

ISCRR LIVED AND LIVING EXPERIENCE POLICY

Policy Title	ISCRR Lived and Living Experience Policy
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Content Enquiries	Research Program and Operations Manager
Purpose	The following policy outlines ISCRR’s policy for engagement of those with lived and living experiences for ISCRR Institute and research activities.
Inclusions and Exclusions	<p>This policy applies to research projects and advisory work conducted by ISCRR in partnership with WorkSafe Victoria, Monash University or other external partners.</p> <p>While ISCRR will always seek to work within the guiding principles of this policy, it is recognised that our current partners WorkSafe Victoria and Monash University, as well as other external partners, may at any time introduce similar policies.</p> <p>The policy recognises each research project may be different and how Lived and Living Experience Experts are engaged in different organisations may also be different. ISCRR reserves the right to respect external organisations and their existing policies and discuss engagement as needed.</p> <p>This policy describes ISCRR remuneration guidelines for Lived and Living Experience Experts, which are likely to vary between modes of engagement (due to various reasons including project budget and ethical considerations). Final remuneration will be agreed prior to engagement.</p> <p>This policy is to be used in conjunction with the Lived and Living Experience Procedures. Remuneration procedures are outlined in a separate internal document (Monash University protocol).</p> <p>This policy is enacted only through consent from the Lived and Living Experience Expert (i.e., Letter of Agreement).</p>

1. Background

The Institute for Safety, Compensation and Recovery Research (ISCRR) is a partnership between Monash University (Monash) and WorkSafe Victoria (WorkSafe). The vision of the partnership is for ISCRR to be a centre of excellence in the areas of injury prevention, rehabilitation and compensation, and to improve outcomes in these areas. ISCRR has dual objectives of conducting and facilitating high quality research, and having an impact on the performance of its industry partners and their end-users.

At ISCRR, we recognise the value of engaging those with lived and living experience (Lived and Living Experience Experts, herein referred to as Experts) to enhance the quality and depth of our research. We have chosen the term Experts (sometimes also referred to as ‘consumers’) because we value the wealth of

information these people bring and consider them experts in their own experience. While they may not be experts in all areas, and they may not have traditional expert qualifications, we acknowledge their personal expertise in managing personal obstacles, navigating external support providers, and their perspective about areas of improvement from their own experience.

Experts may include research or advisory participants, or experts brought in to consult on specific project work, or broader policy advice. The inclusion of lived and living experience experts are fundamental for conducting research that is meaningful, impactful, and respectful of the diverse perspectives and needs of the individuals affected.

There are many benefits to including lived and living experience. People with lived and living experience are important end-users of ISCRR's research, and their lived experience can influence research design and enhance the direct transfer of ISCRR's research in policy and practice.

Benefits for the Institute/researchers:

- Gain exposure to a diverse range of perspectives that have traditionally been overlooked or undervalued
- Refine research outcomes by strengthening its validity and applicability to real-life situations
- Improve the quality and relevance of ISCRR research by engaging and connecting with experts from diverse backgrounds

Benefits for the experts in lived and living experience:

- Collaborate and influence research design and participate in research that may impact their own lives or the lives of people with similar lived experiences
- Participate in the full cycle of the research journey and influence the direct transfer of ISCRR research into decision-making, policy, or stakeholder communication
- Creating partnerships and opportunities for Experts to influence and inform the implementation of research with real-world experience

This document sets out ISCRR's grounding principles for engaging those with lived and living experience. It is intended that these written principles will help ISCRR researchers, our research partners and relevant industry stakeholders to deepen their understanding of meaningful engagement and practical approaches for involving Experts in Institute activity.

2. Definitions

The following definitions are referred to in the Lived and Living Experience Policy and may be subject to change.

ISCRR is the Institute for Safety, Compensation and Recovery Research, a joint partnership between Monash University and WorkSafe Victoria.

Lived and Living Experience Experts (Experts) will have current (living) or previous (lived) experience in specific areas of interest, which places them in a unique position to share their knowledge and insight into their experience, including of services provided or received. This term is used to cover a broad spectrum of experiences of individuals, carers, or peers (family members etc.). Experience may be considered current, ongoing, or recovered. Narrower definition parameters may be required for certain projects or assignments.

Research refers to an inquiry into a specific issue or problem, using methods and approaches based on research theory and practice. ISCRR conducts research and evaluations to generate knowledge and influence thinking so people can lead healthier lives.

ISCRR Steering Committee is the group responsible for the operational and strategic oversight of ISCRR, and the body the ISCRR Director reports to.

ISCRR Research Lead is the ISCRR manager with responsibility for overseeing the project life cycle of ISCRR's research projects.

ISCRR Research Program and Operations Manager is the ISCRR manager with responsibility for overseeing the operational and administrative aspects of ISCRR's research portfolio and Institute operations and governance.

Briefing / Debriefing are interviews that will be held with ISCRR staff (or in certain cases external providers) before and after engagement to ensure the Experts are clear on expectations, feel adequately supported and equipped to carry out all tasks. Briefing should cover training requirements, ongoing consent, and risk assessments and will form the basis of the formal letter of agreement.

Note: We acknowledge that there may be different terminology used to describe Experts in other organisations, including consumer, community and lived experienced workers. Our definition is detailed in the background section and is a broad term that encompasses all types and levels of experience.

3. Inclusions and exclusions

This policy applies to research projects and advisory work conducted by ISCRR in partnership with WorkSafe, Monash University or externally through other sources.

Experts may be engaged through a number of forums, bodies, channels, advocacy organisations, and departments (refer to Table 1). ISCRR reserves the right to alter engagement terms to address any differences in the existing policies of external organisations and tailor engagement as needed. The current policy is guided by existing Monash University policy and may be subject to change to meet the requirements of WorkSafe or other funders.

Where possible, ISCRR will target those with lived and living experience who are directly impacted by ISCRR's research and include communities disproportionately affected by social barriers. This includes, but is not limited to; at-risk workers, people injured while working, Aboriginal and Torres Strait Islander peoples and those in minority cultural groups, people who identify as part of the LGBTQI+ community, people with disabilities, children and young people, casual employees, and people who care for others, including service providers, unpaid carers, family members, and advocates.

This policy describes ISCRR remuneration guidelines, and ISCRR reserves the right to alter remuneration based on ethical grounds on a case-by-case basis. Detailed procedures are outlined in the Lived and Living Experience Procedures.

This policy is enacted only through consent from the person of lived and living experience. Remuneration and time commitments, and specific expectations will be verbally agreed during pre-engagement interviews and formally enacted through a letter of agreement.

The policy is effective as of its date of approval by the ISCRR Steering Committee, 15 February 2024.

4. Principles for involving individuals with lived and living experience

The principles that inform this policy are:

1. Value: Experts are acknowledged as having valuable knowledge and expertise in their respective fields/roles. Their insight and expertise will be incorporated into the Institute's research, policies, governance structures and procedures (as applicable). In some cases, these individuals may directly contribute to strategic decision-making, whether through participating in research, or in leadership governance roles. Their input may inform all phases of research from conception, design, data collection, analysis, reporting, implementation, and dissemination. Experts should be treated with respect for the valuable contribution they bring through their real-world experience.

2. Support: Experts should have tailored support during all stages of engagement to ensure their personal safety, including accessibility accommodations as appropriate. To enable collaboration, Experts should be provided with adequate support where possible, including interacting with staff with trauma-informed supervision and research-focused learning and development opportunities. Experts should receive briefing and debriefing interviews to ensure their specific needs are understood and supported. Experts will be approached to clarify what skills, training tools and supports are needed for their engagement and what training ISCRR can offer. In most cases, Experts will not be required to undergo specific training, as by definition they are experts in their own experience, however a skills assessment should be carried out during briefing to ensure they are adequately equipped to carry out all tasks and supported to reduce all personal risks that may arise from participating. Leadership and researchers will be provided with appropriate distress protocol training, trauma-informed supervision, and specific training in supporting those with lived and living experience. Multiple peer researchers on a particular research project will be engaged where possible.

3. Inclusivity: ISCRR will consider and address power imbalances to ensure safety and equity. The intersectionality of Experts may require broad engagement to represent diverse perspectives. Recruitment may be more effective via non-traditional avenues. For example, rather than requiring a curriculum vitae/resume and standard interview procedures, ISCRR may consider other approaches, such as the use of informal interview processes that make the Experts feel at ease.

4. Recognition: Experts should be recognised for their contribution. ISCRR will ensure their contribution is formally acknowledged and that there is fair remuneration in accordance to government standards such as Safe Care Victoria for their time. Recognition for contribution will include, but is not limited to; paid remuneration, reimbursement for expenses and written acknowledgement.

5. Data Collection and Confidentiality: Privacy and confidentiality will be maintained through strict consent procedures and data protection. Data collected will be treated as private and de-identified or encrypted to ensure confidentiality. Explanations of how data is collected, stored and used will be outlined before formal engagement takes place and consent is obtained.

6. Accountability: ISCRR takes accountability of those with lived and living experience seriously. Ensuring there are clear expectations of roles and responsibilities, safe channels for engagement and feedback will be paramount to ensuring the Institute is held accountable for engagement with Experts. Enabling guidelines and processes to be reviewed regularly, with clear feedback or multiple mechanisms e.g. conversation, or semi-structured interviews, enables ISCRR to ensure a positive, respectful, and impactful experience is provided. In order to meaningfully measure ISCRR's accountability, Experts will be able to provide feedback on processes and policy where possible to ensure transparency and authentic collaboration.

5. ISCRR modes of engagement with Lived and Living Experience Experts

At ISCRR, Experts may be engaged at four modes: leadership, partnership, involving, and consulting (Table 1). These modes of engagement can be at the Institute or research project level, or both.

Table 1. Modes of engagement for Lived and Living Experience Experts

Mode of engagement	Level of Engagement	Description of role
Leadership	Institute Level	<ul style="list-style-type: none"> Provides advice, advocacy and leadership on ISCRR strategy and policy Provision of strategic advice on engagement or education and research priorities/initiatives relevant to ISCRR.
Partner	Institute or Project Level	<ul style="list-style-type: none"> Work together with ISCRR researchers to plan, develop, conduct, translate, and implement research.
Involving	Institute or Project Level	<ul style="list-style-type: none"> Speaking engagements or as panel members at ISCRR led or sponsored events Reviewer role in research, education, training and communications.
Consulting	Project Level	<ul style="list-style-type: none"> As part of a research project Participate in consultation activities such as interviews, focus groups, co-design, and consultative workshops Storytelling to support communications, program development or delivery: interviews, writing, video-based.

5.1 Review and Approval for engagement with Lived and Living Experience Experts

For those at the level of leadership engagement of Experts, review and approval are needed by the ISCRR Director and endorsement by the ISCRR Steering Committee.

For the levels of partnership, involving and consulting engagements, the ISCRR Director will approve the engagement and procedural processes. The lead researcher or appropriate ISCRR Manager will be responsible for reporting.

It will be the responsibility of the ISCRR Research Program Operations Management team to ensure operational support is provided for remuneration. All engagements will require a formal letter of agreement.

6. Policy on remuneration

The amount of remuneration will depend on the mode of engagement: leading, partnership, involving, consulting (refer to Table 2). These rates have been adapted from those set out by Safer Care Victoria, citing guidelines provided by the Department of Premier and Cabinet, in order to ensure equitable market rates are applied.

In general, ISCRR will not employ Experts through standard Human Resources processes. A team member from the ISCRR Research Program and Operations Management team will be in touch to organise disbursement of remuneration and formalise a letter of agreement. ISCRR has developed its own internal remuneration procedural document outlining the financial procedures for disbursement of funding. The internal remuneration document sits within known and current policies with Monash University's Tax Department, who will be required to assess each appointment to ensure compliance with current employment and superannuation laws.

There may be exclusions or exceptions to remuneration rates, which are subject to change without notice. For example, remuneration rates may not commensurate the level of experience of Experts and may need to be adjusted accordingly. Additionally, payments to research participants may be restricted as part of the ethics approval process. Remuneration rates should be used as broad guidelines.

Table 2. Remuneration guidelines for Lived and Living Experience Experts

Mode of engagement	Remuneration type	Role	Remuneration amount
Leadership	Sitting fee	<ul style="list-style-type: none"> Advice, advocacy and leadership on ISCRR strategy, research priorities and policy relevant to ISCRR. 	<ul style="list-style-type: none"> Full day \$230 (≥4 h)¹ Half day \$115 (< 4h)
Partner	Hourly rate	<ul style="list-style-type: none"> Working with ISCRR researchers to plan, conduct, analyse, write and translate research. 	<ul style="list-style-type: none"> \$70/h
Involving	Hourly rate	<ul style="list-style-type: none"> Speaking or panel engagements or event Reviewer role in research, education, training and communications. 	<ul style="list-style-type: none"> \$50/h
Consulting	Sitting fee	<ul style="list-style-type: none"> Participating in consultation activities such as interviews, focus groups, co-design, and consultative workshops: interviews, writing, video-based. 	<ul style="list-style-type: none"> Full day \$230 (≥4h) Half day \$115 (<4h)

¹ Amounts determined by *Safer Care Victoria A guide to consumer remuneration citing Department of Premier and Cabinet Appointments and Remuneration Guidelines (2019)*. Schedule C: Classification criteria and remuneration schedule - Group C organisations (Section 3a) relates to advisory bodies to departments. The upper limit has been used for sitting fees to acknowledge the additional time required in pre- and post-meeting reading, preparation, and follow-up actions. Additional costs, such as travel or accommodation will be considered and agreed prior to engagement.

7. Disagreement and conflict resolution

In the situation where disagreements cannot be initially resolved between Institute staff and the Expert, ISCRR will provide several channels of communication and steps that can be taken to ensure concerns are heard in a fair and impartial manner. These include:

Option 1. Approach the Research Lead

Experts or Institute staff who are involved in research, as a partner, consultant, or otherwise, can raise their disagreement with the Research Lead. Experts may wish to involve someone who can advocate on their behalf and this should be accommodated where necessary.

Option 2. Approach an impartial mediator within the Institute

If the Expert or Institute staff who are involved in research, as a partner consultant, or otherwise are uncomfortable with approaching the Research Lead, an impartial mediator within the Institute (not ISCRR Director) can be approached to facilitate a resolution. All staff at ISCRR will have participated in trauma-informed training and have experience in mediation.

Option 3. Approach an impartial mediator external to the Institute

If the Expert or Institute staff who are involved in research, as a partner, consultant, or otherwise, are uncomfortable with approaching the Research Lead or an impartial mediator within the Institute, an external impartial mediator can be approached to facilitate a resolution. If a resolution cannot be reached, the dispute will be escalated to the ISCRR Director.

Other considerations

Where an Expert or Institute staff who is involved in leadership engagements, or if the conflict has not been resolved at the ISCRR Director level or by an impartial mediator external to the Institute, it will be escalated to the ISCRR Steering Committee and considered in an out-of-session meeting.

The designated contacts for addressing disagreements and conflicts in the above options and considerations will be discussed and agreed between ISCRR and the Expert, and can also be modified or changed as required. The procedural guidance for disagreements and conflict resolutions is detailed in the Lived and Living Experience Procedures.

8. Resources, supportive procedures and related documents

Supporting policies and procedures (external and internal documents)	<ol style="list-style-type: none"> 1. Procedure – Lived and Living Experience Checklist 2. ISCRR Distress protocol for working with sensitive populations 3. Letter of Agreement 4. Remuneration procedure for engaging with Expert (ISCRR internal document)
Responsibility for Implementation	Research Program and Operations Officer
Approval	Director and Steering Committee of ISCRR
Legislation Mandating Compliance	N/A
Related Policies	N/A
Related Documents (links to external resources)	<ol style="list-style-type: none"> 1. NSW Government State Insurance Regulatory Authority (SIRA) (2020) Engaging with Lived Experience Framework 2. Department of Health and Aged Care (2023) Principles for Consumer Involvement 3. VCCC Alliance (2024) Consumer Engagement Resources 4. Domestic Violence Victoria (2020) Family Violence Experts by Experience Framework (Executive Summary) 5. Safer Victoria (2023) A Guide to Consumer Remuneration 6. Department of Premier and Cabinet (2023) Remuneration and Diversity Guidance 7. Spinal Research Institute (SRI) (2022) Policy for Consumer Remuneration 8. The Praxis Institute (2019) How to Engage People with Lived Experience in SCI Research 9. Engage2020 (2015) Action catalogue 10. Safe and Equal (2024) Resource Library 11. People with Disability Australia (PWDA) (2021) Language Guide