



## Our commitment to including the voices of Consumers and Lived Experience

As convener of the National Housing Conference and the Australian Homelessness Conference, AHURI plays a key role in bringing together multiple perspectives to address the issues that affect Australia's housing and homelessness sectors. This includes the perspectives of people currently accessing housing as tenants, and those who have experienced, or are experiencing challenges in accessing appropriate housing for their individual needs.

### **Inclusion**

We work to ensure Consumer and Lived Experience (CLE) perspectives are included in the following ways:

- A. We aim to include consumers and/or people with lived experience on our Program Advisory Committees, which advise on the development of our conference programs. We do this by liaising with community organisations or peak bodies who have established CLE programs in the city where the conference is held.
- B. We aim to include CLE voices in panel sessions at our conferences wherever appropriate, and we actively encourage this from the abstract process through to our program planning.
- C. As part of our sponsorship program for the National Housing Conference and the Australian Homelessness Conference, we actively seek to support a bursary program. Under the bursary program, a limited number of people who are tenants of community and social housing, and/or who have experienced challenges accessing housing, are provided with free registration (either in person, or virtual) in the form of a bursary. This provides people with lived experience the opportunity for individual learning and to contribute their perspectives as attendees. Bursaries are allocated through an application process in conjunction with state and territory Shelter organisations and other appropriate peak organisations.

## **Compensation and support**

We recognise the value of the contributions made by consumers and people with lived experience, and ensure they are appropriately compensated in the following ways:

- A. Consumer and Lived Experience voices who participate in our Program Advisory Committee (PAC) are paid at an agreed rate for their time spent contributing to program development, including time preparing for and attending PAC meetings.
- B. Bursary attendees are supported to attend our conference at minimal financial cost to them.
- C. For bursary attendees attending our conference from interstate, bursaries cover the cost of conference registration, accommodation and travel to and from the conference.
- D. For bursary attendees who live in the city where the conference is being held, the bursary covers the cost of the conference registration and the cost of public transport to attend the venue.
- E. Virtual bursary attendees accessing the conference online (if available) receive free virtual registration.
- F. We also provide free registration (but not travel or accommodation) to the conference for a support person, should the consumer or person with lived experience require this.

For further details, please view the AHURI policy for Consumer and Lived Experience (CLE) participation payments.

## **Safety & Respect**

We recognise that sharing CLE perspectives can have an emotional impact on participants. We don't highlight that a person brings lived experience - we let them tell their own stories the way they want to. We encourage everyone attending our conferences to respect the privacy, dignity and lived expertise of those who bring these essential perspectives.

## **Please note**

The bursary program is dependent on sponsorship support.