

CONSUMER ENGAGEMENT PRACTITIONERS NETWORK



About

The **Consumer Engagement Practitioners Network** builds the **capability** and **networks** of practitioners to effectively influence the way their health organisation engages with consumer partners to transform the Victorian health system.

The network is developed in response to an identified need in the sector for more opportunities for professional development for consumer engagement practitioners. It was also established as a mechanism to provide peer support and reduce burnout.

The network uses a Community of Practice (CoP) model. The value of the model comes from bringing together individuals with a common interest where they can **interact, collectively learn** and **share resources and knowledge** within a supportive environment.

Who can take part?

The network is open to **consumer engagement practitioners** involved in any aspect of the Victorian healthcare system.

The network would suit people in roles such as:

- Community Engagement Manager;
- Consumer Partnership Officer;
- Director Patient Experience and Consumer Engagement;
- Quality and Safety Manager;
- Lived Experience Program Manager;
- Consumer Experience Lead.

We are committed to enhancing the **diversity of voices** that are driving change in the health system to reduce health inequalities. We encourage people from **all backgrounds** to register.

What are the benefits?

Benefits to the **consumer engagement practitioner** include:

- A dedicated time each month to focus on professional development;
- Increased understanding of changes in engagement practices and ways to be more effective as a consumer engagement practitioner;
- More capability to support consumer partners to be effective in their roles;
- Improved cross-sector collaboration;
- Access to tools, resources and interesting learning experiences.

Benefits to the **sponsoring organisation** include:

- Reduced turnover of consumer engagement practitioners who are better engaged and supported;
- Equipping consumer engagement practitioners to feel empowered to transfer knowledge;
- Meeting accreditation standards and going further in embedding best practice consumer engagement across the organisation;
- Drawing on learnings from other health organisations to speed up innovation.

What to expect?

The **format** of the meetings will be developed by network members and may vary month to month. They may include:

- Training/education sessions;
- Presentations by members;
- Presentations by guest speakers;
- Small group discussion;
- Questions, brainstorming and problem-solving;
- Resource-sharing.

Themes/topics will also be based on the needs of network members. For example:

- Recruiting and engaging with diverse and seldom-heard consumers;
- Genuine collaboration and co-design;
- Meaningfully engaging consumers in governance;
- Naming and addressing power dynamics;
- Supporting community-led initiatives;
- Ethical story-sharing practices.



How will HIC support you?

Health Issues Centre will provide the following:

- Secretariat support, including scheduling network meetings, minute-taking and actioning meeting outcomes;
- Liaison with network members;
- Chairing or co-chairing meetings;
- Program development, including arranging speakers and content, collating and presenting members' suggestions for topics, planning and delivery of training;
- Managing resources, including uploading meeting recording and other documents;
- Ad hoc support for members;
- Evaluation process and reporting.

What's the time commitment?

The network will come together for **10** monthly **1.5-hour online sessions**.

The first hour will be learning and content focused, followed by a more unstructured discussion and networking time to accommodate those that need to leave early.

Key dates

- **Nov 2023–Jan 2024:** recruitment of participants (early-bird prices until Dec)
- **Feb–Nov 2024:** networks meeting monthly, including closing celebration event
- **Nov–Dec 2024:** evaluation



PLEASE GET IN TOUCH WITH ANY QUESTIONS:

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Early-bird price

\$1,500.00*

For a one-year membership

With this investment, you're on your way to embedding real transformational change at your organisation.

**Price valid until 8 December 2023.*

