



# All of Us

A guide to engaging consumers, carers  
and communities across NSW Health



# The Challenge

The voices of consumers, carers and communities are vital in the planning, design, delivery, evaluation and governance of healthcare. Clinical outcomes only tell part of the story of our health system. For many consumers, how care is delivered is just as important as the care itself.

NSW Health's [Elevating the Human Experience](#) program of work emphasises the link between a great experience of care and positive health outcomes. To elevate the human experience, health systems and services must be designed in partnership with patients, families, carers, caregivers and the wider community.

When engaging with consumers, carers and communities to design, improve or innovate in health, it's important that we create positive, respectful and empowering environments to enable meaningful engagement to take place. Many organisations across NSW Health run successful and positive engagement activities. However, before All of Us was developed, a whole-of-system framework for engagement did not exist. A need was identified for a high-level framework to provide guidance, expectations and examples of working together, respectfully and with care.

# The Solution

All of Us is a guide to respectful engagement with consumers, carers and communities made by many, for many. It is designed to support people leading and taking part in engagement activities. More than 200 staff, consumers and carers from across the NSW Health system have been involved in its development.

All of Us includes six ways of working to show what needs to be in place for engagement to go well across any project or activity. The six ways of working are the 'Core Ingredients' of respectful and meaningful engagement.

## Six ways of working:

1. Create and maintain safety
2. Ensure accessibility and welcome
3. Offer recognition
4. Use power in partnership
5. Be honest and keep people informed
6. Increase diversity and inclusion.

To ensure it is accessible and actionable, All of Us is a website rather than a single document. It contains videos, a starter pack of tools, checklists, methods, and tips structured around the six ways of working.

All of Us builds on existing engagement guides and frameworks. It is not intended to replace tools already in use locally across NSW Health. It is a supportive resource that sets a whole-of-system standard for respectful engagement, providing a starting point from which local communities can implement and adapt to achieve positive and meaningful engagement with consumers, carers and communities.

Aligned to the [Future Health: Guiding the next decade of health care in NSW 2022-2032](#) and the [NSW Regional Health Strategic Plan 2022-2032](#), All of Us demonstrates how we can partner together to achieve exceptional experiences and outcomes.



Find out more at:

[health.nsw.gov.au/patients/experience/all-of-us](https://health.nsw.gov.au/patients/experience/all-of-us)