



...before we get started...



Sidestepping Tokenism

*Building a dynamic mental health consumer group
in the Wide Bay*



What brings you here?

What and how do you wish to contribute?

What do you hope to leave with today?



When we say “consumer engagement” ...

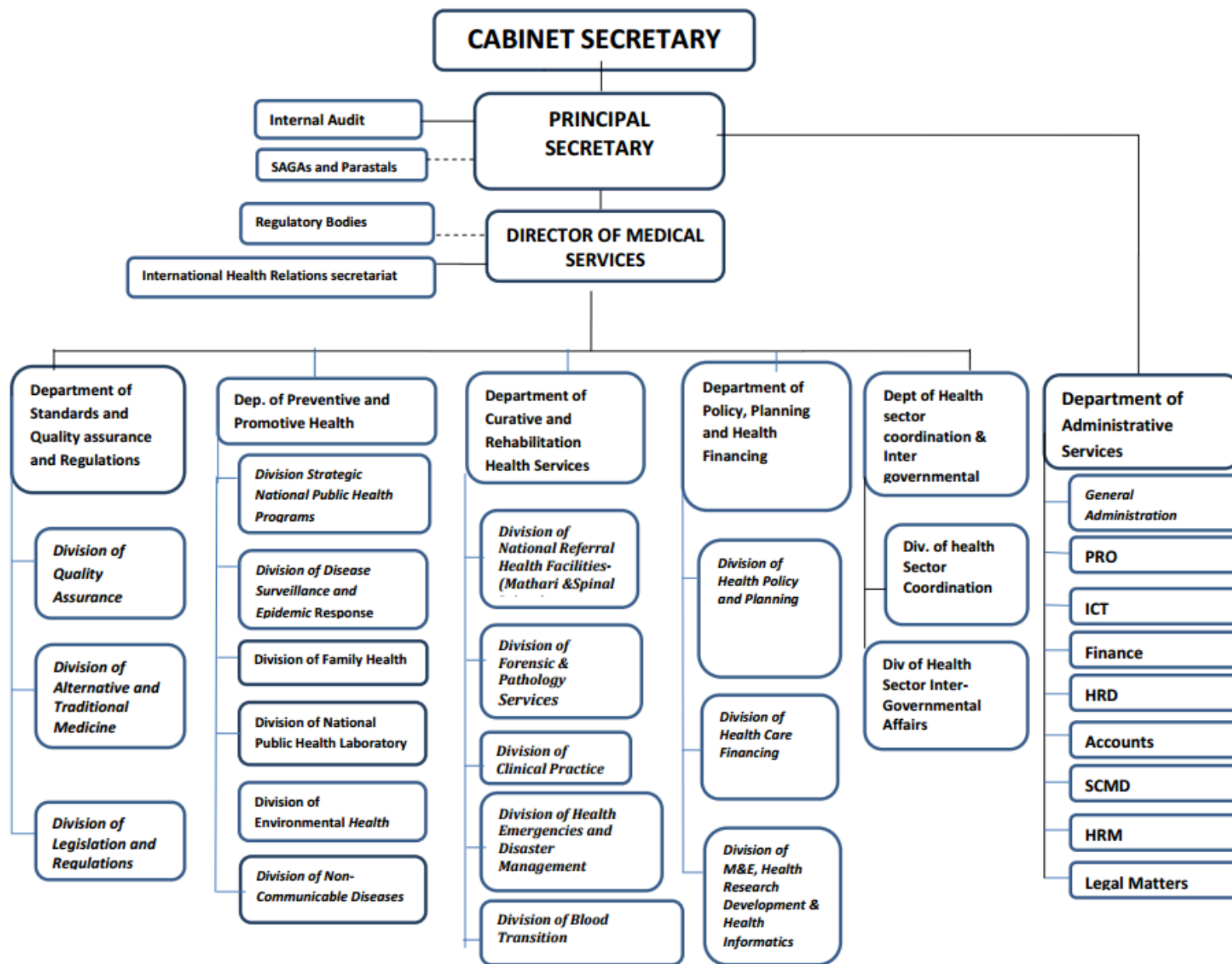
Consumer
Patient feedback
Non-compliant
KPI's
Health literacy
Feedback criteria
Recovery



Values

Purposeful	Engagement is deliberate and respectful of people's time. We hold hope that services can improve, and individuals can experience Recovery.
Flexible	Engagement is multi-modal and provides opportunities for people to be heard.
Consumer-led	Lived Experience is important and respected. Taking the lead and from how consumers wish to engage and what they wish to engage about is paramount.
Accessible	Opportunities to engage are offered in ways that are accessible to people of varying needs and abilities. We check our assumptions regarding appropriateness of engagement practices.
Honest	We strive to be open, respectful and honest in our interactions with consumers. This means acknowledging our failings and our limits, and where appropriate challenging misconceptions.

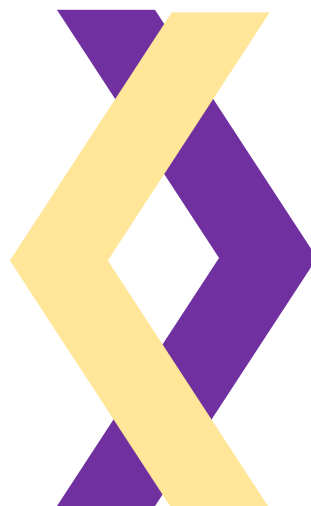
In implementing these values, we seek to establish a form of engagement that becomes an ongoing conversation with our community.





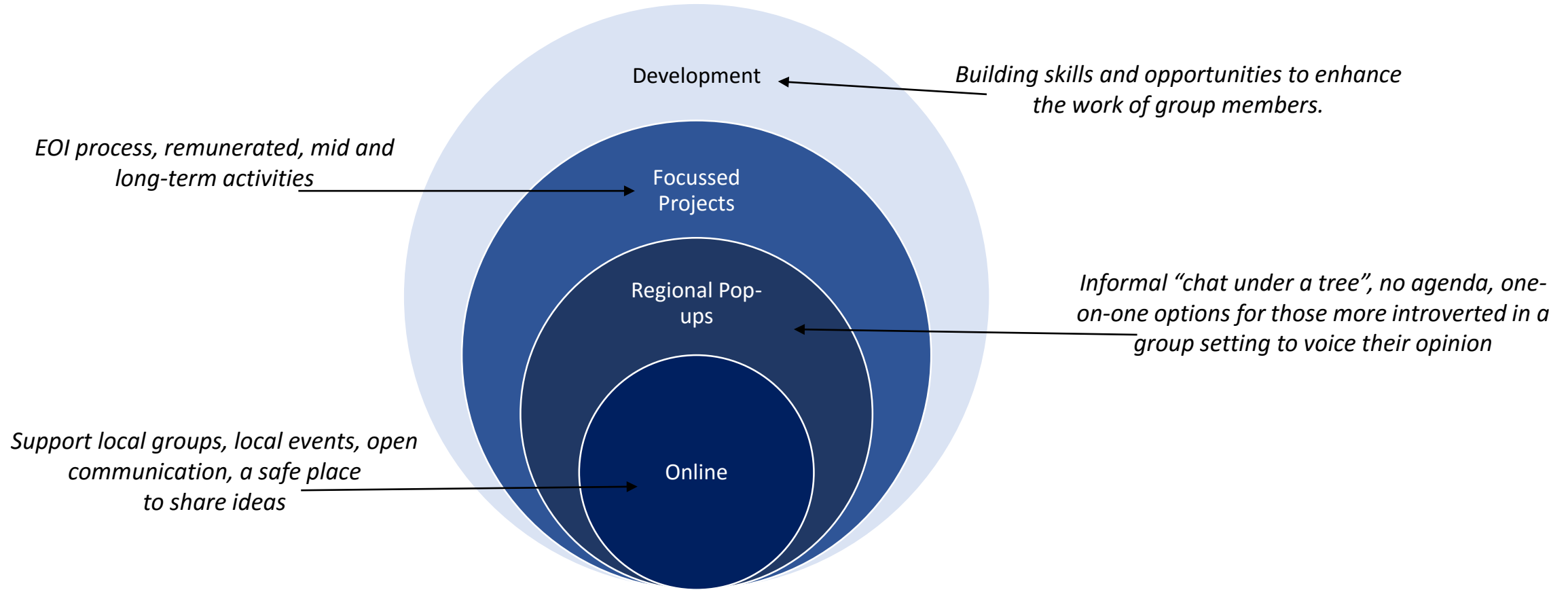
Our Community





The services
that support
our
community

The Model



Feedback from the day...


"I really liked the entire group's participation and the diversity of ideas and thoughts shared among the group"

"There is hope that much needed improvement can be achieved"

"Hope"

"The importance of people with 'lived experience' being involved in the decision process"





Plans change, people get busy,
but we persist...

Over to you...

