



TasCOSS Community Voices Program

Be supported to engage with lived experience.

Do you want to enhance the services you provide to Tasmanians on low incomes? Are you leading a project that would benefit from including lived experience? Perhaps you're looking to diversify your governance structures?

There's lots of reasons you might be interested in engaging a Community Voice Partner with lived experience of living on a low income through TasCOSS' *Community Voices Program*. We can guarantee that, whatever your reasons, your outcomes will be more effective and inclusive when they are produced in partnership with lived experience.

What is the TasCOSS Community Voices Program?

The Community Voices Program supports your organisation, program, group, or project to learn from and partner with the lived experiences of Community Voice Partners ethically and authentically by:

- Recruiting, training, and supporting Community Voice Partners with lived experiences of living on low incomes.
- Matching you with Community Voice Partners with experience and skills relevant to your needs.
- Providing support, resources, and expectations for you to engage with Community Voice Partners.
- Administering support, training, mentoring, development opportunities, processes, and payment for Community Voice Partners.

What do Community Voice Partners do?

Community Voice Partners share their lived experiences of living on low incomes to help you enhance your services, processes and/or outcomes. This engagement aims to make sure your services, decisions, policies, or procedures are fit-for-purpose in supporting Tasmanian communities. This could happen in many ways, but some examples could include Community Voice Partners partnering with you to:

- Collaborate on projects.
- Have input into the design or enhancement of new or existing services.
- Identify issues faced by certain people and communities in accessing services.
- Participate in organisational procedures or governance—for example, on boards, committees, interview panels, advisory panels, or working groups.
- Contribute to professional development opportunities.
- Speak to the media or at events.
- Undertake community consultations.

What support do you receive?

Engaging with Community Voice Partners authentically sometimes requires different ways of working. You'll get support to do this to ensure everyone gets the most out of the opportunity.

This support includes:

- A 'Good practice guide for engaging with Community Voice Partners'.
- Facilitated introductory session with TasCOSS for staff involved in the engagement.
- A key contact at TasCOSS to support engagement.
- Opportunities to talk to people in other organisations who have engaged with the Program previously.
- Access to the TasCOSS Community of Practice for professionals engaging with lived experience advocates.
- Opportunities to reflect and provide feedback on engagements.



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Voices Program**

**Contact Lucy Mercer-Mapstone at TasCOSS
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more information or to submit a request.**