



Major public consultations

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."

Minister for Senior Australians and Aged Care

Other major public consultations where our tools have been used include:

- Review of 2021 Census Topics, Australian Bureau of Statistics
- Digital Economy Strategy, Australian Government Department of Industry, Innovation and Science
- Housing, homelessness and mental health, National Mental Health Commission
- 2018-19 Pre-Budget Submissions, Australian Government Department of The Treasury
- Australia State of the Environment report, Australian Government Department of the Environment
- Pregnancy Care Guidelines Review, Australian Government Department of Health and Ageing