

PARTNERING WITH CONSUMERS

The Foundation is committed to Partnering with Consumers to inform all elements of its work. Our shared framework will guide our partnership and enable a pathway to participation and engagement for a diverse and valued consumer, carer and community collaborative.

Partnering with consumers and carers is empowering and respectful and results in:

- responsive and accountable health focused organisations
- services that are more accessible and appropriate for consumers
- higher quality consumer focused information and resources
- ethical and democratic approaches to working together
- improvements in relation to quality, responsiveness, safety and accountability of our services
- the building of the capacity of all stakeholders
- improvements in relation to lived experience, daily activities, lifestyle and health outcomes

1 ESTABLISH



- Develop a co-designed Partnering with Consumers Plan.
- Co-design and develop a Consumer Collaborative with a broad and diverse membership.
- Redefine and strengthen the role of the current Consumer Advisory Committee in relation to Partnering with Consumers.
- Develop an agreed minimum standard for consumer engagement and participation.
- Develop a remuneration and reimbursement guide for consumers.
- Review and revise the Ambassador Program structure to align with the Foundations plans and activities.
- Create a consumer award program to highlight distinction in the role of progressing the Foundation mission.

2 ENABLE



- Board to endorse a statement of intent regard a Partnering with Consumers focus to all Foundation strategies and activities.
- Increase the number of lived experience board members to a minimum of two (2).
- Provide pathways and minimum standards in relation to consumer participation in committees and advisory groups.
- Provide skills sharing, training and professional development to consumers and team members.

3 EMBED



- Embed the role of consumers and the Consumer Advisory Committee in policies and procedures.
- Embed co-design and co-production in areas and activities that will have an impact and effect on consumers.
- Embed Consumers as Partners in all elements of design, development, implementation and evaluation.

4 CELEBRATE



- Celebrate the role of consumers within the Foundation through storytelling, awards and recognition.