

## Meaningful consumer engagement in AYA care

### Authors:

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### Background:

Mater hospital has employed consumers (Youth Ambassadors) to advocate for better outcomes and change in adolescent and young adult healthcare. Youth Ambassadors represent adolescents and young adults who have lived experience to share and should have a voice. Youth Ambassadors aim to respectfully disrupt health systems to drive change. Youth Ambassadors are employed in their role for one year.

### Approach:

Youth ambassadors are supported by the team leader of one of the young adult health teams at Mater Hospital. Shifts are held fortnightly.

### Outcome:

- Patient created newsletter disseminated to over 250+ young adult patients quarterly
- Created and presented professional development about working with young people
- Contributed to service development within and outside of Mater Hospital
- Led research into patient outcomes at Mater Hospital
- Created monthly social club for patients

### Innovation and Significance:

Young people can make significant and positive change however needs structure and support to make meaningful contributions. This project demonstrates how effective embedding consumers in practice can be.

### Disclosure of Interest Statement:

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