is published, if they wish to do so?
- How do you plan to capture feedback and connect it back to the person?

# Advocacy + Representation: Self Advocacy + Humanitarian Diplomacy

## Rationale

Red Cross aims to influence the thinking and behaviour of others in favour of people who experience vulnerabilities. This effort takes place through self-advocacy by people with a lived experience, supporting communities to speak out, and humanitarian diplomacy with decision-makers and opinion leaders, including direct representation to Government.

## Best Practice

- We support people with a lived experience to undertake and lead their own situation and needs analysis to inform humanitarian diplomacy.
- We follow the RCRC Community Engagement and Accountability (CEA) standards.
- We use direct and effective quotes and stories from people with a lived experience with informed consent to influence change.
- We empower people to practice their rights and options for self-advocacy by understanding complaints procedures and policies that impact their experience (such as immigration detention).
- We support a person's capacity to self-advocate through their identification of risks posed to them or their families/community, as well as the benefits of their advocacy journey.
- We ensure people with a lived experience have access to appropriate information, translators, and a sufficient network of support to know their rights.
- We use our experience and expertise and that of our partners (local, global or within the Movement) and community networks to design and support engagement and advocacy strategies.
- We are vigilant with data privacy and guarding of personal information.



## Checklist for Red Cross people

- Do you have permission and are you using direct and effective quotes and stories from people with a lived experience and staff in direct advocacy?
- Have we provided all the necessary information and support for the person to self-advocate with dignity? For example, access to interpreters, ensuring they know their rights and understand data protection regulations, enabling them to avoid any risk of exploitation?
- Have you provided sufficient information, such as risks and benefits for the specific situation, to support an informed decision of their preferred options, including to safely withdraw?
- Do you have a process to share back information, for clients to understand the impact of advocacy, and listen to people's feedback and concerns?
- Have we provided access for people with a lived experience to our local, national and international networks? (government officials, other NGOs and associations, industry bodies, academia, the global Red Cross Red Crescent Movement)
- Have we performed a risk assessment together with the person and communities seeking change?
- Have we identified community networks and supporting community-led engagement and advocacy activities?

### Key takeaway from this section

Red Cross advocacy aims to persuade and influence decision makers and opinion leaders to act at all times in the interests of vulnerable people, and with full respect for fundamental humanitarian principles. This involves supporting the person's capacity to self-advocate and obtaining consent if advocating on their behalf. We prioritise the safety and wellbeing of the people we advocate for. We use our experience and expertise and that of our partners (local, global or within the Movement) and community networks.

# Advocacy + Representation: Engagement + Participation

## Rationale

People with a lived experience may require individual (and tailored) resourcing and support for their engagement in the many platforms where advocacy and representation take place.

There is consistency in the way Red Cross supports the needs of people with a lived experience in a safe, and culturally appropriate manner and broader host communities.

## Best Practice

- We ensure there is good visibility of the when, what for and how requests are being made.
- Line managers have visibility of their staff involvement, so that suitable supports or adjustments to workload can be made.
- We provide options for people with a lived experience to receive information in a easily accessible manner.
- We engage people from start to post-completion, enabling them to receive affirmative feedback and see the impacts of their participation, closing the engagement loop.
- We inform people with a lived experience of our commitment to close the engagement loop. We share back information, for clients to understand the impact of advocacy, and listen to people's feedback and concerns.
- We continually create meaningful dialogues with host communities to appreciate and to share back our knowledge on trauma-informed practices.

### Key takeaway from this section

We recognise the additional impacts and cumulative load that people with a lived experience are often subjected to for their engagement, and we actively reduce these impacts by providing tailored support to each person and community. We value their contribution, close the feedback loop and make them aware of the impacts of that their contributions have made.



## Checklist for Red Cross people

- Have you budgeted for people with a lived experience into your program design team?
- Have you set up a listening session with people with a lived experience? Key questions include: what message would you like to send (1) to our teams, (2) through our media and external comms and (3) to the government. Don't forget a dedicated notetaker so we can focus on listening.
- Have you asked the person with a lived experience if they are already engaged and involved in other platforms to contribute to media requests, or engaged in any other form within the organisation?
- Have you asked the person with a lived experience if they prefer to have a dedicated liaison or contact person for all communications?
- Have you explained what the request is from the onset, how it will roll out and what their contribution will be within the grand scheme of things?
- Where the person engaged is a Red Cross staff or volunteer, have you made the line manager or Volunteer Engagement Officer (VEO) aware of your request?
- Have you (as line manager or VEO) checked in with your staff that they can participate without adding to their cultural load or other professional/personal commitment?
- Have you (as line manager or VEO) made adjustments to the person's workload, if required, to make room for this engagement?
- Has time been set up for briefing and debriefing with each person with lived experience?
- Have you made a schedule to inform the person what impacts their contributions have made, including quantitative or qualitative results post-implementation?



# Participatory Approaches: Research & Program Design

## Rationale

Red Cross aims to share power in research, decision-making, design, delivery and evaluation with people with a lived experience through participatory approaches.

People with a lived experience are central to our research, design and delivery of high quality, client-focused programs and services. We actively seek the direct contribution of people we deliver programs and services to, and we facilitate genuine empowerment of their voice to shape and continuously improve our research and programs.

## Best Practice

- We build services models with partners to address gaps and ensure people with a lived experience can actively participate and determine their own support needs.
- People with a lived experience undertake and lead their own situation and needs analysis and research findings analysis.
- Our services and programs adapt and respond to changing protection and social inclusion needs identified by migrants.
- We have measures in place to enable people with a lived experience to have genuine authority and meaningful control over their contribution.
- We do no harm through our research and design and actively link participants to appropriate referral pathways.
- We apply best practices from the Practice Framework and the Monitoring, Evaluation & Learning framework for a holistic approach to program co-design and co-evaluation.
- We implement processes to capture insights directly from staff who work on the ground (case workers, team leaders) as an additional channel to capture client voice and client feedback and to create spaces for advocacy.
- We engage people with a lived experience in regular monitoring of the programs and services they receive.
- We have benchmarks for engaging people with a lived experience for program design.

## Checklist for Red Cross people

### Pre

- Have you budgeted for the participation of people with a lived experience including for the length of the program or research period, including post-evaluation?
- Have you discussed paid participation with the individual prior to any activity taking place?
- Have you recruited research and program co-designers with a lived experience?
- Have you engaged the Lived Experience Advisory Group in program planning?
- Have you communicated timelines, actions and outcomes so that people can make informed decisions to participate?
- Have you asked co-designers and participants what safe spaces look like for them, and how they want to be supported throughout their engagement?

### During

- Have you asked people about their expectations, what they would like to get out of their participation and what feedback will be meaningful to them?
- Have you briefed/debriefed them on our requirements and expectations?
- Has an advisory group and governance mechanism been established to guide voice and representation at all stages of knowledge production and analyse research findings?
- Have you created a space in which people with a lived experience can comfortably contribute their experience and expertise?
- Have you put in place measures that enable people with a lived experience to have genuine authority and meaningful control over their contribution?
- Have you implemented a robust client feedback and complaints process to continuously inform our programming?

### Post

- Have you put in place systems to close the feedback loop?

### Key takeaway from this section

People with a lived experience are central to our research, design and delivery of high quality, client-focused programs and services. We actively seek the direct contribution of people we deliver programs and services to, and we facilitate genuine empowerment of their voice to shape and continuously improve our research and programs. We create, resource and support program and research governance mechanisms that ensure the co-production of knowledge with people with a lived experience. We close the feedback loop.

# Appendices

## Framework Section

### Principles

### Organisational Capacity

### Supporting Staff & Volunteers

### Advocacy & Representation

### Participatory Approaches: Design & Research

## Appendices

[beyondstickynotes.com/what-is-codesign](https://beyondstickynotes.com/what-is-codesign)

- Red Cross [Inclusion and Diversity Policy](#)
- [Safe Hands Thinking Minds](#) – Trauma Informed recruitment guidance
- [Trauma Informed Care](#) – core values explained
- Humanitarian Diplomacy document
  
- The Intellectual Property table
- Ethical framework for transformational storytelling (get from Alison Cook)
- ARC Policy on Advocacy
- Policy on Advocacy
- Community Engagement and Accountability (ICRC/IFRC)
- RFL Practice Standards: Engaging Affected Populations (ICRC/RFL)
  
- [Co-designing with people with a lived experience](#)
- MSP Practice Framework (in development)
- MSP Monitoring Evaluation and Learning Framework (in development)



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