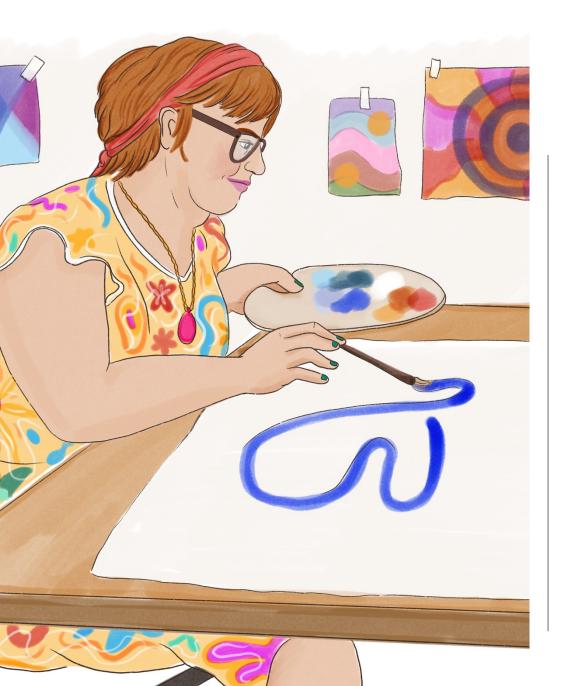# Method cards
Instructions

All of Us
Our guide to engaging consumers, carers and communities across NSW Health

Made for many and by many
NSW Ministry of Health - Experience Team

August 2023

Method cards
Instructions

This document includes:

What the tool is for (page 3)

What is in the cards (page 4)

Three ways to use the cards (page 5)

References: What we are building on (page 6)

The cards don't include detailed step-by-step guidance on how to do each method. Much of that information can be found online.

What the tool is for

What
The cards are designed to help :

- staff think creatively about engagement
- staff, consumers, carers and communities to work together in engagement planning
- everyone to ask important questions, and not automatically assume more research or more technology is needed
- make methods more accessible and less academic.

The methods* come from literature, the people who helped make All of Us and from design and co-design.

*A method is a procedure for doing something, such as research or making ideas.

Why
There are lots of engagement methods. Some are more popular but that doesn't mean that they are the best or the only ways. If we don't ask consumers, carers and communities how they want to be engaged, with different choices, we will keep doing what we've always done.

When
Use the cards:

- when making a project plan and budget
- when talking with consumers, carers and communities about their participation and roles
- when thinking about where to start the work (e.g. in research, ideas or trying things out).

What is in the cards

The cards have two parts:
methods and **important questions**.

You can use all the parts
or some of them.

27 Method cards

A **method** is a procedure for doing something. The method cards include ways to:

Learn what's strong and what's wrong

Find and make ideas

Try things out

People leading the methods should have some knowledge of how to do the method with care, inclusion and consent.

Nine Important questions cards

The **important question cards** help to make engagement respectful, accessible and inclusive.

The questions connect with the Six ways of working and the Essentials checklist.

Anyone can ask an important question.

Three ways to use the cards

Know who needs to be in the conversation and find out what they need to participate.
You can use the physical cards or the digital cards.

#1 Plan engagement	#2 Pick methods to learn more about	#3 Review past projects
First, decide if you need to do more research. Or if you can start trying things out. Look at the cards and find methods that fit the project and people involved. Combine different methods. Talk about who could lead the methods, what support is needed and what success means.	First, identify methods that you or the people you're collaborating with: • would like to use, but don't know how • want to learn more about or try out. Explore ways of learning from people who have used the methods before.	First, listen to the consumers, carers and staff who were involved. Give people options to share their feedback (not just in surveys). Talk about the methods used and be honest about how it went. You might choose and discuss methods you could have or should have used. Agree what to keep doing next time. And what to change or do better.

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