



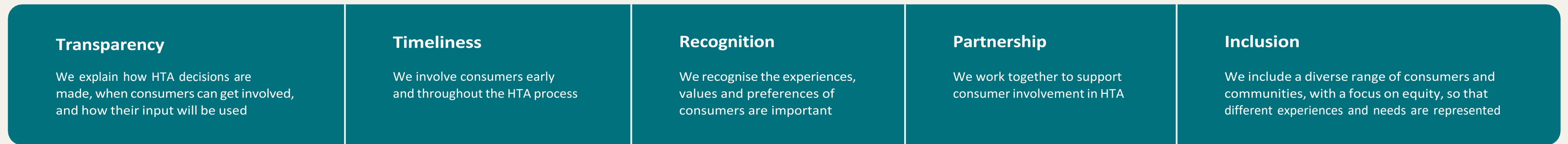
Australian Government

# Framework for consumer engagement in HTA

This framework explains how consumer engagement happens across health technology assessment (HTA) processes in Australia. It sets out guiding principles, focus areas and actions to support better consumer engagement in HTA.

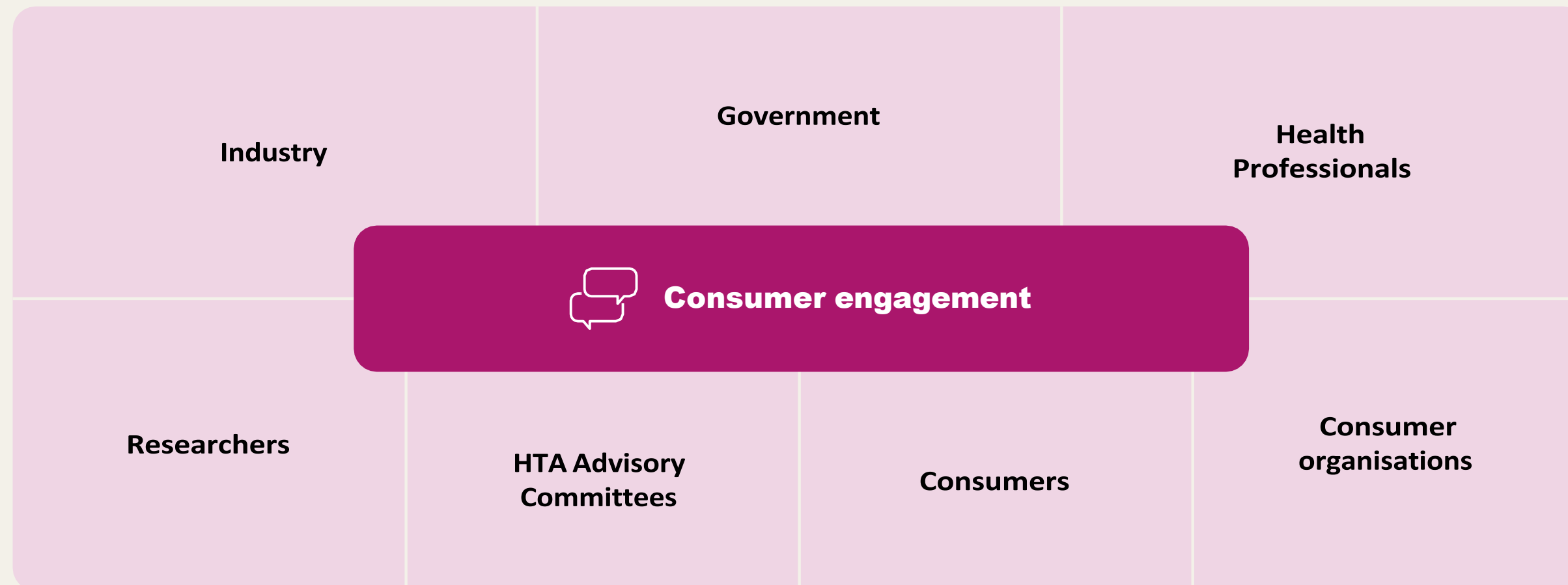
Consumer engagement is essential to ensure consumer input and lived experience inform HTA decisions, and reflect the needs and priorities of patients and the community.

**Guiding principles:** these principles guide how we approach consumer engagement in HTA.

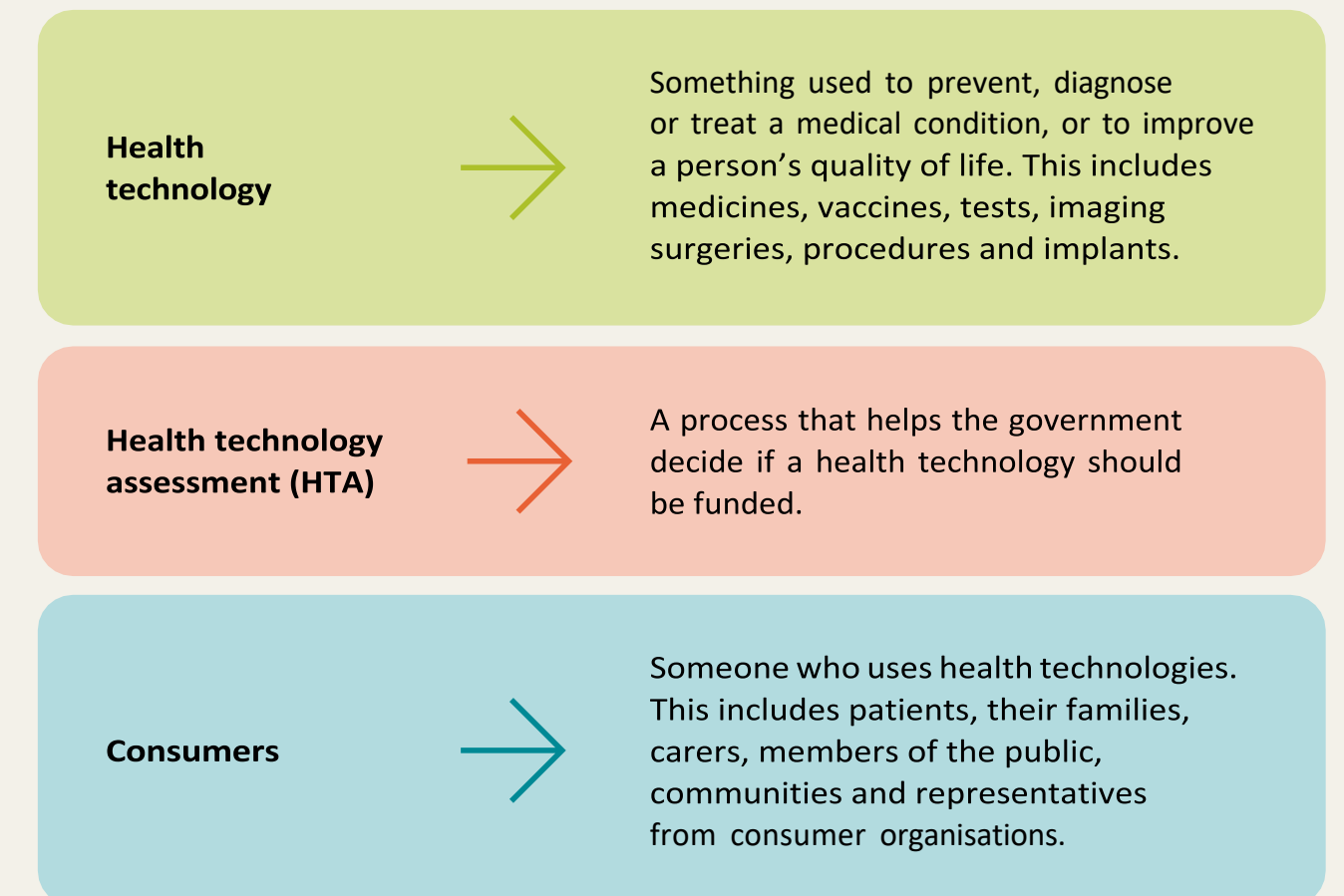


## Our stakeholders

This framework is relevant to everyone involved in HTA. We all have a role in supporting consumer engagement and applying the framework in our work.







## Key terms



# Framework for consumer engagement in HTA

## Focus areas

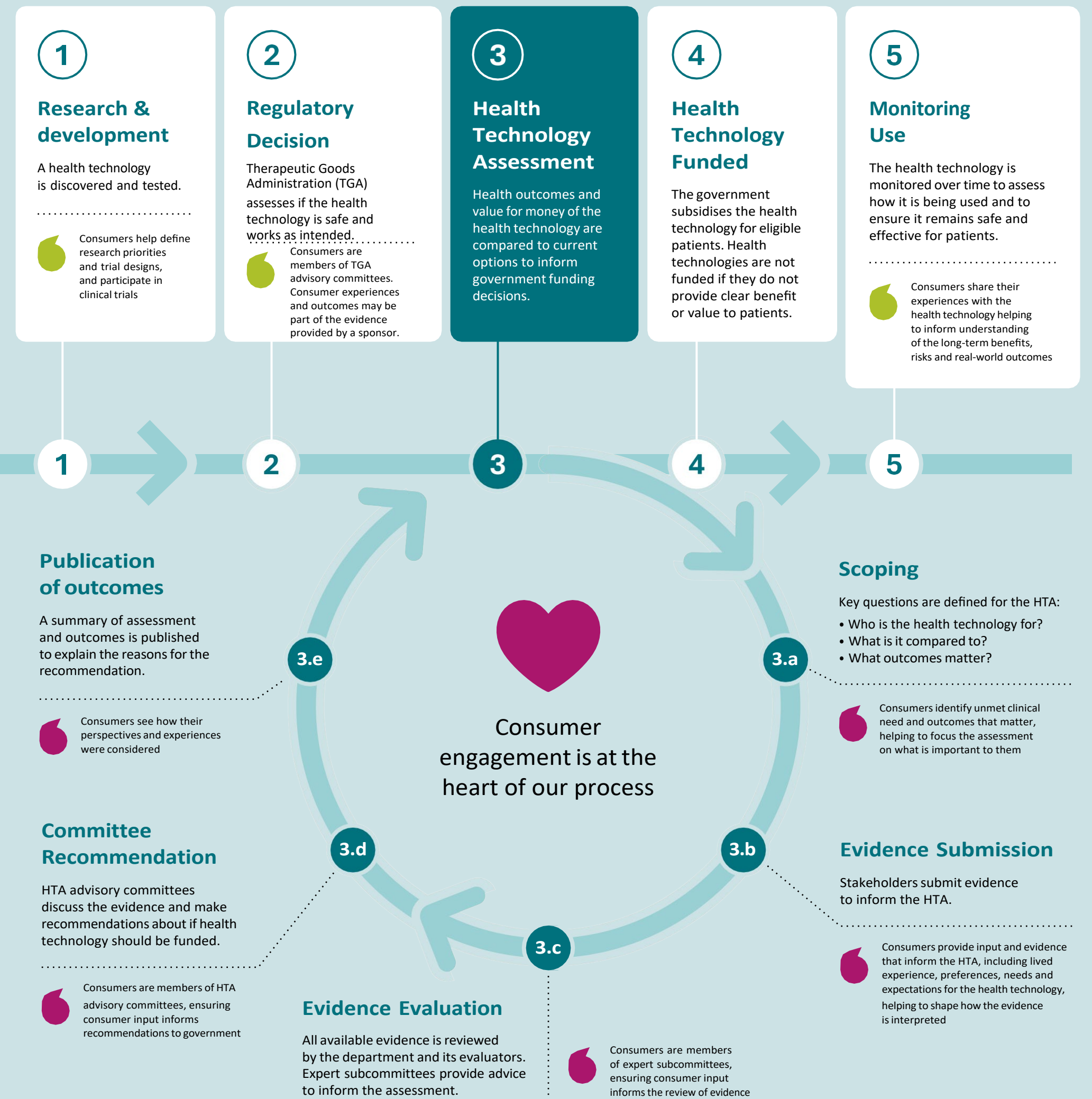
## Actions

 <p><b>Raise awareness</b> Consumers have clear and accessible information about HTA and how and when they can be involved</p>	<p><b>Use digital channels</b> Use online platforms to share information about HTA and opportunities to get involved</p>	<p><b>Provide centralised resources</b> Provide a single place where information is accessible and easy to find</p>	<p><b>Use plain language</b> Use clear, simple language to explain HTA processes, decisions and outcomes</p>	<p><b>Share information</b> Share opportunities to contribute to the HTA process, with clear timelines for input</p>
 <p><b>Build capability</b> Stakeholders have the knowledge and skills to support consumer engagement in HTA</p>	<p><b>Provide support and guidance</b> Strengthen understanding of HTA processes and support meaningful consumer engagement</p>	<p><b>Offer resources &amp; training</b> Provide tailored resources, mentoring and training for stakeholders to build knowledge and confidence</p>	<p><b>Share practical examples</b> Show examples of effective consumer engagement across HTA</p>	<p><b>Support continuous learning</b> Reflect on and learn from consumer engagement activities</p>
 <p><b>Elevate engagement</b> Consumers have clear opportunities to contribute across the HTA process</p>	<p><b>Define engagement pathways</b> Clearly explain when and how to participate in the HTA process</p>	<p><b>Enable accessible participation</b> Offer different ways to participate in the HTA process based on needs and preferences</p>	<p><b>Set clear expectations</b> Explain the purpose of consumer engagement and how consumer input will be used</p>	<p><b>Engage early and regularly</b> Engage consumers early and at relevant stages of the HTA process</p>
 <p><b>Strengthen partnerships</b> Stakeholders partner with consumers and prioritise those most impacted by decisions, to improve HTA processes and outcomes</p>	<p><b>Engage priority populations</b> Actively include and support diverse participation from priority populations through tailored approaches</p>	<p><b>Build and sustain relationships</b> Develop ongoing, respectful relationships with consumer organisations and communities to reach and engage consumers</p>	<p><b>Create engagement opportunities</b> Provide regular forums for dialogue, feedback and collaboration</p>	<p><b>Develop shared approaches</b> Work together to develop consumer engagement activities, processes and resources</p>
 <p><b>Evaluate impact</b> Stakeholders use feedback and data to improve consumer engagement and its impact</p>	<p><b>Monitor engagement</b> Track consumer engagement activities and use of consumer resources</p>	<p><b>Assess consumer impact</b> Assess how consumer perspectives inform HTA discussions and decisions</p>	<p><b>Provide and invite feedback</b> Explain how consumer input was considered and invite feedback from consumers on their engagement experience</p>	<p><b>Improve over time</b> use feedback and work with consumers to strengthen engagement approaches</p>



# Elevate engagement

Consumer input informs HTA at multiple stages in the lifecycle of a health technology. All stakeholders support consumer engagement throughout the process.



\*This diagram shows the main stages only. Some processes like Regulatory Decision and Health Technology Assessment can happen at the same time.