



HealthANSWERS PARTNERSHIP Consumer Engagement Strategy

Why HealthANSWERS involves consumers

Consumer involvement means that the research

- is more likely to be relevant to community needs
- delivers better health outcomes
- delivers greater public awareness of research findings

How HealthANSWERS involves consumers

HealthANSWERS brings the consumer perspective to research by

- engaging consumers as researchers, advisers and participants, and
- drawing on consumer and community organisations' knowledge and insight.

Consumers on any committee or research team are treated as *equal members* and their *experience and contributions are respected*.

Where HealthANSWERS involves consumers

Consumers are involved in *all levels* of the research

- Governance
 - Strategic
 - Project specific
- Research projects
 - Design
 - Implementation
 - Data interpretation
 - Translation of findings
 - Dissemination of findings
- Research participants

How HealthANSWERS supports consumer involvement

Consumer as researchers and advisers

- Arranges training for consumers to become involved in research
 - Person-centred approach to health care delivery & research
 - The research process
 - Using research to bring about change
 - Using consumer stories effectively
 - Safe story telling
 - Privacy and confidentiality
 - Code of Conduct

- Formally inducts consumers into their roles
- Nominates a contact person for each project and committee, someone who is available to facilitate involvement, answer questions, and provide support
- Reimburses consumers appropriately to support their involvement
- Provides resources in a form that is accessible to individual needs (e.g. large print, paper copies, computer screen readers)
- Arranges meetings
 - at times that are convenient for the consumer (e.g. standard work hours may preclude some consumers' participation)
 - at venues that are accessible (e.g. available parking, wheelchair access to buildings, rooms and facilities, hearing loops)
- Provides interpreters and translators, when needed

Consumer and community organisations

- Partners with Health Care Consumers' Association to ensure that all research reflects appropriate involvement of consumers and respect for the consumer perspective
- Identifies the relevant community organisations when undertaking work on a new topic or project, and seeks to engage them, as appropriate

Consumers as participants

- Always communicates in plain English
- Provides a summary of the outcome of each project to all research to participants

