

# Consultation & Beyond: Engaging Survivor Advocates

14 September 2021



Presented by



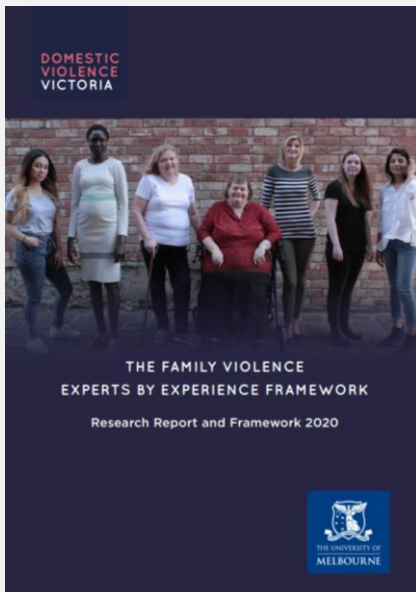
**WOMEN'S HEALTH  
IN THE NORTH**



# Experts by Experience Framework and Implementation

NIFVS | 14 September 2021

# Experts by Experience



The Family Violence Experts by Experience Framework aims to enhance the ability of services to provide opportunities for survivor advocates to influence policy development, service planning and practice.

## FAMILY VIOLENCE EXPERTS BY EXPERIENCE FRAMEWORK

What does the literature tell us about effective ways to work with survivor advocates in service planning, improvement and policy development?

What did victim survivors of family violence and practitioners tell us about their experiences and expectations?



What are some of the ways in which my organisation could work with victim survivor advocates to influence policy, planning and practice?

What resources are available to support my organisation work with survivor advocates in policy, planning and practice?

# Best Practice Principles



Recognise

Safety

Value

Transparency

Accountability

Support

Trust

Reciprocity

Inclusion

Sustainability

# Resources



## ORGANISATIONAL READINESS CHECKLIST

The following checklist provides guidance for organisations who are considering engaging people with lived experience of family violence (experts by experience) in the co-design of services and policies. The checklist is designed to be appropriate for a broad range of activities including introducing people with lived experience on boards and other governance groups, or establishing advisory groups.

	Yes	No	Working towards
<b>Governance and Leadership</b>			
Does your organisation have a clear commitment to engaging survivor advocates in the organisation's strategic plan?			
Does your organisation have values and a culture that is consistent with the principles of the <b>Experts by Experience Framework</b> ?			
Does your organisation have a commitment to making changes to your policies and practice based on input from survivor advocates?			
Has your organisation explored a range of models to ensure you can maximise the degree of influence and engagement of survivor advocates?			
<b>Resourcing &amp; Training</b>			
Do you have funding for a coordinator role to work with the experts by experience?			
Is your organisation able and willing to value the contribution of experts by experience and provide them with remuneration and/or cover out of pocket expenses?			
Will paid training or induction be provided to experts by experience to develop the necessary skills to carry out the work?			
<b>Workplace Safety &amp; Inclusion</b>			
Do organisational strategies to ensure a healthy and safe workplace extend to and protect experts by experience?			
Does the organisation operate in a trauma-informed way?			
Does the organisation demonstrate diversity and inclusive practice, including ensuring the engagement of experts by experience is resourced for and accessible to people who need interpreters, translators and/or who have a disability?			

## APPENDIX 3B: EXPERTS BY EXPERIENCE SELF-REFLECTION QUESTIONS

This series of questions has been developed to support family violence victim survivors decide whether they would like to be formally engaged as a survivor advocate. These questions might provide useful guidance for discussions between an organisation and a survivor during the recruitment process. **A checklist to determine organisational readiness is also available.**

### READINESS TO UNDERTAKE THE WORK

- What are my reasons for wanting to participate as a survivor advocate?
- Do I really want to participate or am I feeling that I should?
- Am I ready to talk about my own personal experiences if required?

### RESOURCES NEEDED

- Do I have enough resources in place both personally and professionally to do the work required as an expert by experience?
- What support will I need to ensure my health and wellbeing is not negatively impacted by participation?
- How will I manage the emotions associated with talking about family violence?
- What strategies will I use if someone reacts negatively or judgmentally to my expertise?

### SAFETY CONSIDERATIONS

- Is it safe for me to participate?
- Are there any ongoing risks posed by the person who abused me?
- Are there protections that can be put in place to increase my safety?
- Do I know if this organisation has procedures in place to record and remember the safety protections I want to put in place?

### BOUNDARIES

- How will I ensure my personal and professional boundaries are upheld?
- What are my personal limits regarding what I am happy to contribute as a survivor advocate?
- Am I clear about the limitations of this role and who I am able to represent when I speak publicly?

## APPENDIX 3C: REMUNERATION RATES

One of the Best Practice Principles of the *Family Violence Experts by Experience Framework* focuses on the importance of valuing the contributions and expertise of survivor advocates. One of the other principles emphasises the importance of being transparent when providing information about participation opportunities.

One way in which transparency can be achieved is by ensuring that your organisation provides remuneration in a way that is clear and consistent. An example of the type of document you might like to develop for your organisation is outlined below.

Level of engagement	Remuneration	Mechanisms of engagement	Role	Specify costs covered (travel, child care, etc., meals etc.)
Co-production	Sitting fee	Positions on boards and/or other governance structures		
Co-production	Salary	Paid Peer Support Workers		
Co-production	Hourly rate	Contribute to organisational strategic planning		
Collaborate	Hourly rate	Represent the experts by experience perspective on Steering Committees, Advisory Committees, Working Groups		
		• Program and project involvement		
		• Invited Speaker at an event		
Involving	Hourly rate	• Reviewing or contributing to research or project work		
		• Promoting a service publicly		
		• Media advocates		
		• General advocacy work		
Consulting	Hourly rate	• Participation in consultation activities such as focus groups, consultative workshops and interviews (in person or via phone)		
Informing	None	• Attend an event as an audience member		
		• Formal client feedback (eg. complete survey)		
		• Informal client feedback		

# Implementation at the Peak



Organisational  
readiness

Lived  
experience in  
the workforce

Expert Advisory  
Panel

Co-produced  
Implementation  
Plan

Experts by  
Experience e-  
Bulletin

Implementation  
Resources and  
templates

Coordination  
and capacity  
building

Survivor  
Advocate  
Alliance



14 September 2021

# Engaging survivor advocates through a co-design process



GOOD SAMARITAN INN

| isobargood

EMPLOYMENT PROGRAM  
! © OPPORTUNITY !



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## Who we spoke to

Our research sessions with the women were in depth 1:1 interviews exploring the things they liked or would change about the inn, their current challenges, what they need help with, what 'good' looks like to them. We showed prototypes and tested ideas with them to get their feedback on whether we were helping them with the right problem.

In addition we spoke to some of the direct service staff in 1:1 phone interviews as well being involved in the project working group. We engaged the Volunteers in a group session where we uncovered challenges they had and what would help improve the experience for the women and children.



**14**  
**Women**



**5**  
**Kids**



**1**  
**Resiworkers**



**14**  
**Volunteers**




**6**  
**Sector experts**

# Empathy cards


These cards were created using our research with all the people who interact with or help build the experience at the Good Samaritan inn.

We then used these cards when we were generating ideas in our co-design sessions to ensure our ideas came from the real challenges raised by those staying or working at the inn.



**Sophie**  
Guest

"I have 4 children, none of them are with me at the inn. This isn't my first time in emergency accommodation and I'm dealing with so many other things at the moment."

isobargood 

"I'm currently being 'ping ponged' around different services. I'm talking to my drug and alcohol counsellor, my case worker, gp, correction officer, Centrelink, Safe Steps."

"I can't go back to my home because I'm not safe there but I can't get a house where my kids can visit and stay with me. I feel stuck."

"Worried that people are listening to my situation when I'm talking to the workers and making a judgement of who I am."

**My dreams:**

- A house where my kids can safely live with me.
- Having someone who is across everything so I don't have to repeat myself.
- More privacy when explaining my situation.

Continuing to see same counsellor virtually

digital is a lovely option, so you can keep skypeing them if you're not ok"

P11

Psych - Because we don't know where we're moving to it's hard to keep the same person

Psych - It's not something you would like to do online, it needs to be a person... You can't see the body language!"

P7

over the phone a good option (counsellors)

P11

Doing counselling via skype works as it's more flexible with the time

P12

Challenges with returning to work

Social ventures It would be helpful (for me) as it's difficult for a child. & figuring out how to return to work

P11

Struggling with Stigma + Embarrassment

As long as I don't have to explain my situation to anyone it's ok.

P10

As long as I don't have to be away from my son.

P10

work -

I have no confidence to go back to work - need work experience & courses

P9

leaving the hotel, you realise you're not going home"

P12

shared accommodation

referred to own room. Shared kitchen forced me to leave the room.

6/6 women preferred shared accom.

Property - Having a communal spaces (like the kitchen) where you can talk to the other women see you're not alone.

P7

Property - I don't mind sharing the space as long as others realise it's a shared space & needs to be kept clean

P7

If we had our own space we would have just stayed in there & wouldn't have dealt with it.

P11

It's good to talk to people who's going through the same thing as you whilst eating cereal.

Shared/communal living means you talk to other women & not feel alone

I liked to talk to other people. (kid)

P6

Communal living - shared experiences

P7

when you're uprooted you have no solidarity. No anchor. Here I get up and look forward to seeing how they're doing.

P11

Being alone at this stage would be detrimental

P10

Beauty of the communal kitchen is seeing women in the first step & helping them.

P12

Didn't make the situation easier, but I knew I was in the right spot. You realise other people to talk

But after being here I like the communal aspect. It feels better - having other people to talk

P11

You build friendships in the house... I went to court & came back to an empty house. I didn't even get to

page 11

# What we found out



# Next Steps

- **Review** the Experts By Experience Framework
- **Commit** to your first step in partnering with survivor advocates in your practice and your organisation
- **Stay connected** via the NIFVS website and enews



[www.nifvs.org.au](http://www.nifvs.org.au)



For more information visit:

[www.nifvs.org.au](http://www.nifvs.org.au)



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