

## Collaborative Leadership Consumer Link webinar questions

**How do I create a role and get executive backing to do so within an organisation to do the collaborative engagement (the organisation doesn't have a lived experience workforce)**

### **Response from Nic Juniper (Lived Experience Advisor)**

It would really depend on what the goal is and the context of the organisation. Creating a role within an established service is tricky, especially when it's the first role of its kind.

I think the first thing to consider is whether or not an organisation is ready for genuine collaboration and lived experience work. Going into an organisation where people don't know what lived experience involvement is/the value of it and how to do it effectively it can be dissatisfying and sometimes not as effective as we'd hope.

I can't say don't try, if you can find allies within the service to work alongside you, get "anecdotal evidence" from current/past consumers that a role like that is necessary you can create a bit of noise. More voices are always better than one. Talk to whoever you can, and if you can make your way up to talking with executives, share what you've gathered so they can understand the importance of this kind of work.

Otherwise, grants might be an option, or starting in a volunteer capacity – but this sort of work should always be paid for a consumer.

### **Response from Deb Kay (Consumer Lead Facilitator)**

- Definitely find allies – within the organisation and outside.
- Within the organisation, ask senior people for advice about how the system works ie how new initiative bids are considered, by whom, timelines and processes.
- Outside the organisation, connect with CHF and your local health consumer peak body – they will know people who have done this well. Look for a comparable organisation who are achieving the outcomes you are looking for and connect.
- Get your facts: who is in your communities and what are their health, wellbeing and cultural needs and preferences? Do they trust and use your organisation? If the organisation doesn't know the answers to these and the many related questions, irrespective of whether there is consumer leadership, they need to find out.
- Ask: how do we know we are meeting the community's needs and addressing their priorities – in ways that are inclusive, safe and respectful? Again, if an organisation cannot answer these questions genuinely and inclusively then they are serving themselves and their funders instead of partnering with community to generate value with and for them.
- Listen: invite community and cultural leaders to attend senior leaders' and team member forums to share their views about what is needed – and how you can follow up on these insights. Honour this contribution to the organisation in appropriate ways, including getting back to people to check your understanding and proposed action. Repeat.
- With internal and external allies, scope what's needed. Include the frameworks that matter to your organisation, for example risk management and reaching service targets, and how consumer and community engagement can help managers meet and exceed expected performance requirements.
- Create opportunities for people to collaborate. At the beginning, consider one-off activities to build understanding a momentum: an advisory group or other structure is not an outcome itself; membership by you and your colleagues of consumer and community

initiatives will enable individuals from the organisation to learn and contribute outside their usual scope of activity – that could be a more useful and respectful place to start.

- Use your organisation’s ambition and values, and consumer and community-related commitments and requirements, to collaboratively develop collaboration principles.
- So far, this hasn’t required a big budget investment – but it does require a significant and ethical relational investment.
- As relationships and trust develop, and employees take a humble approach to learning with and about community, the big questions can be framed, for example:
  - *What would it look like if our organisation was shaped by the lived and learned experience of communities? By lived experience-based evidence as well as theoretical frameworks, corporate concepts and clinical evidence?*
  - *How can we incorporate a systems approach to consumer and community-centred care and cultural safety?*
  - *How do we currently know that the way we do our work is inclusive/ not discriminatory?*
  - *If we were really brave, what would it look like to work collaboratively with consumers and communities? What would we need to do to achieve that? What are we afraid of?*
  - *What will it mean for consumers and communities if we don’t take a collaborative approach to our practice, policy, programs and leadership?*
  - *What would our organisation look like if we saw consumer engagement as a human rights issue?*
- These are all ideas for starting points... it’s fine to start small (what’s the other option?); avoid being constrained by a project mentality - while bringing project management skills to aspects of developing what must be a permanent approach to all aspects of the business.
- Collaboratively try, test, learn, share, repeat 😊

### **Examples of organisations who have paid for the training? – could we have a list of the organisations who have been involved in the Collaborative Pairs training/session?**

#### **Response from Jennie Parham, Project Lead, Collaborative Pairs Australia**

Northwestern Melbourne PHN

Southeastern Melbourne PHN

Western Sydney PHN

Western NSW PHN

Coordinare PHN (NSW South Coast)

Safer Care Victoria

Orygen

Headspace

CRESP, Black Dog Institute

National Prescribing Service

Australian Digital Health Agency

Pinnacle Health (NZ)