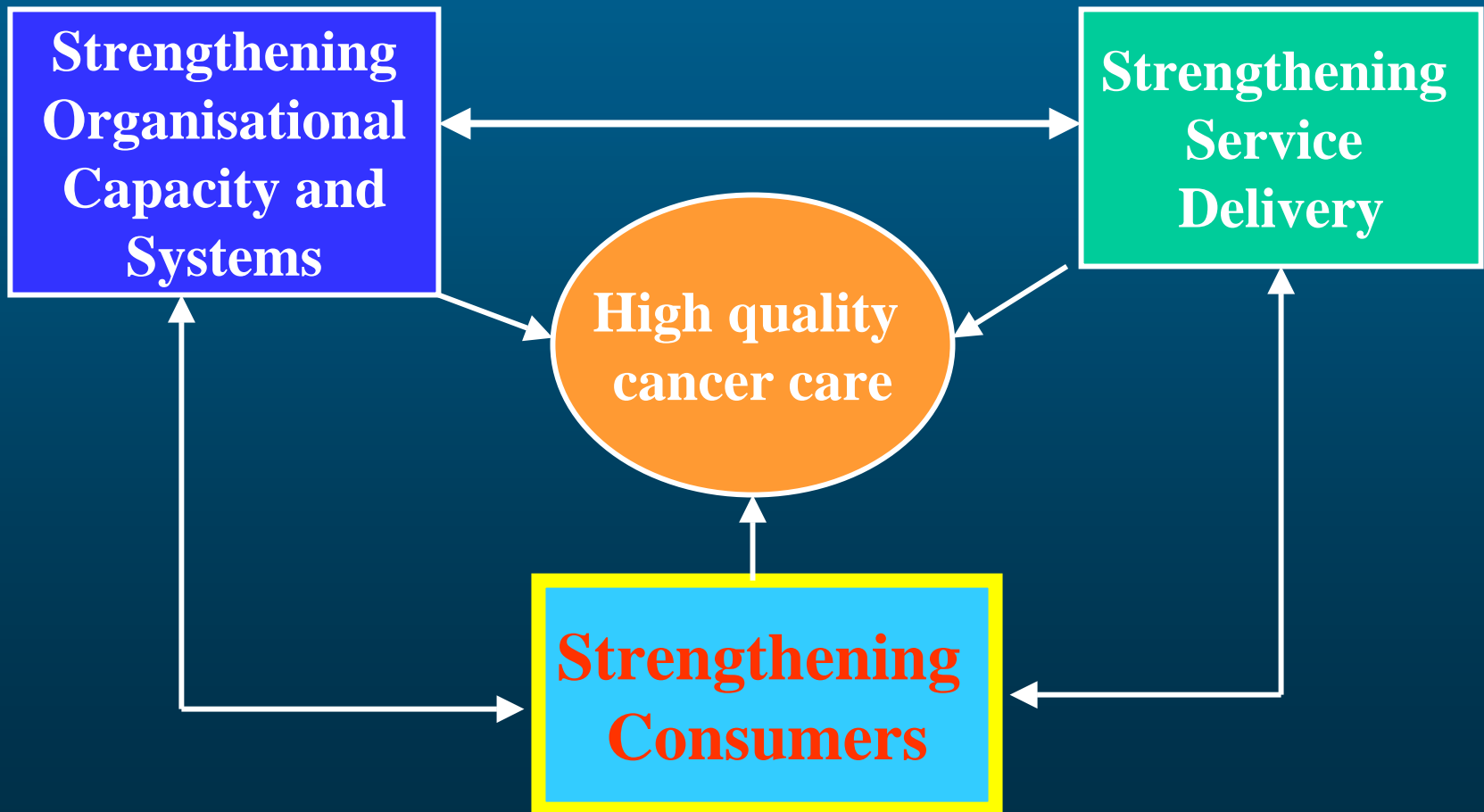


Strengthening Consumers

Sheila Hirst
Nicola Bruce
Kate Cuss



Strengthening Consumers



Listening to Consumer Voices ~ The Young Women's Project



The Young Women's Project ~ Consumer Involvement

- **Reference Group and Working Parties**
- **Formal Consumer Consultation**
- **Development and testing of Young Women's Information Checklist**
- **Organisation of Young Women's Information Forum**

Benefits

- Needs and service gaps clearly articulated
- Provided trigger for QI initiatives
- Facilitated development of Consumer Information Checklist
- Triggered complementary resource/service development for service providers
- Provided connections between women and support services

Challenges

- Time and resources
- Flexibility
- Managing disparate views
- Gaining stakeholder endorsement of QI initiatives



Special Tribute

Mary Bartlett

1955 ~ 2003