

# CONSUMER PARTNERS NETWORK



## About

The **Consumer Partners Network** builds the **capability, confidence** and **networks** of consumer partners to engage and influence the **design, delivery** and **improvement** of the Victorian health system.

The network uses a Community of Practice (CoP) model, which was successfully piloted in 2022–23.

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 **consumers** involved in any aspect of the Victorian healthcare system.

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 partner** include:

- Increased connections to other consumers with shared interests;
- A dedicated time each month to focus on professional development;
- Increased understanding of the wider health system, changes in engagement practices and ways to be more effective as a consumer partner;
- Access to tools, resources and interesting learning experiences tailored to emerging partnering needs.

Benefits to the **sponsoring health organisation** include:

- Highly engaged consumer partners with greater resilience, motivation and longevity;
- Consumer partners who can more effectively contribute in different settings;
- Consumers drawing on learnings from other health organisations to speed up innovation across the sector;
- Less need for dedicated staff resource to provide support and meet development needs of consumer partners.

**“I feel more confident in my work because I know I can draw on the collective wisdom of the CoP when required.”** – *Pilot program participant*

## 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:

- Emerging changes or issues in the health sector e.g. health information-sharing, community-led health initiatives, sustainability in healthcare;
- Genuine collaboration and co-design;
- Meaningfully engaging in governance;
- Diversity, equity, inclusion and accessibility;
- Influencing decision-makers and power-holders.



## 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 and their sponsor organisations;
- 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.



**\$1,700.00\***

For a one-year membership

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

## What's the time commitment?

One of the main learnings from the CoP pilot was having the time to participate in the network.

This is why our offering is a manageable commitment of ten **1.5-hour online monthly meetings**, with additional sessions based on the network's needs.

## Key dates

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



**PLEASE GET IN TOUCH WITH ANY QUESTIONS:**

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