

All of Us: Essentials checklist

All of Us:

Our guide to engaging consumers, carers and communities across NSW Health

Made for many and by many

NSW Ministry of Health - Experience Team



All of Us: Essentials checklist

Here are the essentials for respectful consumer, carer and community engagement. Use this checklist alongside the [Six ways of working](#) before or during activities involving consumers, carers and communities.

The checklist is a work in progress.

The Experience Team would love to know what else should be in here.

Tell us at: MOH-PatientExperience@health.nsw.gov.au



Any reference to 'we' includes consumers, carers, staff, volunteers and anyone else working in local health districts (LHDs) and specialty health networks (SHNs), at the Ministry of Health, across the NSW pillar agencies and other NSW Health organisations. An effort is required from *all of us*.



Checklist

1. Plan			
	YES	KIND OF	NO
<p>Where we can, we work with consumers, carers and communities to plan the work. For example:</p> <ul style="list-style-type: none"> ○ Set project or research goals ○ Explore current knowledge and research about the topic ○ Decide who to involve ○ Pick methods and ways of working ○ Plan and run events and workshops <p>After planning, keep working together.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We know why we're engaging. We know what the people involved will give and get from taking part.</p> <p>Are we learning? Making something together? Giving feedback about a choice that's already been made? Something else?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We are honest about:</p> <ul style="list-style-type: none"> ○ What's decided already ○ What <u>level of participation</u> is available to consumers, carers and communities ○ What rules or limits will impact the work or solutions <p>For example - if you're not using co-design, don't say that you are.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We make sure there is more than one person involved. We don't ask consumers, carers or community members to speak for their whole communities.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We involve different consumers, carers and communities. Who reflect the diversity of communities. And who are affected most by the issue or project.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We organise interpreters for people who need them. Including Auslan interpreters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We think about the budget for involving people. This could include: <ul style="list-style-type: none"> ○ Remuneration for consumers, carers and consumers ○ Venue hire ○ Other costs such as food, transport, childcare and parking. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We ask consumers, carers and community members about their access needs. Then, we work hard to meet those needs. Access tools for understanding access needs here .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We try to offer relevant culture and diversity training to staff and community. For example, Aboriginal cultural competence, LGBTIQ+ inclusion or disability rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Ensure choice and consent

Running a great session isn't just about how skilled you are as a facilitator. It's about inviting people to contribute, take ownership and be responsible. Give people choices rather than choosing for them.

<i>Consumers, carers and community members:</i>	YES	KIND OF	NO
<ul style="list-style-type: none"> ● Know what they're signing up to ● Know what they need to do (and not do) ● Know how they'll be <u>recognised</u> for their input ● Know taking part is optional ● Know there are different ways to take part 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have more than one choice of when, where and how they engage with NSW Health projects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get a heads-up of what will be talked about. That includes any sensitive topics. And what's off limits (for example, sharing lots of detail about trauma or violence).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>Have permission to take part how they need to. And ask for changes to improve <u>access</u> and <u>inclusion</u>.</p> <p>Facilitators often have more power than participants. That can stop some participants from speaking up or asking for changes. So, make sure you give permission for people to come as they are, share their feedback and ask for changes. Be approachable.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Know who else is taking part. And how many other people will be at a session or activity.</p> <p>Knowing what to expect (predictability) is a trauma-informed practice. Joining a big group or a group of people you don't know can be scary.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Pick safe places (there's a lot to think about - we know!)

	YES	KIND OF	NO
<p>First, we've thought about going to communities instead of them coming to us. For example, at a library, a community event or somewhere else.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We've thought about the safety and comfort of a place for different people taking part. Here are some places to avoid:</p> <ul style="list-style-type: none"> • Places of sadness or harm for a person or community. Such as emergency departments, current or past mental health facilities. • Religious places when trying to engage people not from a religion. Or people harmed by religion or religious groups. Such as LGBTQIA+ people, refugees and victim-survivors of abuse. • Places that don't greet people in a friendly way. • Places that are hard to leave. Or where survivors will have to sit with their backs to a door or entry. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Places that people using mobility aids and prams can get into.</p> <p>It's not okay to run a session where people with disability can't access it (such as no lift or ramp).</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Places close to public transport.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We think about the lights, smells, noises, or posters in the place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Places have a clear and well-lit entry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trans, non-binary and gender-diverse people can safely use their chosen bathroom. And use a gender neutral/unisex bathroom.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facility staff might need support to protect the dignity of trans, non-binary and gender-diverse people.			
There are clear directions to get to the place. The instructions have pictures and words.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You could include extra information or a video tour.			
We try to have a quiet place for people who need time away from a session. And additional to support time-outs and debriefing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We've thought about how people can take-part who can't join in person. Or who can't do a live session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Set session times and breaks			
	YES	KIND OF	NO
<p>We talk about what times could work for all of us. We offer session or meeting times outside usual working hours (9am - 5pm Monday to Friday) to make sure more people* can take part.</p> <p>*For example: carers, people who work, young people and others.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We plan for sessions breaks. At least one per hour. Maybe more if the topic is big or emotional.</p> <p>It's not okay to ask people to sit for hours without a break.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Share information

<i>When sharing information, we give consumers, carers and community...</i>	YES	KIND OF	NO
<p>The choice of a chat before and after activities.</p> <p>This could be on the phone or in person. A chat is also a good time to learn about strengths, safety and access needs.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Plain and Easy English. Such as emails, reports and conversations. We explain acronyms.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Information in different formats. For example, visual, spoken, written and video. This helps with <u>inclusion</u> and <u>accessibility</u>.</p> <p>Videos don't have to be fancy. You can use your mobile phone.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Time to take in information. Before, during and after sessions.</p> <p>So they can understand it. Or, talk with family, friends and community. This helps us make good decisions about health care.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>A person or people to talk to for support or to raise issues. We give phone numbers and email addresses.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Consider digital things

Only engaging digitally can create an access or engagement barrier, especially for people who don't use computers or can't participate because of broken equipment, not having the right technology or not having money for data.

	YES	KIND OF	NO
<p>We choose digital platforms that work on computers and mobile devices.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We offer printouts if people need them.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>We give consumers, carers and community members different ways of getting involved online. Such as:</p> <ul style="list-style-type: none"> ○ Choices between individual and group activities ○ Different ways to share (such as polls, using chat, talking, making things) ○ Other options for digital activities, such as doing something on paper or in a different way that works better for them ○ Ways to give feedback and input after a live session (for example, using social media, polls or something else) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We share information about how to use the digital platform. Such as how to join Teams from a browser. Or how to use a design tool such as Mural or Miro.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We let everyone involved know they can ask for technology help. That could be a run-through or a refresher before the session.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We take time to make sure people can use the tools. Such as using chat, leaving a breakout room or using a design tool such as Mural or Miro.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We think about how people can give their views and ideas outside of live sessions.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We use closed captions. We offer the transcripts.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Ensure respect for Aboriginal and Torres Strait Islander peoples

	YES	KIND OF	NO
<p>We start sessions with an Acknowledgement or Welcome to Country. We know the difference.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We know whose Country we work on. You might work with local Aboriginal people about how you'll make time to connect with Country. For example, spending time on Country to design buildings and places. See NSW Government Architect's Connecting and Designing with Country.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>We recognise the cultural values and traditions of Aboriginal peoples. And holistic approaches to the health of Aboriginal people.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We assess the impact of our work on Aboriginal people and communities. And we do an Aboriginal health impact statement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We don't tolerate racism. We pay attention to the many ways racism can show up.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Offer hospitality			
	YES	KIND OF	NO
We plan how we'll <u>welcome</u> people to our work or team. And how to <u>recognise</u> their input. We say thank you and we mean it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We give water and tea and coffee if we can.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We try to do snacks or a meal for longer sessions (3+ hours).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We think about the sensory needs of people. And how we can tone down bright lights, strong smells and loud noises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We make time for people to socialise, network and support each other. The whole session isn't about delivering or extracting information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We notice the quiet people. We acknowledge them, even their silence. We stay curious about what they have to offer and if there are changes we can make.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We make sure everyone introduces themselves and shows their name (in person or online).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We know that a person might bring a support person or animal. We work out how we can make that work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We make sure there's time to say goodbye. And listen to what people thought about the session or meeting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We don't tolerate racism. We pay attention to the many ways racism can show up.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

