

# Response ID ANON-Y3X3-JBWJ-4

Submitted to Draft National Consumer Engagement Strategy for Health and Wellbeing  
Submitted on 2023-08-31 16:19:31

## Introduction

1 What is your name?

Name:  
Sharon Lawn

2 What is your email address?

Email:  
slawn@livedexperienceaustralia.com.au

3 Are you responding on behalf of an organisation, or as a consumer/individual?

On behalf of an organisation

4 Are you a policy-maker?

Yes

5 What is your organisation and/or field of expertise?

What is your organisation and/or field of expertise?:  
Lived Experience Australia, bringing the perspectives of mental health consumer and carer to systemic advocacy to inform policies, services, and community perspectives.

6 If representing an organisation, which sector does your organisation belong to?

Not-for-profit/Community organisation

If representing an organisation, which sector does your organisation belong to?:

## Consultation Questions

7 Purpose

Is it clear what this Strategy is for? - Is the purpose of the strategy and/or the target audience clear?:

Very clear

If not, what would make it clearer?:

8 Objectives

Are the objectives for the Strategy clear and appropriate? - Are the objectives for the Strategy clear and appropriate?:

Very clear

If not, what is missing?:

9 Fundamentals

Do the Fundamentals capture what you see as essential for consumer engagement? - Do the Fundamentals capture what you see as essential for consumer engagement?:

Very clear

If not, what is missing?:

Though it would be good to be more inclusive of Diverse communities and Diversity, more broadly. I'm unsure if 'Diversity of voices...' cuts through enough. Could add something more explicit about this perhaps in the Guidelines section within 'Understand people require different approaches' section.

10 Good Practice Guidelines

Do you think the Guidelines describe what is needed to help policy-makers work effectively with consumers? - Do you think the Guidelines describe what is needed to help policy-makers work effectively with consumers?:

Well

Do you think the Guidelines describe what is needed to help policy-makers work effectively with consumers? - Are the Guidelines explained in a way that makes them useful?:

Clear

Do you have anything to add about the Guidelines?:

There should be mention of safety and being trauma-aware in sharing perspectives as part of engagement consultations. The section 'Identify who to engage' should probably include wording to capacity Cultural competence and awareness. 'Community leaders is a bit vague on its own and may not fully cover CALD. CALD and Aboriginal and Torres Strait Islander communities and their engagement should be more explicit in the guidelines.

11 If you have been involved in policy-making before as a consumer, what made your engagement in that process

A positive and welcome experience :

Preparedness to engage. Clear discussion papers provided upfront with enough information in lay language to understand intent, options, and directions. Time to consider what to bring to the consultations, not merely a tick box once the main work had already been decided.

A dissatisfying experience :

Token involvement. Language that is not inclusive of diverse perspectives.

12 HELP Toolkit

HELP Toolkit - Do you think the Toolkit will be easy to use?:

Very easy

Do you think the Toolkit will help policy-makers better engage consumers in policy-making? - Do you think the Toolkit will help policy-makers better engage consumers in policy-making?:

Very helpful

Do you have anything else to add? :

NA

13 Are you supportive of the overall purpose and objectives of the Strategy?

Yes, with proposed changes

Please specify proposed changes:

As suggested above for consideration and revision.

14 If you are a consumer and haven't been involved in policy making, would you like to be? Why/Why not?

Not Answered

If you have wanted to be involved, what has stopped you from doing so?:

15 Are there any other engagement approaches that you have found helpful and effective?

Are there any other engagement approaches that you have found helpful and effective?:

Having lived experience peers as co-facilitators and also as back-up people during engagement consultations as a contingency strategy to support attendees, especially when the content is likely to trigger people.

16 Do you have any other comments or suggestions?

Do you have any other comments or suggestions? :

NA thank you