

Ensure accessibility and welcome

We make everyone welcome. We're hospitable and caring in physical and virtual spaces. We communicate in ways we all understand. We remove barriers to consumers, carers and communities taking part.



Create and maintain safety

We create physical, emotional, legal and cultural safety. We know just saying 'this is a safe space' isn't enough. We make sure everyone knows what to expect and what isn't ok. We make changes when there's not enough safety.



Offer recognition

We value lived experience for time. We're curious about what recognition means to the people we're engaging. We do financial and non-financial recognition. Our payment processes are accessible, prompt and fair.



Core ingredients for all consumer, carer and community engagement at a glance

Find tips and videos at:
www.health.nsw.gov.au/patients/experience/all-of-us/Pages/six-ways-of-working.aspx

Use power in partnership

We make sure decisions that impact consumers, carers and communities are informed them. We acknowledge historic and current power differences between organisations and communities. We partner in the planning, design, delivery, measurement and evaluation of care.



Increase diversity and inclusion

We don't expect one conversation or person to represent a community. We reflect the diversity of our communities in conversations, groups and committees. We use different ways to engage different people. We listen to communities on how to engage them best.



Be honest and keep people informed

We say what can be changed and how decisions will be made. We share progress so we can all improve our health system. We show consumers, carers and communities how their contributions make a difference.

