

People aren't hard to reach, service are

Improving healthcare through lived experience

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Acknowledgement of Country

cohealth acknowledges the Traditional Custodians of the lands and waterways where our offices stand, the Boon Wurrung, Wurundjeri and Wathaurung people, and pay respect to Elders past and present.

Content warning:

Aboriginal and Torres Strait Islander people are warned that the following presentation may contain images of deceased persons.

If you see an image or name in these materials that you believe should no longer be used for reasons such as death, misgendering or deadnaming, please email communications@cohealth.org.au to have it removed.

what is the value of lived experience?

- A shared understanding of the challenges people face accessing support
- More insights into addressing barriers
- Having staff reflect the community makes services feel safer



why is trust important for service access?

- Many communities have experienced discrimination and trauma from health services
- Rely on local knowledge and relationships to verify the safety of a service and explain its value
- Employing local people with lived experience fast tracks networking and promotion



Community insights supports quality improvement

- Dental rated most difficult to access
- Confusing eligibility and 'urban myths' around waiting times addressed through engagement
- Address stigma and unconscious bias through more diverse workforces that promote and value all skills and experiences
- Trial new ways of working that focus on accessibility





Investing in a workforce that reflects the communities you support and identifying ways to embed lived experience in service design will improve client experiences and impact.

thank you

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