



COMMUNICATING OPENLY AND HONESTLY

HOW TO: communicate the purpose and scope of engagement with people with lived experience

In relation to consultation and co-design processes:

- Ideally, the project's purpose and scope will have been determined through co-design with people with lived experience of suicide.
- If it has not been co-designed, then at the earliest opportunity, people with a lived experience of suicide need to be engaged to review what is proposed and provide feedback which is implemented before project commencement. In this instance it is not true co-design however meaningful consultation is still possible.

Refer to: Co-designing with people with lived experience: Planning Guide and Co-designing Safe Spaces: Planning Guide

Open, honest and transparent communications with people with lived experience of suicide is vital to building trust and respect. This includes communicating upfront the purpose and scope of engagement.

- Clearly state the reason for, and desired outcomes of engagement.
- Involve people with lived experience at the very beginning of a project.
- Be transparent about hard boundaries, barriers, parameters of the project – resources, time, policy, etc.
- It's ok if you do not have the time or resources for genuine co-design - the most important thing is that you call it what it is. Robust, meaningful consultation is important too. People become disillusioned when one thing is promised and another is delivered.
- Outline feedback channels and time frames.
- Provide information on time commitments and paid participation (remuneration for their time).
- Provide relevant background information before engagement.
- Provide information about the variety of ways in which people can contribute their expertise to increase accessibility to the process.