

**CONSUMERS AS PART OF
THE SOLUTION –UNLOCKING
POTENTIAL:**

Janne Graham

My Journey

- Self-Advocacy
- Sharing Stories
- Development of organised health consumer movement
- Reps on committees

Questions being addressed

- Who are consumers?
- Where are they?
- How representative are they?
- How credible are they?

Lessons From My Journey

- We are all consumers but ...
- Individual consumers/carers have information and experience to contribute
- Groups of consumers add more than sum of the parts

Challenges

- Agenda often set elsewhere
- Means of engagement
- Who are to be engaged

The Journey Ahead

- Consumers have demonstrated their capacity to make a difference
- Providers and users have a more sophisticated understanding of each others roles
- We have many models of listening and learning

INCLUSION AS CORE BUSINESS

- BARRIERS
- Time and cost
- Getting the right people

INCLUSION AS CORE BUSINESS

contd.

- OPPORTUNITIES

- Vision, Environmental Scanning, Strategic Planning
- Services
- Clinical Services
- Monitoring
- Evaluation

JOURNEYING TOGETHER

