



Engaging Consumers in Research

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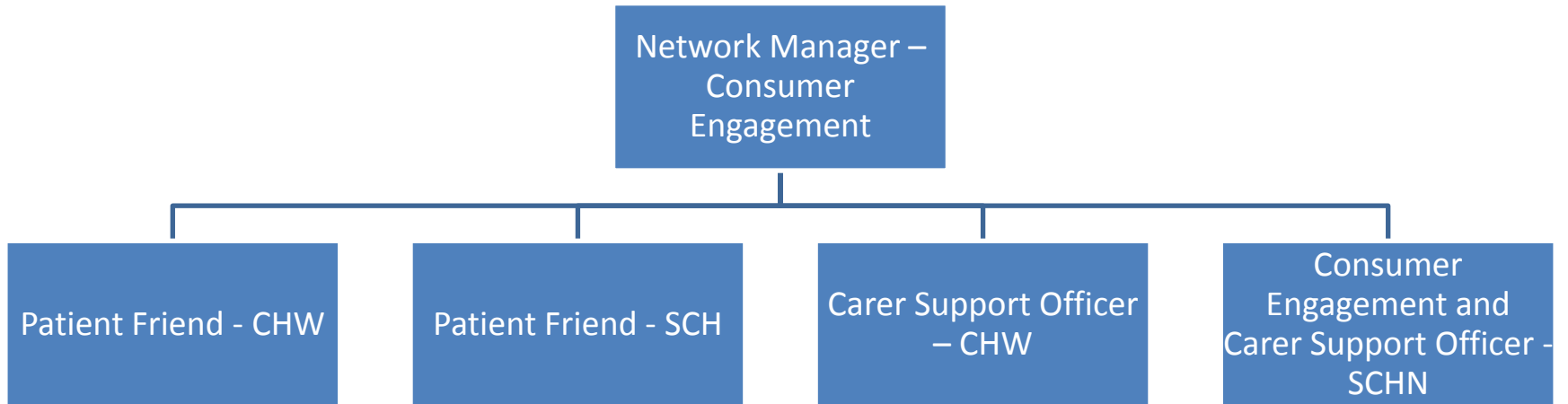
Strategies for engaging consumers

Aim: consumers engaged at **all levels**

- SCHN Consumer Engagement – Governance Policy
- SCHN Families and Consumer Council
- SCHN Youth Advisory Council (in progress)
- Consumers on key committees, projects, policy formation, redesign

Consumer engagement strategy informed by Standard 2 of NSQHS Standards

Supported by Consumer Engagement Team



Barriers for engaging consumers

Barriers

- Availability
- Distance
- CE team dependent

Solutions

- Flexibility
 - After hours
 - Online
 - Telephone
- Intranet resources / education

Successful stories

- Precinct Redevelopments
- [SCHN Patient and Carer Experience Video](#)
- Changing Places
- Frequent visitors

Consumer involvement in research

- Key priority
- Engagement allows research to be consumer-driven
- Need consumers to identify research priorities and ensure we are focusing on areas important to the patient and family experience
- Watch this space!

Contact me

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