



Lived Experience video transcript: Tiffany

Transcript

What I wish people understood, probably that lived experience is present in pretty much every meeting room, in every conversation, in every family get together. Because this issue is so prevalent that lived experience whether it's visible or invisible is literally everywhere. If government or organisations are engaging people with lived experience to understand the problem statement or solutions more deeply, then they better bloody listen. Because that person that's putting themselves out there to do that actually takes home trauma from that. And that if you're going to invite it then please use it. Actually engage lived experience to think around corners and to understand things that perhaps with your privilege you don't fully understand. And I think lots of organisations doing work to solve these challenges have 95% of it right. But what the voices of lived experience give you is the nuance and the details that allow you to refine your solution your concept in a way that actually makes a difference to those people using the service or the business in the future so it's an amazing design opportunity don't squander it. I guess that's my message.

[End transcript]