

All of Us: Plan questions



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

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All of Us: Plan questions

This document includes:

An overview: What, why and when (page 3)

Six big questions to answer together (page 4)

A template you can print (page 5)

More questions you can ask (page 6)

Other tools and information to help you (page 7)



Overview: What, when and why

What: Questions to help people make decisions about engagement activities.

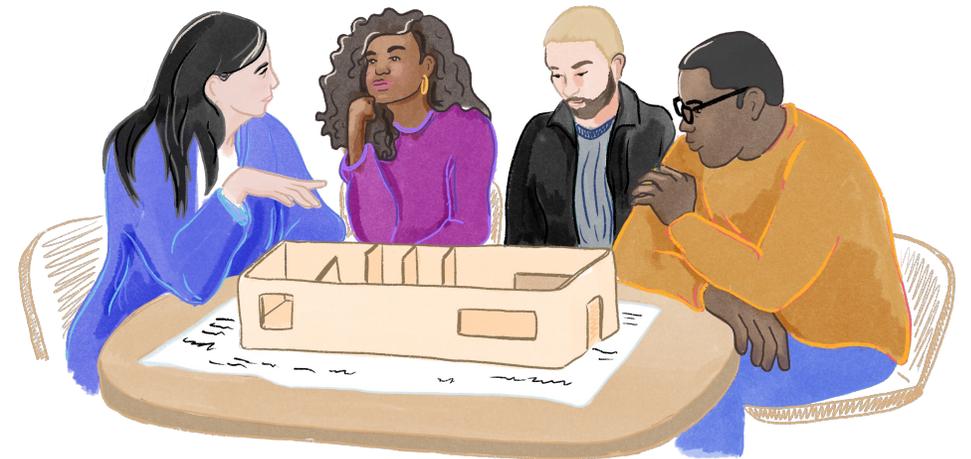
Why: Sometimes it can be hard to know where to start or what to do. So these questions can help you figure it out.

We hope this tool will help you to:

- make decisions with colleagues, consumers, carers and community organisations
- think carefully about who needs to have a say
- consider different levels of participation
- be honest about what you're asking consumers, carers, communities and staff to be a part of
- give you time to plan for access and inclusion

When: Before you start doing a project or setting up a group. You might use this tool:

- when making a plan and budget
- when talking with consumers, carers and community members about how to work together
- when figuring out what questions to take to the leader supporting the project or group (see: project sponsor).



Six Big Questions

Use these questions as a starting-point for conversations with consumers, carers, community members and project sponsors.

Find detailed questions on page 6.

Print this on the next page.

If you're unable to answer the questions, you might need to:

- talk to the project sponsor, consumers, or to someone with more engagement experience
- make sure the right people are in the room and that you have relationships with community organisations
- do more learning about engagement methods and language
- avoid beginning with a solution (engagement) before understanding the purpose.



Print your own

Start
here

What's our
purpose?

What's our
budget?

Who needs
a say?

What's our
pace?

Who
are our
partners?

What
methods will
be used?

More questions to plan engagement

Engagements can be short and long. We use ‘work’ to describe all these activities (paid and unpaid).

What’s your purpose?	What’s your budget?	What’s your pace?	Who needs a say?	Who are your partners?	What methods will be used?
<p>What do you already know about the thing you’re working on? For example, cancer care for LGBTQIA+ people</p> <p>Why do you want to engage consumers, carers and communities? For example, are you engaging to learn? Or to get people to agree about a decision that’s been made already?</p> <p>What value are we hoping to create? Who for?</p> <p>What does our <u>project sponsor</u> think we’re trying to do?</p> <p>What are the constraints? (e.g. predetermined solutions, rules, time frame, branding guidelines etc.) How are we going to share the project constraints honestly?</p>	<p>How do consumers, carers and community partners want to be <u>recognised</u> for their help? What do they say when you ask them?</p> <p>Are there other expenses to factor in (e.g. child care, transport, parking, technology, catering, community venue hire, interpreters)?</p> <p>How will staff be enabled to contribute to the work?</p>	<p>How much long will each part of the project take? For example, recruiting, supporting people to be involved, doing, evaluating, celebrating</p> <p>Will consumers, carers, community and staff have time to do a good job? If they won’t, why are we trying to do it so fast?</p> <p>How will we let people know what we’re doing and what’s happening during the project?</p>	<p>Who will be affected the most by what we’re doing? Think about specific consumers, carers and communities and staff</p> <p>Who haven’t we heard from?</p> <p>Who will make decisions about what’s implemented? What does our <u>project sponsor</u> say about that?</p> <p>What <u>level of participation</u> is available to consumers, carers and communities?</p> <p><i>If you’re not doing co-design don’t say that you are. Be honest.</i></p>	<p>Who has done something like this before? What did they find out?</p> <p>Who’s already connected to the consumers, carers and communities you want to reach? What is their guidance?</p> <p>Who has facilitation and engagement skills? If we’re doing co-design, who knows how to do that well?</p> <p>Who will keep us accountable to the <u>Six ways of working</u>?</p>	<p>For long-term or a short-term engagements choose <u>safe</u>, accessible and inclusive methods.</p> <p>Do we need to gather more information? Or can we go straight to making and testing solutions?</p> <p>What different methods can we consider?</p> <p>What different methods are consumers, carers and communities suggesting?</p> <p>How will we make our relationships with consumers, carers and communities stronger over time?</p> <p>How will we know if the work is going well?</p>

Other tools and information to help you

(click on each to go to the website)

Six ways of working

All of Us – NSW Health

Essentials Checklist

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Explore access and inclusion

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Initiating a project – the sponsor

Agency for Clinical Innovation.

Levels of Participation

Agency for Clinical Innovation.

Develop a partnership plan

Agency for Clinical Innovation.



