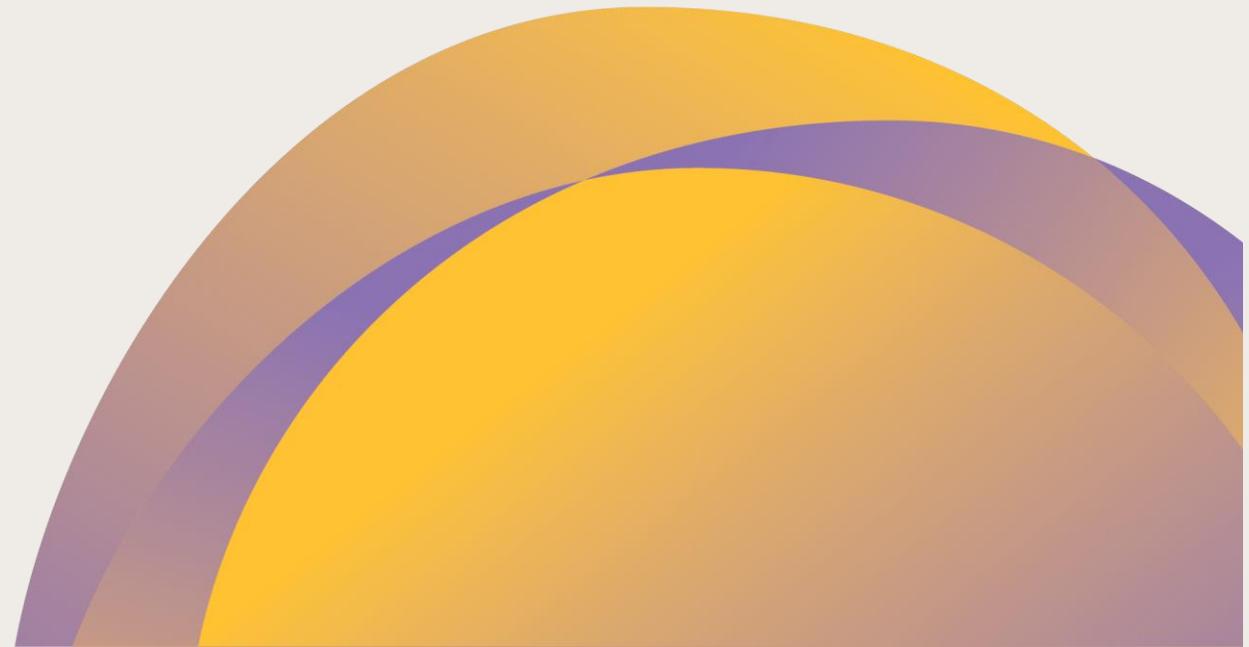


A voice for lived experience



OPEN Forum December 2020 - 'Capturing client voices in
challenging contexts'

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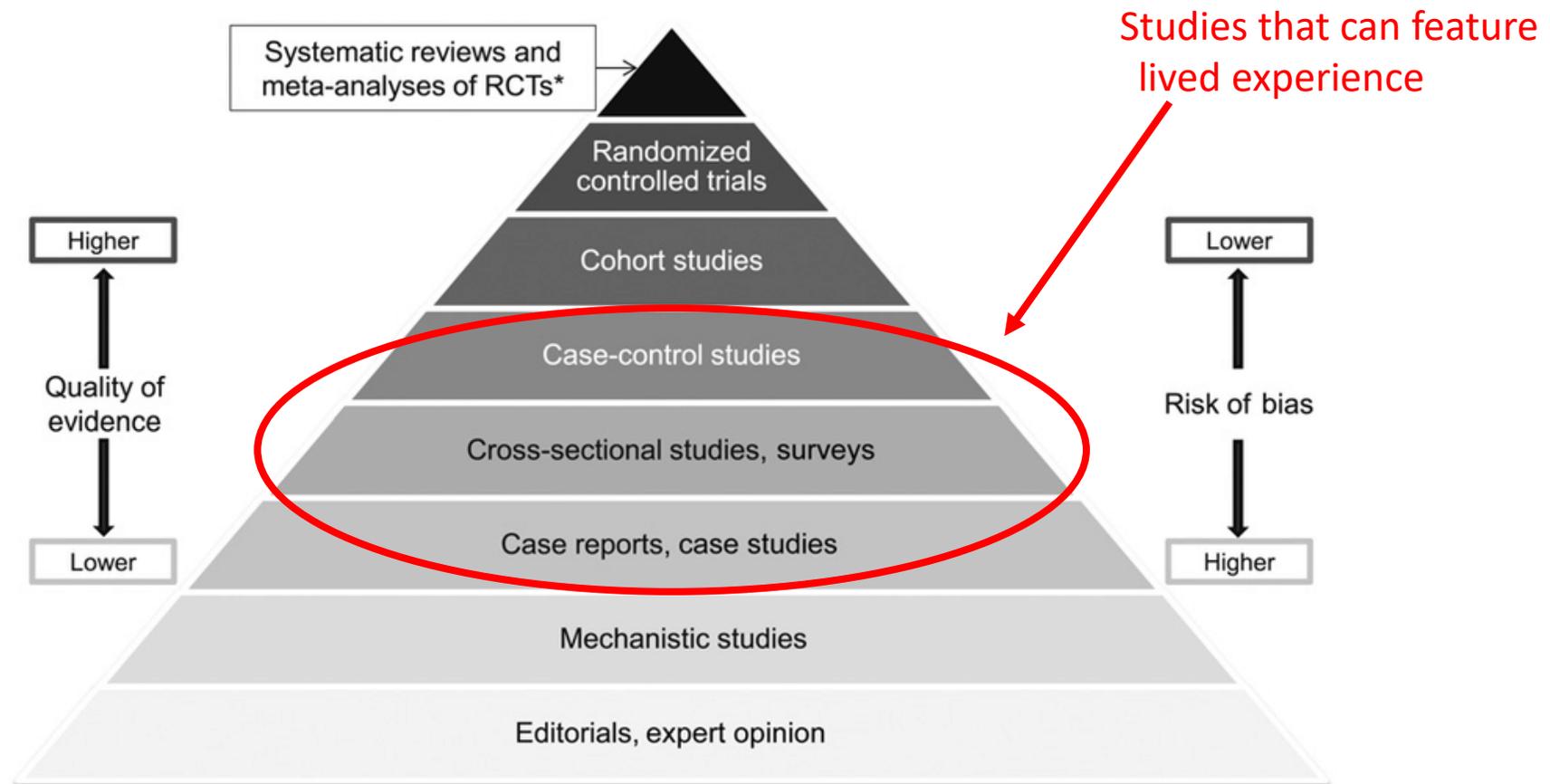


Many roles for 'lived experience' at VACRO

1. as data in evaluation studies
2. behind the scenes in evaluation studies
3. in service development
4. a step towards social inclusion
5. as a movement for social change

1. Using lived experience as data in evaluation research

Hierarchy of evidence: 'does A cause B?'



1. Using lived experience as data in evaluation research

Research questions:

- what is the meaning of A in relation to B?
- what is the journey from A to B, and how might C help?
- how did A adapt to B after the emergence of C?

From the specific to the general:

- thematic analysis
- types and typical case studies
- use demographic data to bind the experiences of the few to the experiences of the many

2. 'Lived experience' behind the scenes in evaluation studies

| | | INCREASING STAKEHOLDER INFLUENCE ON THE RESEARCH  | | | | |
|--------------------------------|---|---|--|--|--|--|
| | | INFORM | CONSULT | INVOLVE | COLLABORATE | EMPOWER |
| STAKEHOLDER PARTICIPATION GOAL | | Researchers provide stakeholders with balanced and objective information to assist them in understanding the research process. | Researchers obtain stakeholder feedback on the research process. | Researchers work directly with stakeholders to ensure that stakeholder concerns and aspirations are consistently understood and considered in the research process. | Researchers partner with stakeholders for salient aspects of the research process. | Researchers assist stakeholders in conducting their own research. |
| | PROMISE MADE TO STAKEHOLDERS BY RESEARCHERS | We will keep you informed. | We will keep you informed, listen to and acknowledge your concerns and aspirations and provide feedback on how your input influenced the research process. | We will work with you to ensure your concerns and aspirations are directly reflected in the research process and we will provide feedback on how your input influenced the research. | We will look to you for advice and innovation in designing and conducting the research process and incorporate your advice and recommendations to the maximum extent possible. | We will provide advice and assistance as requested in line with your decisions for designing and conducting your research, as well as for implementing the findings. |

Research-relevant modified IAP2 spectrum (Bammer, 2019). This spectrum for stakeholder participation in research is adapted from the International Association for Public Participation (IAP2) spectrum of public participation in decision making

3. Lived experience in service development

New insights:

- how different interventions have made them feel
- how service gaps affect their progress
- what they can envision working
- why particular things just don't work
- when a service intervention is appropriate or inappropriate and why

4. Lived experience as a step towards social inclusion

Desistance research tells us people need:

1. sustainable and healthy connections with their families, new peer groups, and supportive institutional settings
2. to develop new self-labels and narratives through meaning-making activities
3. to be able to take up roles that afford respect and to have these roles recognised by others
4. to gain realistic and legitimate access to the resources and opportunities that they value

'since identity is socially constructed and negotiated, securing long term change depends not just on how one sees oneself but also on how one is seen by others, and on how one sees one's place in society. Putting it more simply, desistance is a social process as much as a personal one'

5. Lived experience as a movement for social change

Ex-prisoner movements

- [User Voice](#) (UK)
- [Hidden Voices](#) (USA)
- Voices for Justice (RMIT, CIJ cij.org.au/research-projects/voices-for-justice/)
- Women's Justice Network Advisory Panel (NSW)
- Women's leadership group (Fitzroy Legal Service)

Conclusion:

We recognize that, by listening to the voices of lived experience, we can:

- do some first rate research
- answer questions that we haven't thought to ask
- design effective services that people want
- provide opportunities for people to be treated with respect
- provide the seeds of a new social and political movement for reform

Thanks for listening!



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