



## What the toolkit is for

The Working with Consumers and Carers Toolkit (toolkit) has been developed to support staff across the Department of Health to adopt best-practice approaches when it comes to working with consumers and carers across the initiatives they run. The overall goal of the toolkit is to help deliver the variety of benefits that come with good consumer and carer engagement – for all sides, including consumers, carers, staff, the health system and the wider community.

## How to approach the toolkit

The toolkit itself is a large document – over 80 pages – so **this 2-page overview** is designed to give you an **approachable summary of each component**. You can pick and choose the specific sections where you would like further information, as and when you need.

## How to access the toolkit

To access the toolkit, please click:



If you need further assistance or have queries on using this toolkit, please get in touch with the Health Networks team:

Phone: 9222 0200

Email: [HealthPolicy@health.wa.gov.au](mailto:HealthPolicy@health.wa.gov.au)

## Toolkit guiding principles

The toolkit is based on **6 guiding principles** that should be **taken into account any time we work with consumers and carers**. They are a **good starting point** for any situation, and can be **used alongside the toolkit** to determine a good approach, even where other more specific guidance may not already be clear.

### When working with consumers and carers we are...

#### Accessible and inclusive

Understand power imbalances and clearly delineate roles so that all stakeholders have the means to fully participate, fostering equality and equal balance in contribution.

#### Respectful and safe

Create trust by respecting, understanding and valuing the unique expertise, experiences, perspectives and needs of all consumers and carers.

#### Authentic

Form relationships that are real, genuine, flexible and compassionate, empowering all parties to bring their true selves to the initiative and to be realistic about their roles.



#### Clear communication and transparency

Establish initial and ongoing two-way communication, to ensure that information is clear and openly shared between all people.

#### Purposeful

Engage with clear intent based on a mutually agreed purpose, vision, goals and outcomes.

#### Committed and accountable

Confirm the interest and commitment of all stakeholders – including key internal approvers, as well as consumers and carers – at the outset of the initiative. All stakeholders have both expectations and responsibilities to ensure the work progresses as it should.

## Section 1: Tools to help you think



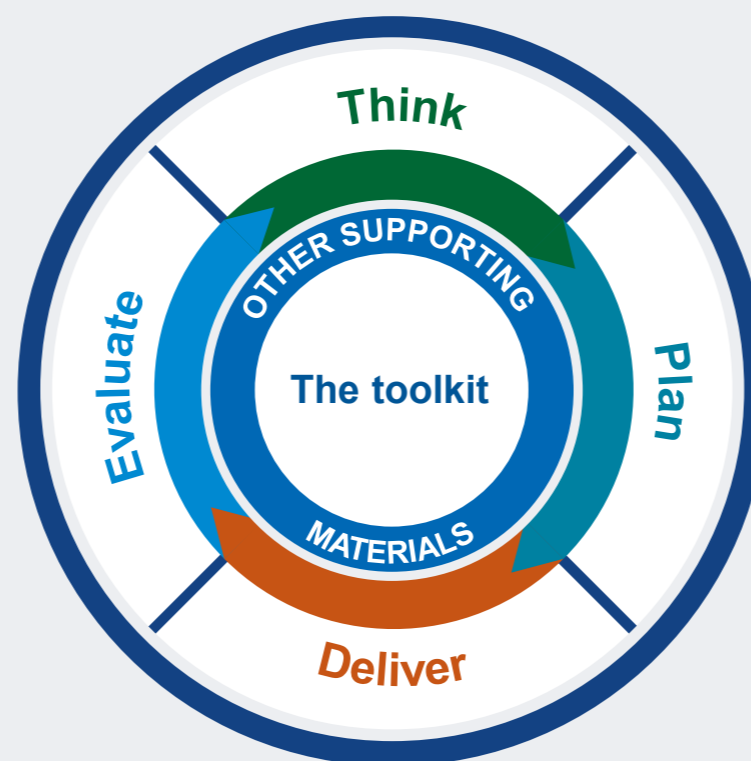
- 1.1 Recognise **unconscious bias** and how your personal lens may affect your engagement
- 1.2 Define your **objectives and outcomes** to help you identify and articulate the purpose and value of consumer and carer engagement
- 1.3 Consider your **budget and resourcing** to ensure you have the right resources available to conduct your engagement
- 1.4 Choose the **appropriate form of engagement** that suits the objectives and outcomes of your initiative
- 1.5 Think about the **voices you may need** to give you the right insights, including consumer, carer and health staff perspectives
- 1.6 Think about **responsibilities** that each of the parties involved will need to take throughout the initiative, and how to get the best out of each other
- 1.7 Think about **privacy and information management** requirements you need to follow to ensure engagement is safe and trustworthy

## Section 4: Tools to help you evaluate



- 4.1 Understand **what evaluation is and the key benefits** of successful evaluation
- 4.2 Decide on the **type of evaluation** you are undertaking and consider how this influences the questions you will need answered
- 4.3 Collect **feedback** to support your evaluation
- 4.4 **'Close the loop'** with consumers so they understand the impact of their involvement and why it was important
- 4.5 Use the **evaluation resources** to conduct your evaluation

# Working with Consumers and Carers Toolkit



## Section 2: Tools to help you plan



- 2.1 Consider the **critical timeframes and milestones** that exist and plan around them
- 2.2 Identify the **key contacts** you can contact to recruit consumers and carers to your initiative
- 2.3 Develop a **consumer and carer engagement plan** to give you structure in how you work with consumers and carers throughout the initiative
- 2.4 Decide how you will **recruit and onboard** consumers and carers, so that you are working with the right people and providing them with adequate support
- 2.5 Decide on the **engagement methods** you will use to work with consumers and carers, depending on what is most suited to your initiative

## Section 3: Tools to help you deliver



- 3.1 Apply the **paid participation policy** to appropriately honour the contribution of the consumers and carers you engage with
- 3.2 Consider the **needs of your consumers and carers** and how you can cater to them
- 3.3 Understand **what consumers and carers expect** as part of the engagement
- 3.4 Think about any **cohort-specific guidance** when engaging with sub-groups of consumers and carers, and how this changes your engagement approach
- 3.5 Use the **key facilitation tips and strategies** to deliver a successful engagement session



Flip to the other side of this poster for more details, including the 6 guiding principles that are essential to working with consumers and carers effectively