



National health bodies

Draft Charter of Aged Care Rights: hearing from multiple stakeholders

When the Australian Government Department of Health drafted a charter outlining the rights of aged care consumers, they wanted to make sure all parties affected had opportunity to give input. They were keen to hear from care recipients, families and carers and from service providers, consumer organisations and advocacy groups. So they opened up a wide-reaching consultation, using Citizen Space to let people respond online.

"Having a shared understanding between people receiving care and aged care providers helps everyone to work together to achieve safe, high-quality aged care... It is vital aged care consumers have an opportunity to provide input."

Ken Wyatt AM, Minister for Senior Australians and Aged Care

Other national health issues where our tools have been used include:

- Pregnancy Care Guidelines Review
- Establishing a National Men's Health Strategy for 2020 to 2030
- Housing, homelessness and mental health
- Mental Health and Suicide Prevention Monitoring and Reporting Framework
- Specialist Dementia Care Units
- Engage and Participate in Mental Health