



# Engagement Toolkit

GUIDE TO ENGAGEMENT METHODS

# Acknowledgments

There are a number of documents and practical guidelines that have been used to inform this tool. The sources used here are listed in the References section at the end of the Toolkit.

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# What engagement methods could I use?

**This tool is designed to give you some ideas about different ways that you can engage with consumers and external stakeholders. There are a lot of different techniques you can use. Which is right for you depends on who the issue affects or relates to, and why you want to involve these people.**

## **Who needs to be involved?**

**1**

- Do we need to involve people individually about their own needs and wishes?*
- Do we need to involve people across our service?*
- Do we need to involve the broader community?*
- Do we need to involve people across the whole organisation?*

This is the level at which your engagement needs to take place. Find the right column for your level along the top of the table.

## **How do we want to involve them?**

**2**

- Are we just trying to give them information?*
- Do we want them to help us make a decision or create a solution?*
- Do we want them to be empowered to make the decision themselves?*

This is the level of participation you want people to have. Find the right row for your level down the side of the table.

**3**

In the box where your column meets your row, there are some suggestions for ways of engaging with people that might be suitable. These might not all be useful for you, but they are intended to give you some ideas.

Many of these may be ideas you have not come across before. To find out more about each suggested approach, look it up in the **Which engagement method should I use?** tool. Refer to the reference list for some excellent resources that provide more detail on each method and how to use them.

	<i><b>This involves an individual or their family</b></i>	<i><b>This involves our whole service</b></i>	<i><b>This involves the local community</b></i>	<i><b>This involves our whole organisation</b></i>
<p><b>Inform –</b></p> <p><i><b>We just need to tell people about something.</b></i></p> <p><i><b>We are not seeking their feedback, or trying to make a decision.</b></i></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Treatment or health information</u></a></li> <li>• <a href="#"><u>Care recipient charter</u></a></li> <li>• <a href="#"><u>Client and carer information night</u></a></li> <li>• <a href="#"><u>Service information/ advice (admissions)</u></a></li> <li>• <a href="#"><u>Site tour</u></a></li> <li>• <a href="#"><u>Informal conversation</u></a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Open house</u></a></li> <li>• <a href="#"><u>Site visit</u></a></li> <li>• <a href="#"><u>Information expo</u></a></li> <li>• <a href="#"><u>Newsletter</u></a></li> <li>• <a href="#"><u>Website</u></a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Community fair</u></a></li> <li>• <a href="#"><u>Advertising/ Social Marketing</u></a></li> <li>• <a href="#"><u>Information expo</u></a></li> <li>• <a href="#"><u>Community mapping</u></a></li> <li>• <a href="#"><u>Media event</u></a></li> <li>• <a href="#"><u>Press release</u></a></li> <li>• <a href="#"><u>Community presentation</u></a></li> <li>• <a href="#"><u>Website</u></a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Newsletter</u></a></li> <li>• <a href="#"><u>1800 number</u></a></li> <li>• <a href="#"><u>Fact Sheet</u></a></li> <li>• <a href="#"><u>Advertising/ Social Marketing</u></a></li> <li>• <a href="#"><u>Information expo</u></a></li> <li>• <a href="#"><u>Press release</u></a></li> <li>• <a href="#"><u>Media event</u></a></li> <li>• <a href="#"><u>Website</u></a></li> </ul>
<p><b>Consult –</b></p> <p><i><b>We want to gather new ideas, or we are seeking feedback on an issue.</b></i></p> <p><i><b>We need to have full control of the decision.</b></i></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Interview</u></a></li> <li>• <a href="#"><u>Complaints/ compliments</u></a></li> <li>• <a href="#"><u>Suggestion box</u></a></li> <li>• <a href="#"><u>Informal conversation</u></a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Opinion Poll</u></a></li> <li>• <a href="#"><u>Focus Group</u></a></li> <li>• <a href="#"><u>Survey/ Questionnaire</u></a></li> <li>• <a href="#"><u>Consultation Document</u></a></li> <li>• <a href="#"><u>Resident/ Consumer Meeting</u></a></li> <li>• <a href="#"><u>Suggestion box</u></a></li> <li>• <a href="#"><u>Public hearing</u></a></li> <li>• <a href="#"><u>Complaints/ compliments</u></a></li> <li>• <a href="#"><u>Consumer advocates</u></a></li> <li>• <a href="#"><u>Informal conversation</u></a></li> <li>• <a href="#"><u>Call for proposals</u></a></li> <li>• <a href="#"><u>Journey mapping</u></a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Interview</u></a></li> <li>• <a href="#"><u>Focus Group</u></a></li> <li>• <a href="#"><u>Opinion Poll</u></a></li> <li>• <a href="#"><u>Survey/ Questionnaire</u></a></li> <li>• <a href="#"><u>Consultation Document</u></a></li> <li>• <a href="#"><u>Submissions</u></a></li> <li>• <a href="#"><u>Outreach Process</u></a></li> <li>• <a href="#"><u>Community Meeting</u></a></li> <li>• <a href="#"><u>Bilateral Stakeholder Meeting</u></a></li> <li>• <a href="#"><u>Workbook</u></a></li> <li>• <a href="#"><u>Public hearing</u></a></li> <li>• <a href="#"><u>Client forum</u></a></li> <li>• <a href="#"><u>Call for proposals</u></a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Consumer advocates</u></a></li> <li>• <a href="#"><u>Complaints/ compliments</u></a></li> <li>• <a href="#"><u>Journey mapping</u></a></li> <li>• <a href="#"><u>Client forum</u></a></li> <li>• <a href="#"><u>Public hearing</u></a></li> <li>• <a href="#"><u>Bilateral Stakeholder Meeting</u></a></li> <li>• <a href="#"><u>Submissions</u></a></li> <li>• <a href="#"><u>Consultation Document</u></a></li> <li>• <a href="#"><u>Survey/ Questionnaire</u></a></li> <li>• <a href="#"><u>Focus Group</u></a></li> <li>• <a href="#"><u>Expert Panel</u></a></li> <li>• <a href="#"><u>Opinion Poll</u></a></li> <li>• <a href="#"><u>Call for proposals</u></a></li> </ul>

<p><b>Discuss –</b>  <b>We need in-depth discussion with people about an issue.</b>  <b>We want their input and influence on a decision.</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Informal conversation</a></li> <li>• <a href="#">Formal client/ carer meeting</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Advisory group/ User panel</a></li> <li>• <a href="#">Consumer representatives on committees</a></li> <li>• <a href="#">Online survey/ Questionnaire</a></li> <li>• <a href="#">Online Consultation Documents</a></li> <li>• <a href="#">Consumer council/ Reference group</a></li> <li>• <a href="#">Resident/ Consumer Meeting</a></li> <li>• <a href="#">Workshop</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Advisory group/ User panel</a></li> <li>• <a href="#">Consumer representatives on committees</a></li> <li>• <a href="#">Online forum</a></li> <li>• <a href="#">Online survey/ Questionnaire</a></li> <li>• <a href="#">Online Consultation Documents</a></li> <li>• <a href="#">Liaison Group</a></li> <li>• <a href="#">Consumer council</a></li> <li>• <a href="#">Discussion Pack</a></li> <li>• <a href="#">Nominal Group Process</a></li> <li>• <a href="#">Conference</a></li> <li>• <a href="#">Workshop</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Advisory group/ User panel</a></li> <li>• <a href="#">Consumer representatives on committees</a></li> <li>• <a href="#">Online forum</a></li> <li>• <a href="#">Online survey/ Questionnaire</a></li> <li>• <a href="#">Online Consultation Documents</a></li> <li>• <a href="#">Liaison Group</a></li> <li>• <a href="#">Consumer council</a></li> <li>• <a href="#">Discussion Pack</a></li> <li>• <a href="#">Nominal Group Process</a></li> <li>• <a href="#">Conference</a></li> <li>• <a href="#">Workshop</a></li> </ul>
<p><b>Partner –</b>  <b>We want to develop a solution in equal partnership with people.</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Shared care decision making</a></li> <li>• <a href="#">Case conferencing</a></li> <li>• <a href="#">Care planning</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Charrette</a></li> <li>• <a href="#">Round Table</a></li> <li>• <a href="#">Resident/ Consumer Meeting</a></li> <li>• <a href="#">Experience-based co-design</a></li> <li>• <a href="#">Co-production working group</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Round Table</a></li> <li>• <a href="#">Charrette</a></li> <li>• <a href="#">Experience-based co-design</a></li> <li>• <a href="#">Co-production working group</a></li> <li>• <a href="#">World Cafe</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Round Table</a></li> <li>• <a href="#">Charrette</a></li> <li>• <a href="#">Experience-based co-design</a></li> <li>• <a href="#">Co-production working group</a></li> <li>• <a href="#">World Cafe</a></li> </ul>
<p><b>Empower –</b>  <b>We want to empower people to generate the solution and manage the process.</b>  <b>We will assist as needed.</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Client autonomy</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Think Tank</a></li> <li>• <a href="#">Citizens’ Panel</a></li> <li>• <a href="#">Citizens’ Jury</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Think Tank</a></li> <li>• <a href="#">Citizens’ Panel</a></li> <li>• <a href="#">Study Group</a></li> <li>• <a href="#">Study Circle</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Think Tank</a></li> <li>• <a href="#">Citizens’ Panel</a></li> <li>• <a href="#">Citizens’ Jury</a></li> <li>• <a href="#">Consensus Conference</a></li> <li>• <a href="#">Study Group</a></li> <li>• <a href="#">Study Circle</a></li> </ul>

# Which engagement method should I use?

Method	Style & Purpose	Benefits	Challenges
<b>1800 Number</b>	<ul style="list-style-type: none"> <li>Free telephone transmission of information</li> </ul>	<ul style="list-style-type: none"> <li>Provides a direct line to information</li> <li>Can potentially be used to gather feedback or responses</li> </ul>	<ul style="list-style-type: none"> <li>Not suitable for problem resolution or in-depth information</li> <li>Needs knowledgeable personnel answering calls, and consistency between responses</li> <li>Requires language support</li> <li>Resource intensive</li> </ul>
<b>Advertising/ Social Marketing</b>	<ul style="list-style-type: none"> <li>Use of marketing principles to sell ideas, attitudes, and behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Useful for promoting health and other important issues and causes</li> <li>Designed to inform, motivate, or change behaviour</li> <li>Flexible to different audiences</li> </ul>	<ul style="list-style-type: none"> <li>Requires strong market research and well-chosen target audience</li> <li>Resource intensive</li> <li>Needs well-chosen objectives, media channels and timing</li> </ul>
<b>Advisory group/ committee/ User panel</b>	<ul style="list-style-type: none"> <li>Group chosen to represent a community or interest group (sometimes representative of the socio-demographic profile)</li> <li>Used as public sounding board, co-ordinator of public input, advisor for policy/ program development, development of solutions or priorities</li> <li>Often appointment for a term (e.g. one to two years) and often replaced on a rolling basis</li> </ul>	<ul style="list-style-type: none"> <li>Useful to collect views of service users and those of their friends/ family</li> <li>Can help with resource allocation and priorities</li> <li>Group can be asked to weigh up options and reach consensus; can help to resolve conflict</li> <li>Can help to gather views of difficult to reach groups</li> </ul>	<ul style="list-style-type: none"> <li>Need time and opportunity to discuss with those they represent</li> <li>Need clear guidelines, especially purpose, length, and ability to effect change</li> <li>May not be in a position to, or willing to, make judgments about services needed by others</li> <li>Private nature of service needs can inhibit discussion</li> <li>Representativeness is difficult and minority views can be overlooked</li> <li>Needs administrative support</li> </ul>

Method	Style & Purpose	Benefits	Challenges
<b><i>Bilateral Stakeholder Meetings</i></b>	<ul style="list-style-type: none"> <li>• Meeting between two groups representing organisations or sectors</li> <li>• Determine a problem, identify common ground, and discuss strategies</li> <li>• May run for a few hours or up to a week</li> </ul>	<p>Can be used to:</p> <ul style="list-style-type: none"> <li>• Ensure that views are represented and understood</li> <li>• Gather opinions and advice before policy development or implementation</li> <li>• Identify stakeholders</li> <li>• Gather local information</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to two partners, could fail to address the concerns of some stakeholders</li> <li>• May be seen as simply to achieve “buy-in” rather than collaboration</li> </ul>
<b><i>Call for Proposals</i></b>	<ul style="list-style-type: none"> <li>• Public invitation to present creative solutions or ideas</li> </ul>	<ul style="list-style-type: none"> <li>• Can provide input at any stage of planning</li> <li>• Can supplement informal engagement</li> <li>• Can lead to greater involvement, including handing the project over to clients or community members</li> </ul>	<ul style="list-style-type: none"> <li>• Background information must be communicated in the call</li> <li>• Management and analysis of submissions is potentially costly and time consuming</li> <li>• Responses may be limited to particular interest groups, and to those who are highly literate and organised</li> <li>• Must be carefully planned around well thought-out requirements</li> </ul>
<b><i>Care planning</i></b>	<ul style="list-style-type: none"> <li>• Collaborative planning, involving the consumer and, if appropriate, family or carer</li> <li>• Involves setting meaningful goals that are important to the individual and steps to reach goals</li> <li>• Identifies service options, interventions, and referrals</li> </ul>	<ul style="list-style-type: none"> <li>• Maximises and enhances independence and quality of life</li> <li>• Recognises and supports the person’s strengths and abilities, and helps them meet their needs</li> </ul>	<ul style="list-style-type: none"> <li>• Need shared understanding of goals</li> <li>• Goals need to be realistic and achievable</li> <li>• Needs monitoring to overcome barriers and follow ups</li> <li>• More complex for people with chronic diseases and complex needs</li> </ul>

Method	Style & Purpose	Benefits	Challenges
<b>Case conferencing</b>	<ul style="list-style-type: none"> <li>• Structured, formal discussion regarding care or treatment plan</li> <li>• Designed to ensure a multi-disciplinary approach <ul style="list-style-type: none"> <li>○ Usually involves care coordinator or nurse, client and carer or family member, may also involve care staff, GP, diversional therapist, physio, other allied health staff</li> </ul> </li> <li>• Usually between 15 and 30 minutes</li> <li>• Usually to discuss health history and needs, goals, concerns, and treatment.</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitates improved care based on the client’s needs and wishes</li> <li>• Can help to promote adherence</li> <li>• Facilitates team work and integration in care provision</li> <li>• Helps to promote family understanding of care needs and relationships between professionals and family members</li> <li>• Helps staff to understand the client’s care plan</li> </ul>	<ul style="list-style-type: none"> <li>• Can be challenging when different participants disagree on what is needed</li> <li>• Family dynamics can affect the process</li> <li>• Can be challenging to schedule involvement of all professionals needed</li> </ul>
<b>Charrette</b>	<ul style="list-style-type: none"> <li>• A meeting to address a specific question</li> <li>• Participants collaborate to find a creative solution At least 2 hours, to a full day or more</li> <li>• 20 to 60 participants</li> </ul>	<ul style="list-style-type: none"> <li>• Can facilitate decisions and resolve complex issues involving different interests</li> <li>• Can gather practical ideas at the start of planning or resolve deadlocks between groups</li> <li>• Encourages candid discussion</li> </ul>	<ul style="list-style-type: none"> <li>• Shorter may yield few ideas, longer may exclude people with a health issues</li> <li>• Needs thorough prior preparation and experienced facilitation</li> <li>• Can incur travel and time costs</li> <li>• Definition of “expertise” must be broad</li> </ul>
<b>Citizens’ Jury</b>	<ul style="list-style-type: none"> <li>• Group of 8-20 people</li> <li>• Jury is paid to listen to conflicting arguments and evidence around an issue before making a decision</li> <li>• Can call witnesses</li> <li>• Can last up to a week</li> </ul>	<ul style="list-style-type: none"> <li>• Can be chosen to represent particular groups of interest</li> <li>• Allows for real understanding of an issue, with plenty of time to discuss and consider</li> <li>• Many perspectives are heard</li> </ul>	<ul style="list-style-type: none"> <li>• Not representative of the population</li> <li>• No guarantee of a rational decision or specific, useful answers</li> <li>• Needs a lot of planning</li> <li>• Resource-intensive - can be costly if over a longer time</li> <li>• Needs independent moderation</li> </ul>



<b>Method</b>	<b>Style &amp; Purpose</b>	<b>Benefits</b>	<b>Challenges</b>
<b><i>Citizens' Panel</i></b>	<ul style="list-style-type: none"> <li>• Non-experts who convene regularly</li> <li>• Can be small or very large</li> <li>• Involvement can range from a questionnaire to a focus group discussion, electronic poll or face to face meetings</li> <li>• Can require general or absolute consensus</li> </ul>	<ul style="list-style-type: none"> <li>• An immediate means to assess opinion on issues without having to recruit each time</li> <li>• Can be recruited to be representative of particular groups</li> </ul>	<ul style="list-style-type: none"> <li>• Not representative of the population, may represent particular viewpoints</li> <li>• Participants may become the 'usual suspects', limiting perspectives</li> <li>• May exaggerate the significance of the issue and responses may not accurately reflect opinion among the general population</li> <li>• Can be costly</li> <li>• Can be hard to find common language</li> </ul>
<b><i>Client and carer information night</i></b>	<ul style="list-style-type: none"> <li>• Event to provide information and education to clients and carers on specific topics</li> </ul>	<ul style="list-style-type: none"> <li>• Useful for education on specific health or care topics (e.g. palliative care, dementia)</li> <li>• Can be an opportunity to showcase particular services or service features (e.g. memory clinic)</li> <li>• Can provide opportunity for clients and carers to form supportive networks and meet experts</li> <li>• Can be done cheaply</li> </ul>	<ul style="list-style-type: none"> <li>• Can be time-consuming to organise if speakers are difficult to find or schedule</li> <li>• Difficult to predict attendance</li> </ul>
<b><i>Client autonomy</i></b>	<ul style="list-style-type: none"> <li>• Individual autonomy in decisions, activities and actions</li> <li>• Particularly important in everyday decision making and everyday life</li> </ul>	<ul style="list-style-type: none"> <li>• Meets a basic human right</li> <li>• Promotes self-efficacy, dignity, and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Can be difficult to reconcile with risks</li> </ul>
<b><i>Client charter</i></b>	<ul style="list-style-type: none"> <li>• Written patient rights and responsibilities</li> <li>• Specifies service conditions and pathways for complaint and redress</li> </ul>	<ul style="list-style-type: none"> <li>• Provides clear definition of consumers' rights and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Should involve consumers in development</li> <li>• Specifics should be measurable and represent real indicators</li> <li>• Should be incentives for staff and sanctions if outcomes are not met</li> </ul>

<b>Method</b>	<b>Style &amp; Purpose</b>	<b>Benefits</b>	<b>Challenges</b>
<b><i>Community Fair</i></b>	<ul style="list-style-type: none"> <li>• A fun occasion, with activities to draw different people</li> <li>• Can incorporate different avenues for seeking feedback (e.g. roving people asking questions)</li> <li>• Inform and engage people about local issues</li> </ul>	<ul style="list-style-type: none"> <li>• Can attract media attention</li> <li>• Can engage a broad range of people at once</li> <li>• Can work with other organisations to get broader reach</li> </ul>	<ul style="list-style-type: none"> <li>• Might overlook target audience</li> <li>• Expensive to do well</li> <li>• Serious information not reach those intended</li> <li>• Public must be motivated to attend, difficult to predict</li> </ul>
<b><i>Community Mapping</i></b>	<ul style="list-style-type: none"> <li>• Community members do an inventory of available resources and identify common needs</li> <li>• Focus can be broad or narrow</li> </ul>	<p>Good for:</p> <ul style="list-style-type: none"> <li>• Assessing existing assets &amp; capacities</li> <li>• Identifying local service needs, concerns, and solutions</li> <li>• Building community resources and relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Time and costs depend on the community's resources and needs</li> <li>• Can be dominated by a few participants</li> <li>• Requires participants' sustained interest</li> <li>• Outcomes limited by who is involved</li> </ul>
<b><i>Community Meeting</i></b>	<ul style="list-style-type: none"> <li>• Formal presentation to public forum (large or small group), the public respond with questions or comments</li> <li>• Share information, or gain information and input on issues</li> <li>• Open to all who are interested</li> </ul>	<ul style="list-style-type: none"> <li>• People can raise issues, ask questions/ directly challenge</li> <li>• Good for exploring ideas and proposals, gaining public support</li> <li>• Good for large group and broad range of stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Ideas can be misinterpreted as a definite proposal or a done deal</li> <li>• Time consuming and costly</li> <li>• A few may monopolise the forum, and attendance can be unrepresentative</li> <li>• Difficult to control discussion and keep it on track to ensure important views are heard</li> <li>• Can be disempowering for participants</li> </ul>
<b><i>Community presentation</i></b>	<ul style="list-style-type: none"> <li>• Public presentation about a service, organisation, or issue</li> <li>• Often delivered to a specific audience e.g. school, professional group</li> </ul>	<ul style="list-style-type: none"> <li>• Potentially reaches a large number of people</li> <li>• Useful for basic education or information</li> <li>• Offers opportunity to showcase a service</li> <li>• Can be tailored to a specific issue, message, or audience</li> </ul>	<ul style="list-style-type: none"> <li>• Needs careful preparation to ensure message is targeted</li> <li>• Need to be prepared for new or impromptu questions</li> </ul>

Method	Style & Purpose	Benefits	Challenges
<b>Complaints process</b>	<ul style="list-style-type: none"> <li>• Management-led system that usually includes comments, compliments and complaints</li> <li>• Can include: <ul style="list-style-type: none"> <li>- Specifically designed forms</li> <li>- Telephone hotline</li> <li>- Designated email address</li> <li>- Speak to a complaints officer</li> <li>- Talk to any member of staff</li> </ul> </li> <li>• Feedback used to improve services</li> </ul>	<ul style="list-style-type: none"> <li>• Can generate new ideas, get a better understanding of issues, monitor services and identify where changes are needed</li> <li>• A structured system</li> <li>• Allows participation by many people</li> <li>• Gives participants an equal voice</li> </ul>	<ul style="list-style-type: none"> <li>• Staff need to understand the value of feedback</li> <li>• Not representative of the client experience</li> <li>• Clients may not feel confident to comment or complain or may fear retribution</li> </ul>
<b>Conference/Seminar</b>	<ul style="list-style-type: none"> <li>• Gathering of professionals and experts or like-minded members of a group to analyse and discuss an issue</li> <li>• Often academic-oriented (but can be more geared towards other interest groups)</li> <li>• Can range from a half-day to several days</li> </ul>	<ul style="list-style-type: none"> <li>• Good for bringing experts together for in depth discussion</li> <li>• Can incorporate a range of techniques to make the most of expert knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Lay people can feel disempowered among experts</li> <li>• Not good for creating practical outcomes</li> <li>• Can be boring if badly facilitated, or mainly presentations</li> </ul>
<b>Consensus Conference</b>	<ul style="list-style-type: none"> <li>• Unaffiliated people are informed about an issue and create recommendations</li> <li>• Aims to influence policy process through dialogue between the public, experts and decision makers</li> <li>• Multiple-step process conducted over a period of months</li> </ul>	<ul style="list-style-type: none"> <li>• Brings together citizens and experts</li> <li>• Facilitates learning, discussion, and debate</li> <li>• Results in recommendations</li> <li>• Encourages citizens become informed to address technical issues</li> </ul>	<ul style="list-style-type: none"> <li>• Time consuming and costly</li> <li>• Difficult to ensure timeliness and impact on policy</li> <li>• Assumes the public can make sense of complex issues</li> </ul>
<b>Consultation Document</b>	<ul style="list-style-type: none"> <li>• A formal document including specific questions to gain feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Can detail a situation and ask for specific input</li> <li>• Can provide background information about a program or plan</li> <li>• Avoids some of the risks of face-to-face approaches</li> </ul>	<ul style="list-style-type: none"> <li>• Can make people feel they have little influence, they may never know if or how they have</li> <li>• People dislike reading long documents</li> <li>• Labour-intensive to collate responses</li> </ul>

Method	Style & Purpose	Benefits	Challenges
<b>Consumer advocates</b>	<ul style="list-style-type: none"> <li>Employee/s of the organisation who consult with consumers and advocate on their behalf</li> </ul>	<ul style="list-style-type: none"> <li>Shows the organisation's commitment to consultation</li> <li>Existing relationships with consumers can help build trust</li> </ul>	<ul style="list-style-type: none"> <li>Assumes advocate fully understands consumers' needs and concerns</li> <li>Advocates' capacity to consult with a range of consumers may be limited</li> <li>Places considerable responsibility on individual advocates</li> <li>Advocates require a range of skills to represent consumers effectively</li> </ul>
<b>Consumer council/ Reference group</b>	<ul style="list-style-type: none"> <li>Group who represent the consumer perspective and provide advice</li> <li>Initiated and run by the organisation</li> <li>Input to whole organisation, or a specific project</li> <li>Ongoing process</li> </ul>	<ul style="list-style-type: none"> <li>Allows for consumer advice across the organisation and as part of the ongoing decision making processes</li> </ul>	<ul style="list-style-type: none"> <li>Difficult to ensure representatives link with community</li> <li>Assumes the group represent all consumers</li> <li>Need to balance time of involvement – long enough to be useful, but not long enough to become part of the organisation</li> <li>Need to be clear about reporting structures, supports, terms of reference, membership and representation</li> </ul>
<b>Consumer representatives on committees</b>	<ul style="list-style-type: none"> <li>Representatives sit on organisational committees or groups (e.g. ethics/ quality and safety)</li> </ul>	<ul style="list-style-type: none"> <li>Ensures some client perspectives are considered</li> </ul>	<ul style="list-style-type: none"> <li>Need to ensure representatives have a relationship with their constituency</li> <li>Need to be clear about roles and terms of reference</li> <li>Need to provide training and support</li> <li>Minority views can be disregarded, risks tokenism</li> <li>Representatives can feel disempowered or patronised</li> </ul>

Method	Style & Purpose	Benefits	Challenges
<b>Co-production working group</b>	<ul style="list-style-type: none"> <li>• Clients, community members and the organisation work collaboratively to improve and develop services</li> <li>• Clients are involved from design through to implementation</li> <li>• Involves whole of service approach, not just individual care</li> </ul>	<ul style="list-style-type: none"> <li>• Combines consumer and professional knowledge and expertise</li> <li>• Gives staff and clients shared ownership of solutions</li> <li>• Taps into knowledge and skills of clients</li> <li>• Useful for creating concrete changes and tailored solutions</li> <li>• Can facilitate better use of resources</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitator needs strong knowledge about co-production and good facilitation skills</li> <li>• Requires a real commitment to sharing power with clients</li> <li>• Requires the organisation and staff to be willing to take risks and experiment</li> <li>• Group dynamics can be challenging</li> <li>• Need a realistic, shared understanding about what can be produced</li> <li>• Needs adequate resourcing (money, people, and time)</li> <li>• Group members may not be willing to take on active roles</li> </ul>
<b>Discussion Pack</b>	<ul style="list-style-type: none"> <li>• A series of information sheets/ scenarios/ diagrams and instructions for self-managed discussion with forms to record answers or opinions</li> <li>• For deliberation on an issue and feedback</li> <li>• Discussions are recorded systematically</li> </ul>	<ul style="list-style-type: none"> <li>• Enables lay people to discuss complex issues</li> <li>• Can reach many people who may not have had a chance to discuss an issue</li> <li>• Good for issues that involve personal and social values</li> </ul>	<ul style="list-style-type: none"> <li>• Requires a lot of management</li> <li>• Hard to monitor level of understanding</li> <li>• Danger of over-simplification</li> <li>• Participants need to be highly motivated – limits to certain people</li> <li>• Relies on participants to record fully what was agreed upon</li> </ul>
<b>Experience-based co-design</b>	<ul style="list-style-type: none"> <li>• Multiple-step process that involves: <ul style="list-style-type: none"> <li>○ Interviewing, observations and group discussions to identify emotionally significant points in experience of the service</li> <li>○ Creating a short edited film</li> <li>○ Bringing staff and clients together to view the film and identify and implement improvements to usability of the service.</li> </ul> </li> <li>• Focuses on experience and emotions</li> </ul>	<ul style="list-style-type: none"> <li>• Useful to develop simple solutions that improve the experience of care</li> <li>• Empowers staff and clients to make changes.</li> <li>• Provides rich insights into the client experience</li> <li>• Can be targeted and focused to lead to concrete results.</li> </ul>	<ul style="list-style-type: none"> <li>• Needs buy-in from senior management and staff</li> <li>• Time consuming, needs adequate resourcing (money, people, and time)</li> <li>• Needs a skilled facilitator</li> <li>• Can raise complex ethical issues and issues needing support</li> <li>• Can raise issues of confidentiality and privacy (especially observation)</li> </ul>

<b>Method</b>	<b>Style &amp; Purpose</b>	<b>Benefits</b>	<b>Challenges</b>
<b><i>Expert Panel</i></b>	<ul style="list-style-type: none"> <li>• Gathers the views of a range of experts on an issue</li> <li>• Lasts a couple of days or less</li> <li>• Involves 5-25 experts</li> </ul>	<ul style="list-style-type: none"> <li>• Useful to facilitate in-depth analysis of complex issues</li> <li>• Rigorous process to consider the issues in full</li> <li>• Expert knowledge can be edited for lay people</li> </ul>	<ul style="list-style-type: none"> <li>• Needs a skilled facilitator</li> <li>• May produce information about the wrong issues</li> <li>• Can be too narrow in focus</li> <li>• May obscure emotional dimensions</li> <li>• Excludes lay people</li> <li>• Costly unless experts work for free</li> </ul>
<b><i>Fact Sheet</i></b>	<ul style="list-style-type: none"> <li>• Document giving concise, plain-language information on a topic/ program</li> <li>• Relatively short (a few pages)</li> <li>• Disseminated to public and/ or media</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic provision of key information to give a broad overview</li> <li>• May define an issue/ promote discussion</li> <li>• Cheap</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to summary of main facts</li> <li>• Provides little opportunity for feedback</li> <li>• May be ineffective if it fails to stay current/ relevant</li> </ul>
<b><i>Focus Group</i></b>	<ul style="list-style-type: none"> <li>• Discussion group of 5-10 people</li> <li>• In-depth discussion on a specific topic</li> <li>• Can be used to scope views, test, evaluate or review a program</li> <li>• Useful for getting a sense of differences in opinion and exploring diversity of experience and views</li> </ul>	<ul style="list-style-type: none"> <li>• Can be very productive (small, guided)</li> <li>• Deeper insight through interaction between people's views</li> <li>• Can specifically target participants</li> <li>• Can include people constrained by other methods (e.g. writing)</li> <li>• Can find what information is needed to develop consultation further</li> </ul>	<ul style="list-style-type: none"> <li>• Requires skilled, independent facilitator and resources (time, money) for analysis</li> <li>• Discussion can be imbalanced (e.g. some may not be confident to speak)</li> <li>• Limited to those with the capacity to engage in a group discussion</li> <li>• Does not always reflect wider views</li> <li>• Can be hard to get the right participants</li> <li>• Not designed for making decisions, providing public information or answering questions</li> </ul>
<b><i>Formal client/ carer meeting</i></b>	<ul style="list-style-type: none"> <li>• Formal discussion, usually by request or appointment</li> <li>• Used to discuss requests, issues, or concerns one-on-one</li> <li>• Can involve carer/ family</li> </ul>	<ul style="list-style-type: none"> <li>• Formal, and documented, facilitating follow through</li> <li>• Demonstrates commitment to addressing concerns</li> <li>• Can help to defuse conflicts</li> </ul>	<ul style="list-style-type: none"> <li>• Formal nature can be intimidating</li> <li>• No guarantee of action</li> <li>• If not well handled or if agreement cannot be reached, may exacerbate problems</li> </ul>

<b>Method</b>	<b>Style &amp; Purpose</b>	<b>Benefits</b>	<b>Challenges</b>
<b><i>Informal conversation</i></b>	<ul style="list-style-type: none"> <li>• Informal, off-the-record interaction around a specific issue</li> <li>• Can be individual or with a group</li> </ul>	<ul style="list-style-type: none"> <li>• Non-threatening</li> <li>• Can be useful for flagging issues before more formal discussion</li> <li>• Can be useful for scoping reactions to issues</li> </ul>	<ul style="list-style-type: none"> <li>• Difficult to use feedback to inform decisions</li> <li>• If conversations are individual but with a large number of people, can be time-consuming</li> </ul>
<b><i>Information expo/ fair</i></b>	<ul style="list-style-type: none"> <li>• Presentation/ exhibit with information about services or programs</li> <li>• Gathers immediate reactions, illustrates the various stages of an engagement project, and/ or fosters relationships with stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Transportable</li> <li>• Useful for large/ unidentified target audience</li> <li>• Can improve an organisation's profile</li> <li>• Opportunity for feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Might miss target audience</li> <li>• Materials might get lost or damaged</li> <li>• Resource intensive (e.g. staff time)</li> <li>• Need to be well timed</li> <li>• Need knowledgeable personnel</li> </ul>
<b><i>Information Pack</i></b>	<ul style="list-style-type: none"> <li>• Pack of information containing press releases, fact sheets, pamphlets, report/ other materials</li> <li>• Prepared for significant or new announcements or initiatives</li> <li>• Can be targeted to an audience or general</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive and detailed</li> <li>• Can be targeted to a specific group or issue</li> <li>• Helps stakeholders become informed for planning, generating ideas/ decision making</li> <li>• Flexible timing, once off or ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Distribution costs can be high</li> <li>• Costly if needs updating regularly</li> <li>• Can be ineffective if information is outdated/inaccurate/ incomplete</li> </ul>
<b><i>Interview</i></b>	<ul style="list-style-type: none"> <li>• Structured/ open-ended questions posed one-on-one</li> <li>• Face-to-face, online, over the phone</li> <li>• Can be used to get a 'snapshot' or insight into views or experiences</li> </ul>	<ul style="list-style-type: none"> <li>• Best way to obtain in depth individual views</li> <li>• Can build longer-term relationships</li> <li>• Personalised</li> </ul>	<ul style="list-style-type: none"> <li>• Need a skilled interviewer</li> <li>• Difficult to generalise results</li> <li>• Need to carefully prepare questions</li> <li>• Time and resource intensive</li> <li>• Need to consider cultural differences</li> </ul>

Method	Style & Purpose	Benefits	Challenges
<b><i>Journey mapping</i></b>	<ul style="list-style-type: none"> <li>• Qualitative approach in which clients record their experiences, feelings and responses</li> <li>• Designed to understand clients' subjective experiences and identify areas for change</li> <li>• Can be carried out in three ways:               <ol style="list-style-type: none"> <li>1. Clients' emotional insights about a service</li> <li>2. Mapping the steps in a process to identify how to make the experience as easy as possible</li> <li>3. Measuring how well an experience is delivered</li> </ol> </li> <li>• Can be used in combination</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages a participatory approach to service improvement</li> <li>• Gains a deeper insight into clients' experiences and how clients would like the service to be</li> <li>• Helps to improve efficiency while aligning with client needs</li> </ul>	<ul style="list-style-type: none"> <li>• Only works for specific services</li> <li>• Needs a skilled and sensitive approach</li> <li>• Can be resource intensive, especially to gain a broader range of experiences</li> </ul>
<b><i>Liaison Group</i></b>	<ul style="list-style-type: none"> <li>• Group to maintain a regular channel of communication between authorities and a local group</li> <li>• Tend to be small, around 6 people</li> <li>• Can be long term, even lasting years</li> </ul>	<ul style="list-style-type: none"> <li>• Regular channel of communication</li> <li>• Participants get to know each other and establish trust, which can extend into the community</li> <li>• Problems can be addressed early</li> </ul>	<ul style="list-style-type: none"> <li>• Participants may be seen to have 'sold out'</li> <li>• Others may by-pass the group or reject their recommendations</li> <li>• Can be time consuming</li> </ul>
<b><i>Media Event</i></b>	<ul style="list-style-type: none"> <li>• Event to introduce/ explain initiatives/ promote an organisation or project</li> <li>• Includes written materials (press releases/ fact sheets)</li> </ul>	<ul style="list-style-type: none"> <li>• Most useful when large communication impact is needed</li> <li>• Chance for questions and comments</li> <li>• Raises awareness of issues/ ideas</li> <li>• Can publicise results and successes</li> </ul>	<ul style="list-style-type: none"> <li>• Cannot control outcomes of open-ended question and answer forum</li> <li>• Targeting right audience can be hard</li> <li>• Need to ensure sufficient preparation time and briefings for spokespeople</li> <li>• Cannot control subsequent media reactions or coverage</li> </ul>
<b><i>Newsletter</i></b>	<ul style="list-style-type: none"> <li>• Short (2 page), engaging document</li> <li>• Contains important updates and information, dates or contact details</li> </ul>	<ul style="list-style-type: none"> <li>• Easily informative</li> <li>• Can be cheap</li> <li>• Can reach large numbers of people</li> <li>• Organisation controls information</li> <li>• Keeps people informed about activities</li> </ul>	<ul style="list-style-type: none"> <li>• Not interactive</li> <li>• Impersonal and disposable</li> <li>• What is written may not be understood and accepted</li> </ul>



Method	Style & Purpose	Benefits	Challenges
<b>Nominal Group Process</b>	<ul style="list-style-type: none"> <li>• Structured group interaction in which participants generate a prioritised list of ideas</li> <li>• Lasts two hours or less</li> <li>• Contact between participants is staged with independent work, so people develop their own ideas</li> <li>• No more than 8-12 participants with a mix of characteristics/ interests</li> </ul>	<ul style="list-style-type: none"> <li>• Useful for: <ul style="list-style-type: none"> <li>○ Identifying challenges</li> <li>○ Determining opinions</li> <li>○ Creative responses and solutions</li> <li>○ Building consensus</li> <li>○ Priority setting</li> </ul> </li> <li>• Can assess people’s knowledge and monitor similarity of ideas</li> </ul>	<ul style="list-style-type: none"> <li>• Addresses only one issue at a time</li> <li>• Need to provide sufficient background information in advance</li> <li>• Short time frame may not be enough for some to feel they have contributed enough</li> </ul>
<b>Online forums</b>	<ul style="list-style-type: none"> <li>• A topic/ series of topics on a web-based discussion board for people to comment or respond to others’ comments</li> <li>• By invitation only or open</li> <li>• Comments can be moderated or unmoderated</li> <li>• Can be fixed in length or open ended</li> </ul>	<ul style="list-style-type: none"> <li>• Cheap, can use free software</li> <li>• Easy to set up</li> <li>• Not too structured or constraining</li> <li>• Good to gather opinions of people with common interests</li> </ul>	<ul style="list-style-type: none"> <li>• Need careful design to ensure they are easy to navigate</li> <li>• Moderation can be time consuming</li> <li>• Interest can be short-lived</li> <li>• Hard to draw systematic conclusions from responses</li> <li>• Excludes those without Internet or uncomfortable with technology</li> <li>• Can generate unanticipated and irrelevant responses</li> </ul>
<b>Online Questionnaire &amp; Survey</b>	<ul style="list-style-type: none"> <li>• Survey completed online by interested participants</li> <li>• Link often provided by email or through a website</li> </ul>	<ul style="list-style-type: none"> <li>• Easy way to collect quantitative information</li> <li>• Can focus on specific issues and can be adapted to different issues</li> <li>• Can gather information from many people quickly and cost-effectively</li> <li>• Information can be re-tested to see if results change</li> <li>• Responses can be automatically collected into a database</li> </ul>	<ul style="list-style-type: none"> <li>• Need <a href="#">Take me back up to the list of options</a> information</li> <li>• Answers may be irrelevant</li> <li>• Danger of skewed or misleading results</li> <li>• Needs skills to write well</li> <li>• Excludes those without internet or uncomfortable with technology</li> <li>• Difficult to control who completes the survey, where, and how – issues for data quality</li> </ul>

Method	Style & Purpose	Benefits	Challenges
<b>Online Consultation Documents</b>	<ul style="list-style-type: none"> <li>• By invitation or publicly circulated</li> <li>• Document is offered to participants, with a chance to respond and give opinions.</li> <li>• The results are collated and analysed. Findings are posted on a website for people to see the comments and changes made.</li> </ul>	<ul style="list-style-type: none"> <li>• Cost-effective, can potentially involve many people</li> <li>• Participation can be any time</li> <li>• Can be included on a website</li> <li>• Comments and responses can be displayed in full</li> </ul>	<ul style="list-style-type: none"> <li>• Excludes those without internet or uncomfortable with technology</li> <li>• Responses may be unrepresentative</li> <li>• Can potentially result in an unmanageable amount or range of responses</li> </ul>
<b>Open Day/ Open House/ Drop in session</b>	<ul style="list-style-type: none"> <li>• Informal event for information about a plan, project or service</li> <li>• Offers people a behind-the-scenes look</li> <li>• People can discuss issues and potential projects with staff on an informal level</li> <li>• Includes handouts, displays, and staff to answer questions</li> </ul>	<ul style="list-style-type: none"> <li>• Informal and less intimidating contact with community</li> <li>• Timing can be flexible</li> <li>• Can be useful for public consultation or feedback</li> <li>• Useful for information dissemination at an early stage of a project</li> <li>• Can offer take-away information</li> </ul>	<ul style="list-style-type: none"> <li>• Hard to predict attendance</li> <li>• Hard to select appropriate information and estimate number of copies to provide</li> <li>• Can be resource intensive (e.g. staff)</li> <li>• Feedback gathered might be unrepresentative of wider public</li> <li>• People may be intimidated to 'drop in'</li> </ul>
<b>Opinion Poll</b>	<ul style="list-style-type: none"> <li>• Survey given to representative sample of people about an issue or policy</li> </ul>	<ul style="list-style-type: none"> <li>• Quick and cheap</li> <li>• Straightforward</li> <li>• Useful to provide a snapshot of public opinion</li> <li>• Can be accurate, if well managed</li> </ul>	<ul style="list-style-type: none"> <li>• Can exclude minority views</li> <li>• People can lack time or context to properly consider replies</li> <li>• Sampling is difficult</li> <li>• Wording of questions is important, results can be misleading</li> </ul>

<b>Method</b>	<b>Style &amp; Purpose</b>	<b>Benefits</b>	<b>Challenges</b>
<b><i>Outreach Process</i></b>	<ul style="list-style-type: none"> <li>• Meeting with people who might not attend a public event or other formal processes (e.g. people with a disability, Indigenous people)</li> <li>• Staff go to where people are</li> <li>• Conducted with individuals, a few people</li> </ul>	<ul style="list-style-type: none"> <li>• Good for engaging with people who may be difficult to reach otherwise</li> <li>• Can build trust for future engagement</li> <li>• Good for building relationships</li> </ul>	<ul style="list-style-type: none"> <li>• It may be difficult to provide the support needed (e.g. language preference)</li> <li>• Painstaking and potentially unproductive</li> <li>• Groups need similar attention to avoid favouritism – becomes resource intensive</li> </ul>
<b><i>Press Release</i></b>	<ul style="list-style-type: none"> <li>• Brief announcement of an initiative or program</li> <li>• Distributed to newspapers, radio, TV stations and websites</li> <li>• Includes contact details of a representative to answer questions</li> </ul>	<ul style="list-style-type: none"> <li>• Can target international, national and regional media</li> <li>• Convenient to reach many publications</li> <li>• Can be supplemented with fact sheets/ information packs</li> </ul>	<ul style="list-style-type: none"> <li>• Should not be too long</li> <li>• Need to be newsworthy, may lack impact if other events happen at the same time</li> <li>• Can lose control of how the information is presented in the media</li> </ul>
<b><i>Public hearing</i></b>	<ul style="list-style-type: none"> <li>• Meeting to gather input or share information on a particular topic</li> <li>• Can be broad or narrow, oriented towards experts or wider stakeholders</li> <li>• Can be formal or semi-formal, set up as panels or roundtables</li> <li>• May include nominated officials, policy makers, public, experts etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Open-ended, flexible versions can help policy or program development</li> <li>• Can be organised into stages</li> </ul>	<ul style="list-style-type: none"> <li>• Timing must allow stakeholders to consult with colleagues and prepare</li> <li>• Needs extra attention on how to reach certain groups (e.g. CaLD, low literacy)</li> <li>• Can be costly</li> <li>• Needs clear feedback on how input is considered and used</li> <li>• Formal, and can be intimidating</li> </ul>
<b><i>Resident/ Client Meeting</i></b>	<ul style="list-style-type: none"> <li>• Regular open meeting for all clients of a service, and usually family/ friends</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunity to share information, discuss issues, gain feedback and ideas</li> <li>• Can be an effective and time-efficient way to talk with many clients at once</li> <li>• Can be an opportunity to involve and inform family and friends</li> <li>• Can be used to encourage discussion</li> </ul>	<ul style="list-style-type: none"> <li>• Can be hijacked by individual interests</li> <li>• Can be difficult to control if large</li> <li>• Clients may not be confident to speak</li> </ul>

<b>Method</b>	<b>Style &amp; Purpose</b>	<b>Benefits</b>	<b>Challenges</b>
<b>Round Tables</b>	<ul style="list-style-type: none"> <li>• Group meeting among people with a common interest or expertise</li> <li>• Provides forum to make decisions on equal footing</li> <li>• 10 to 20 people and an independent facilitator</li> <li>• Follows a formal agenda</li> <li>• Report submitted to participants for verification before final reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Equal participation opportunities</li> <li>• Participants are able to affect final outcomes and recommendations</li> <li>• Depending on the level of complexity, costs can be low</li> </ul> <p>Useful to:</p> <ul style="list-style-type: none"> <li>• Gather input and recommendations broad issues</li> <li>• Most valuable when decision makers need advice early on in a process</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to participants with a specific interest or expertise</li> <li>• Needs skilled facilitator to avoid non-conclusive discussion</li> <li>• Can have a long lead time to get experts to attend</li> <li>• Participants need to receive background information beforehand</li> </ul>
<b>Service information/ advice (admissions)</b>	<ul style="list-style-type: none"> <li>• Specific information and advice on available services for individual needs</li> <li>• Can be provided by telephone, email, or in person</li> </ul>	<ul style="list-style-type: none"> <li>• Tailored and specific to individual needs</li> <li>• Essential part of admissions process</li> </ul>	<ul style="list-style-type: none"> <li>• Time intensive</li> <li>• Requires deep knowledge about services available</li> <li>• Requires deep insight into individual needs and circumstances</li> </ul>
<b>Shared decision making</b>	<ul style="list-style-type: none"> <li>• Staff and client decide collaboratively on a care plan or treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible to client preferences about what roles they wish to have in decision making</li> <li>• Helps facilitate client control over delivery of care</li> <li>• Can help to address power imbalances</li> </ul>	<ul style="list-style-type: none"> <li>• Can place a lot of unwanted responsibility on the client</li> </ul>
<b>Site Visit/ Site Tour</b>	<ul style="list-style-type: none"> <li>• Scheduled tour</li> <li>• Opportunity for people to visit an organisation to learn about a project/ service</li> </ul>	<ul style="list-style-type: none"> <li>• Helps people to translate abstract ideas into real processes and see staff names as individuals with a job</li> <li>• Opportunity for informal engagement, especially useful for those intimidated by other processes</li> </ul>	<ul style="list-style-type: none"> <li>• Health and safety issues need to be assessed and managed</li> <li>• May need several visits to accommodate interest or information needs</li> <li>• Need someone to coordinate the visits</li> </ul>

<b>Method</b>	<b>Style &amp; Purpose</b>	<b>Benefits</b>	<b>Challenges</b>
<b><i>Study Circles</i></b>	<ul style="list-style-type: none"> <li>• Series of informal, face-to face discussions</li> <li>• 1-2 hrs, in a circle</li> <li>• 5-20 people</li> <li>• Meet three to five times to discuss a specific topic or have a series of sessions on a list of topics</li> <li>• Participants list important outcomes, common concerns, changes to their thinking, and actions they might take in response to the discussion</li> </ul>	<ul style="list-style-type: none"> <li>• Emphasises cooperative learning</li> <li>• Can monitor the evolution of thinking on an issue as new information is introduced and expertise grows</li> <li>• Generate ideas or recommendations</li> <li>• Useful for many purposes or contexts</li> <li>• Can be cheap</li> </ul>	<ul style="list-style-type: none"> <li>• Requires a skilled facilitator</li> <li>• Gradual process can make it hard to generate quick responses</li> <li>• Reliance on the same group limits fresh viewpoints</li> <li>• Group dynamics and past discussion can affect individual viewpoints</li> </ul>
<b><i>Study Group</i></b>	<ul style="list-style-type: none"> <li>• Series of structured and unstructured discussions over time</li> <li>• 5-12 people</li> <li>• Participants are selected for topic knowledge</li> <li>• Used to share ideas and opinions on issues and provide advice on direction setting</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face/ electronic</li> <li>• Informs decision makers of concerns and suggests early solutions</li> <li>• Can set strategy or provide long-term recommendations</li> <li>• Special meetings for urgent issues</li> <li>• Affordable</li> </ul>	<ul style="list-style-type: none"> <li>• Needs facilitator</li> <li>• People may withdraw, limiting range of expertise</li> <li>• Group dynamics or differences among experts may stifle innovation or progress</li> </ul>
<b><i>Submissions</i></b>	<ul style="list-style-type: none"> <li>• Oral or written feedback on specific issues or plans</li> </ul>	<ul style="list-style-type: none"> <li>• Cheap</li> <li>• Publicly demonstrate commitment to gathering feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Limited dialogue</li> <li>• Limited to those who are organised, articulate, literate</li> </ul>
<b><i>Suggestion box</i></b>	<ul style="list-style-type: none"> <li>• Box for collecting feedback, gather suggestions and views</li> </ul>	<ul style="list-style-type: none"> <li>• Anonymity can encourage participation</li> <li>• Easy to implement</li> <li>• Can gather views on a broad range of topics</li> </ul>	<ul style="list-style-type: none"> <li>• Limited accountability</li> <li>• May obtain limited feedback</li> <li>• Limited to clients with the time and literacy skills</li> </ul>

<b>Method</b>	<b>Style &amp; Purpose</b>	<b>Benefits</b>	<b>Challenges</b>
<b><i>Survey/ Questionnaire</i></b>	<ul style="list-style-type: none"> <li>• A set of questions to gain individuals' views about an issue</li> <li>• If the sample group is chosen correctly, the responses can represent a wider population</li> </ul>	<ul style="list-style-type: none"> <li>• Straightforward and specific</li> <li>• Gathers information from many people</li> <li>• Adaptable to different issues</li> <li>• Can be re-tested to see if results change over time</li> <li>• Several delivery methods can be used to reach a broader audience</li> </ul>	<ul style="list-style-type: none"> <li>• Not good for qualitative information and deeper information about people's experience</li> <li>• Danger of skewed or misleading results</li> <li>• Limited to clients with the time and literacy skills</li> <li>• Hard to develop sound questions</li> </ul>
<b><i>Think Tank</i></b>	<ul style="list-style-type: none"> <li>• Creative thinkers with insight and expertise develop innovative solutions</li> <li>• Small group for a few hours to a large professional organisation operating on an ongoing basis</li> </ul>	<ul style="list-style-type: none"> <li>• Provide innovative solutions to policy problems</li> <li>• Useful when issues are complex and current solutions do not work</li> </ul>	<ul style="list-style-type: none"> <li>• Can be costly</li> <li>• Need clear preparation and independent facilitation</li> <li>• Must establish knowledge base first and provide background material</li> <li>• Need clear statement of purpose</li> <li>• May not represent broader public's views and may be influenced by expert biases</li> </ul>
<b><i>Treatment and health information</i></b>	<ul style="list-style-type: none"> <li>• Written or oral</li> <li>• Explains treatment choices, likely outcomes, information channels</li> </ul>	<ul style="list-style-type: none"> <li>• Most effective as part of ongoing, two-way communication</li> </ul>	<ul style="list-style-type: none"> <li>• Needs to be designed according to purpose and timed appropriately</li> </ul>
<b><i>Website</i></b>	<ul style="list-style-type: none"> <li>• Web-hosted information portal</li> <li>• Usually created and maintained at an organisational level</li> <li>• Can include multiple pages</li> <li>• Accessible from anywhere</li> </ul>	<ul style="list-style-type: none"> <li>• Can be regularly updated</li> <li>• Can host large amounts of information and link to other sites and resources</li> <li>• Can be used for text, picture, and audio-visual information and include interactive components</li> <li>• Non-threatening for those who are not ready to discuss their needs</li> <li>• Can be used as a portal for people to make enquiries or register interest</li> </ul>	<ul style="list-style-type: none"> <li>• Needs to be kept updated</li> <li>• Limited to those with internet access</li> <li>• Can be complex to design and manage</li> <li>• Needs to be tailored to a diverse audience</li> <li>• Needs to be easy to navigate and usable on a range of devices</li> </ul>

Method	Style & Purpose	Benefits	Challenges
<b>Workbook</b>	<ul style="list-style-type: none"> <li>• Provides information and invites clients to suggest solutions to problems</li> <li>• Can be stand-alone or used as part of a facilitated process</li> </ul>	<p>Can be designed to:</p> <ul style="list-style-type: none"> <li>• Express an organisation’s goals</li> <li>• Pose a problem for consideration</li> <li>• Gain feedback/ discussion and create momentum for a deliberative process</li> <li>• Encourage self-directed learning</li> </ul>	<ul style="list-style-type: none"> <li>• Need to ensure up to date contact lists for effective distribution</li> <li>• Time frame may be drawn out</li> <li>• May gather unanticipated responses</li> </ul>
<b>Workshop</b>	<ul style="list-style-type: none"> <li>• By invitation based on knowledge or experience</li> <li>• Half a day to several days</li> <li>• People collaborate on a problem and identify solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Can discuss complex issues, analyse competing options</li> <li>• Can facilitate relationships across a diverse group</li> <li>• Builds ownership of results and solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to a small group</li> <li>• Can be costly</li> <li>• If there is a focus on consensus, this can be seen as disregarding opposing views</li> <li>• Can be hard to keep participants focused and realistic</li> <li>• Needs skilled facilitation and expertise in choosing the right tools</li> </ul>
<b>World Cafe</b>	<ul style="list-style-type: none"> <li>• Structured activity lasting up to an hour</li> <li>• Participants are arranged into equal sized groups around tables (around 4-5 people)</li> <li>• Each table has a chairperson and focuses on a different question</li> <li>• Groups rotate around the tables to build on previous discussion, build ideas into themes, and prioritise theme areas</li> </ul>	<ul style="list-style-type: none"> <li>• Can be tailored to suit specific needs</li> <li>• Effective for large group dialogue</li> <li>• Can facilitate more intimate discussion with a large group</li> <li>• Helps to build connections and networks</li> <li>• Helps to create a collective vision</li> </ul>	<ul style="list-style-type: none"> <li>• Need to create a safe and inviting space</li> <li>• Need carefully crafted questions</li> <li>• Need to clearly explain logistics, process, and etiquette</li> <li>• Table ‘hosts’ need to provide gentle encouragement without dominating</li> </ul>

(Health Canada, 2000; Consumer Focus Collaboration, 2000; Dialogue by Design, 2012; TasCOSS, 2012; DHHS Tas, 2009; Health Service Executive, 2010; Anthony & Crawford, 2000; Beresford & Branfield, 2006; Adams & Drake, 2006; World Café n.d.; CommunityWest, 2016; Kingsfund, 2013)

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