



**Health Issues Centre**  
Consumer voices for better healthcare

# Patient representation and lived experience – breaking down barriers



# Acknowledgement of Country

We acknowledge the Traditional Custodians of the unceded lands that each of us is joining this meeting from today. We recognise the continuing sovereignties of all Aboriginal and Torres Strait Islander Nations.

We pay our deepest respects to Elders past and present and extend that respect to any First Nations people here today.

We acknowledge that the colonisation of Australia has come at a deep and ongoing cost to the health and wellbeing of Aboriginal and Torres Strait Islander communities. We are committed to shaping a health system that supports self-determination.



# Acknowledgement of Lived and Living Experience

We acknowledge the individual and collective expertise of people with lived and living experience of ill health, harm and recovery.

We recognise people with a lived experience of trauma, neurodivergence, disability, family violence, mental ill health or addiction, their families, carers and supporters.

We honour the courage of those who share this unique perspective and their contribution as equal and active partners in health system transformation.



# The Team

**Laila Hallam** – Health Consumer Leader, NSW

**Sophy Athan** – Health Consumer and Chair of HIC Board

**Alison Coughlan** – CEO, Health Issues Centre





## Our vision

For consumers and community members to be valued and respected as equal and active partners in health system transformation.

## Our purpose

We are thought and practice leaders in the art and science of consumer and community engagement in the health care sector. We provide training, facilitation and consultancy services to support meaningful and transformational consumer and community engagement.

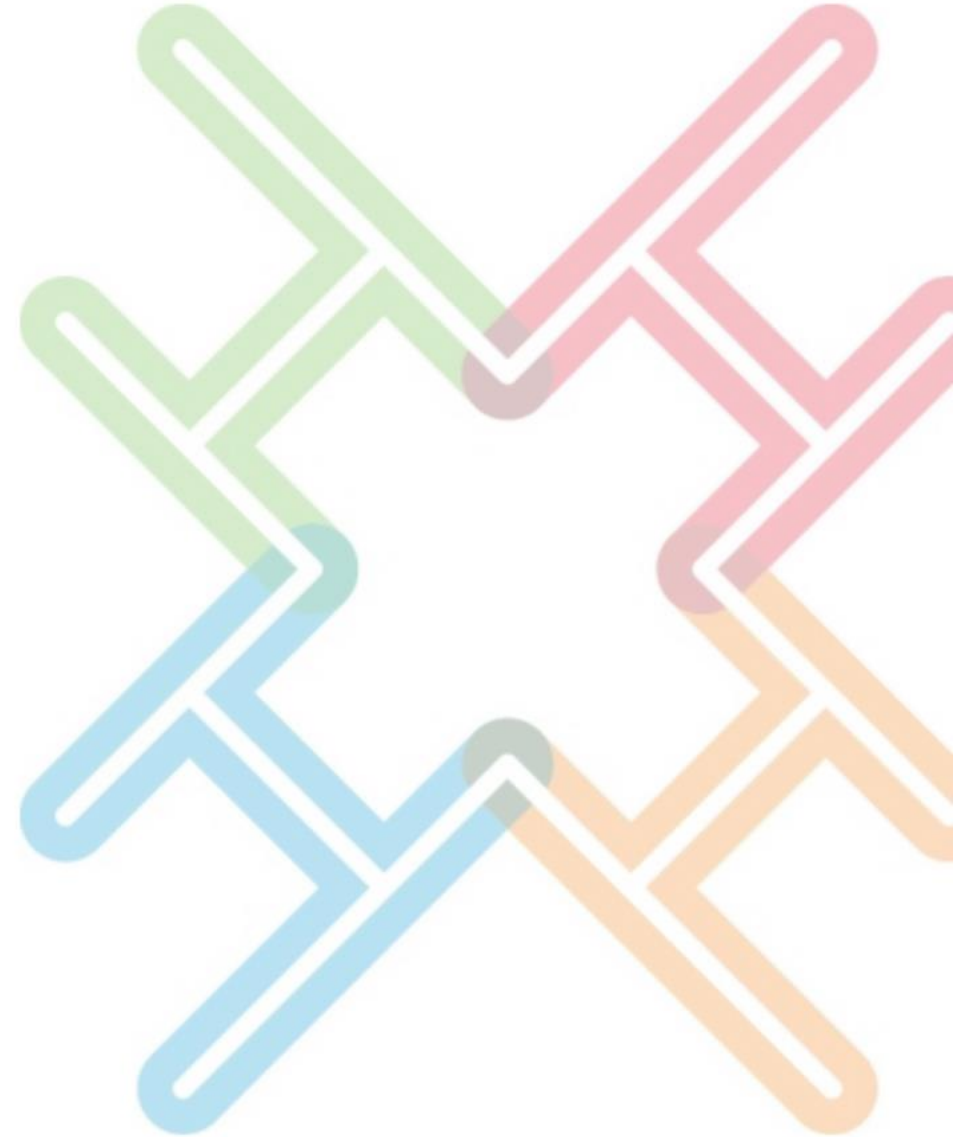


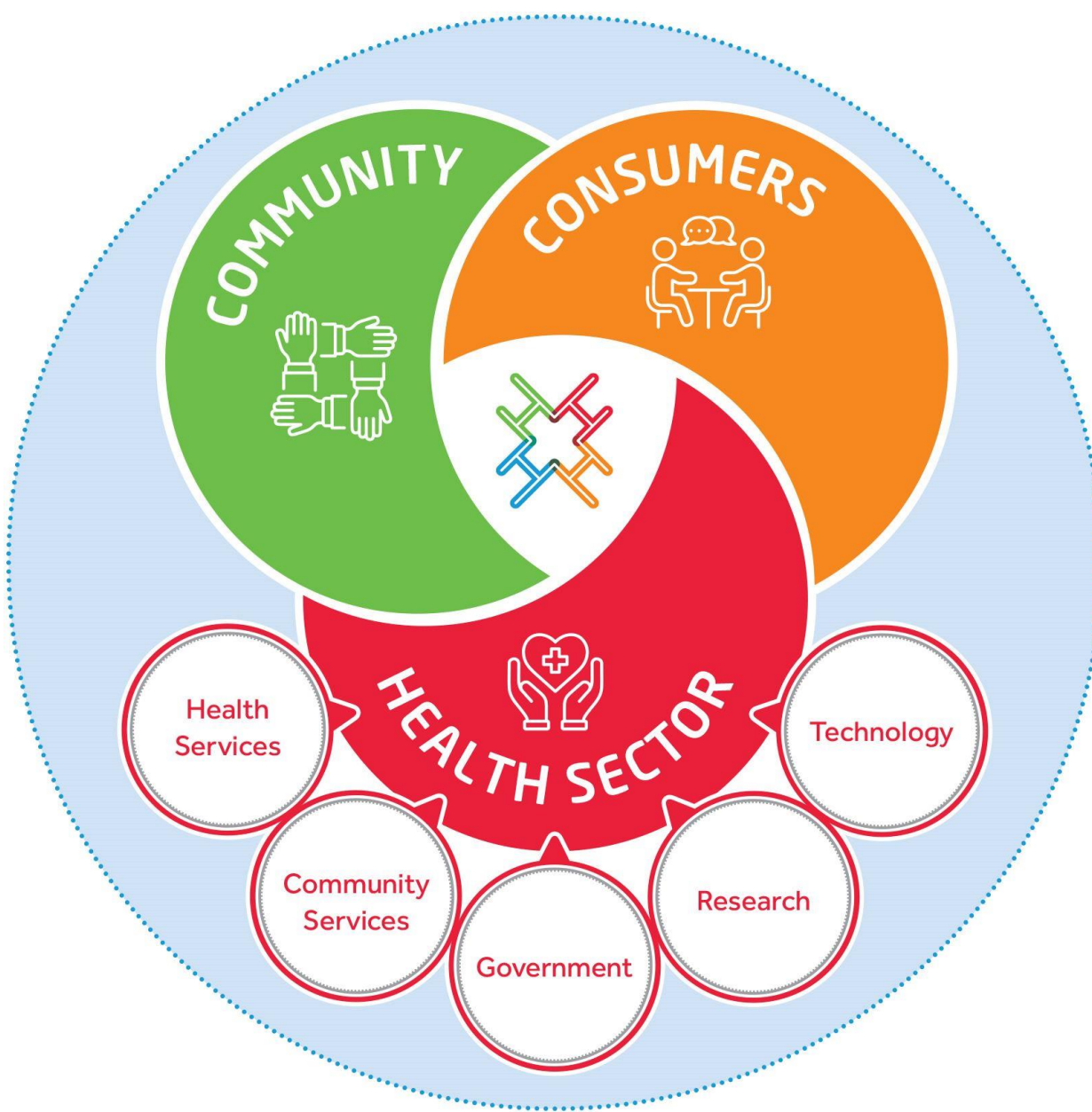
## The terms we use

**Consumers** – People with lived and living experience of health conditions, care, harm and recovery including carers, family members and supporters.

**Community** – People with an interest in improving the health system, including potential health service users and volunteers.

**Engagement** – Working with consumers and community members to listen, collaborate, partner, inform and create change.





# Consumer and community engagement in the conference

- Organising committee
- Abstract review and scoring process
- Co-presenters
- Delegates
- Participants in conference and networking sessions





# Consumer and community engagement in the conference

- This workshop
- Meeting point at Health Issues Centre stand in Exhibition Hall
- Participants in online conversation in parallel (sign up with QR code if can't yet access)
- Forum round up in final session of conference





## Forum Discussion Group | Patients, patient representatives/with lived experience, carers and service users

Sign up below for the Forum Discussion Group | Patients, patient representatives/with lived experience, carers and service users.

You will shortly be added to the group and will be able to access the Forum Discussion Group on the event app and virtual platform.

info@alisoncoughlan.com [Switch account](#)



Not shared

\* Indicates required question

First Name \*

Your answer

Last Name \*

Your answer

Email Address \*

Your answer

Submit

Clear form

# Online forum on conference website/in App

## From a web browser window

- [www.crowdcomms.com//ifmelbourne23](http://www.crowdcomms.com//ifmelbourne23)  
(or QR code on the right)
- Log in with your email and password
- If the first time you are logging in, create a password to enable access

## Via the CrowdComms App

- Download CrowdComms from your App Store
- Enter conference code: ifmelbourne23



- Home Page
- Monday Programme
- Tuesday Programme
- Wednesday Programme
- Livestream
- Speakers
- ePosters
- Attendees
- Sponsors & Exhibitors
- Social Feed
- Forum Discussion Group | Patients, patient representatives/with lived experience, carers and service users
- My Event Schedule
- Useful Information
- What to do in Melbourne
- Help desk

Collapse Menu

Terms & Conditions



What's on your mind?

Check-in

Add Photo



Alison Coughlan

29 minutes ago



I wonder... what are your hopes and expectations leading into the conference? Please share your thoughts here



0

0 comments

Like

Comment



Write a new comment...



Laila Hallam

3 hours ago



Hi conference goers! I'm Laila, and I'm a consumer rep from NSW. I am very pleased to be here, and hopefully see some familiar faces, and some new ones too!

if you're a consumer here, welcome! You're in good company. Pls let a message here. It would be great to say hi! We don't get many opportunities, so pls don't be shy! 😊. It'll be nice to come together where we can. Laila.



1

0 comments

Like

Comment



Write a new comment...



Alison Coughlan

2 days ago



Hello, Alison here - I'm the CEO of the Health Issues Centre (Victoria) and will be co-convening this online discussion group throughout the International Forum. I am hoping that every person wearing a lived and living experience or consumer hat of whatever kind joins in the discussion over the course of the conference.



2

1 comments

# Introductions



Please share your  
hopes and  
expectations for  
the conference

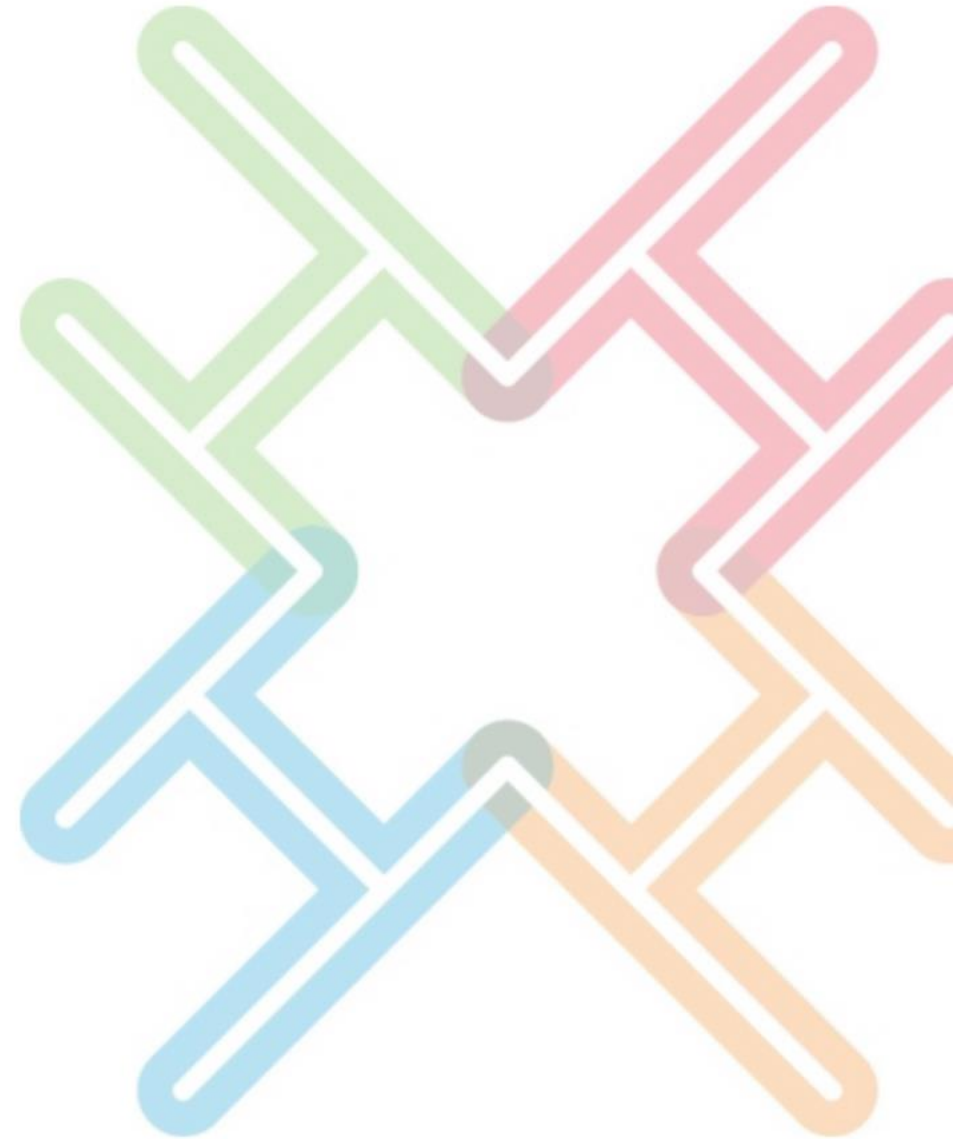


## Discussion



What do true partnerships with people with lived and living experience look like?

How will you recognise it at this conference?



# Online forum on conference website/in App

## Invitation to share your reflections and insights throughout the conference

- Information shared will be collated into a series of key themes for the final session of the conference:
  - What we learnt
  - What we need to do in 2024
  - What we want consumer representation to look like in future years



# Online forum on conference website/in App

## Setting our group norms

- Communicate respectfully and with kindness.
- Acknowledge diverse and intersectional points of view.
- Accept that there may be differing views and opinions, we won't all agree on everything and that's ok.
- Share with intention and awareness of the potential impact on others.
- Support others to contribute in the way they wish to.
- Maintain privacy and confidentiality of other participants and what is shared.





# Online forum on conference website/in App

## Prompts for sharing of insights through the forum:

- What was the name of the session you attended?
- Was there evidence of consumer involvement in the work presented?
  - If yes, did it feel like a partnership?
- What inspired you?
- What might have made the session more valuable to you?



