



Australian Government  
Department of Health,  
Disability and Ageing

22 April 2026

# Introducing the framework for consumer engagement in HTA

Webinar for consumers

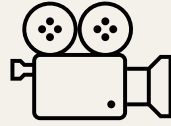




# Acknowledgement of Country



# Housekeeping



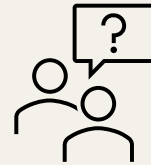
## Recording

- The presentation will be recorded and published



## Q&A

- Use Q&A function to ask questions or make comments
- Questions will be answered after the presentation
- Vote for questions to move them up the list



## Polls

- We encourage you to participate in polls



## Microphone

- Ensure your microphone is on mute
- Unmute yourself and turn on your camera to ask questions



## Live captions

- Select the ... at the top of the screen
- Click on *Language and speech*, followed by *Show live captions*





Have you been  
involved in a health  
technology  
assessment?





How confident would you feel about getting involved in a health technology assessment?





What do you see as the biggest barrier to consumer engagement in HTA?





# The framework



# What are we covering today?

01

Background

02

Elements

03

Actions into practice

04

Next steps

05

Perspectives from the HTA CCC Chair

06

Q&A





# Background



National Medicines Policy  
2022

The New Frontier – Delivering  
Better Health For All  
Australians



*Embedding meaningful,  
consistent, and  
transparent consumer  
engagement across the  
HTA system*



Bringing Patient Centricity to  
Life

Strategic Agreement  
2022-2027





Enhance

HTA



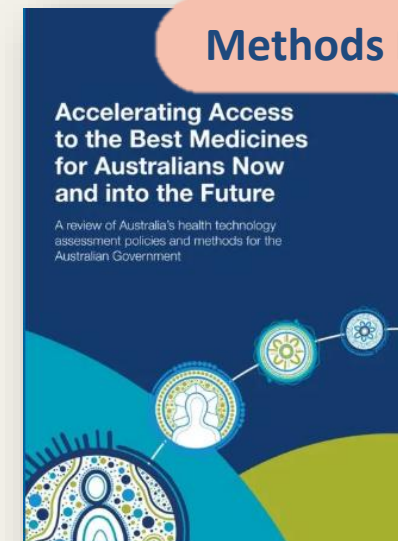
Conversations

for Change



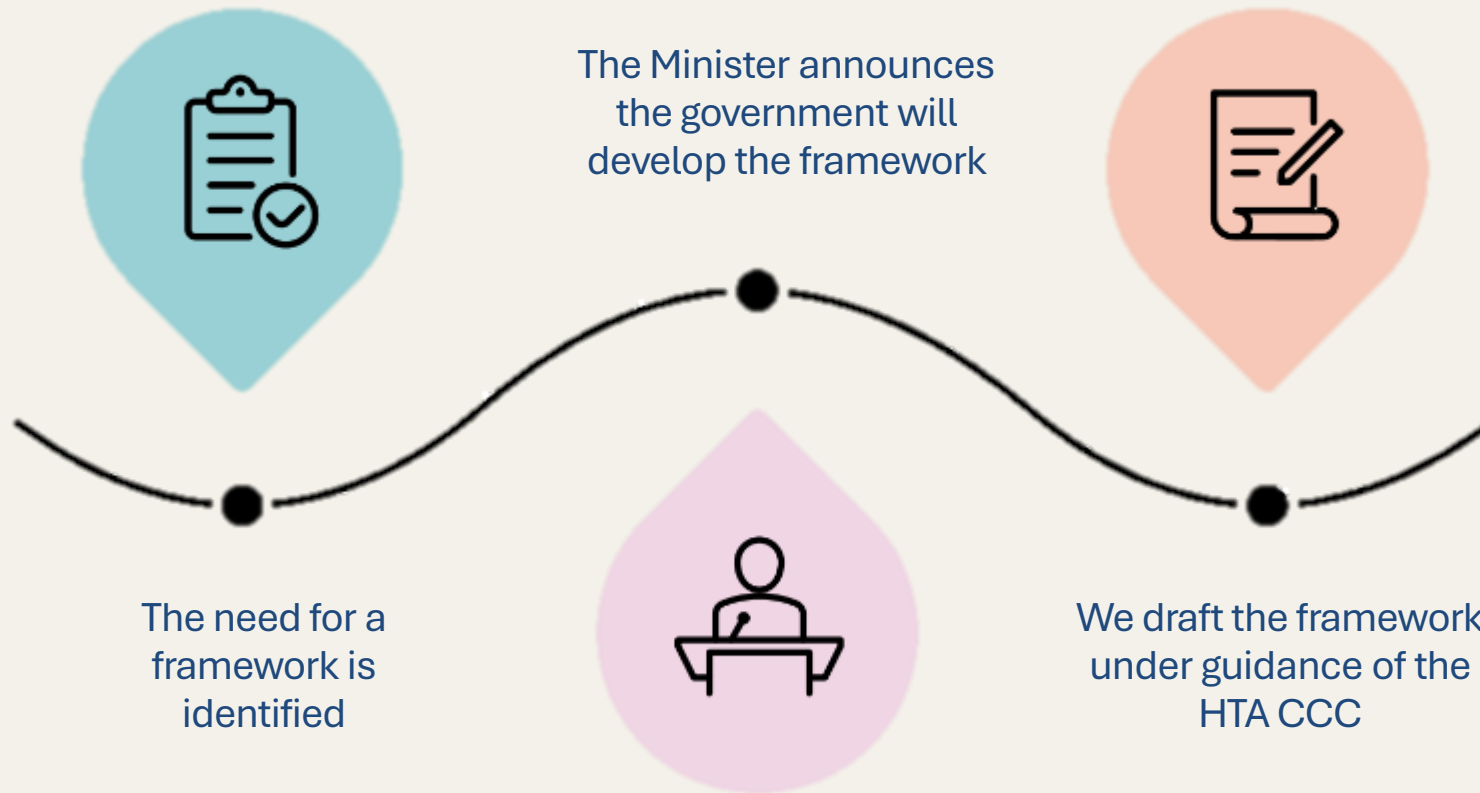
HTA Policy &

Methods Review



Consistently recommended the development of a framework to strengthen and guide consumer engagement in Australia





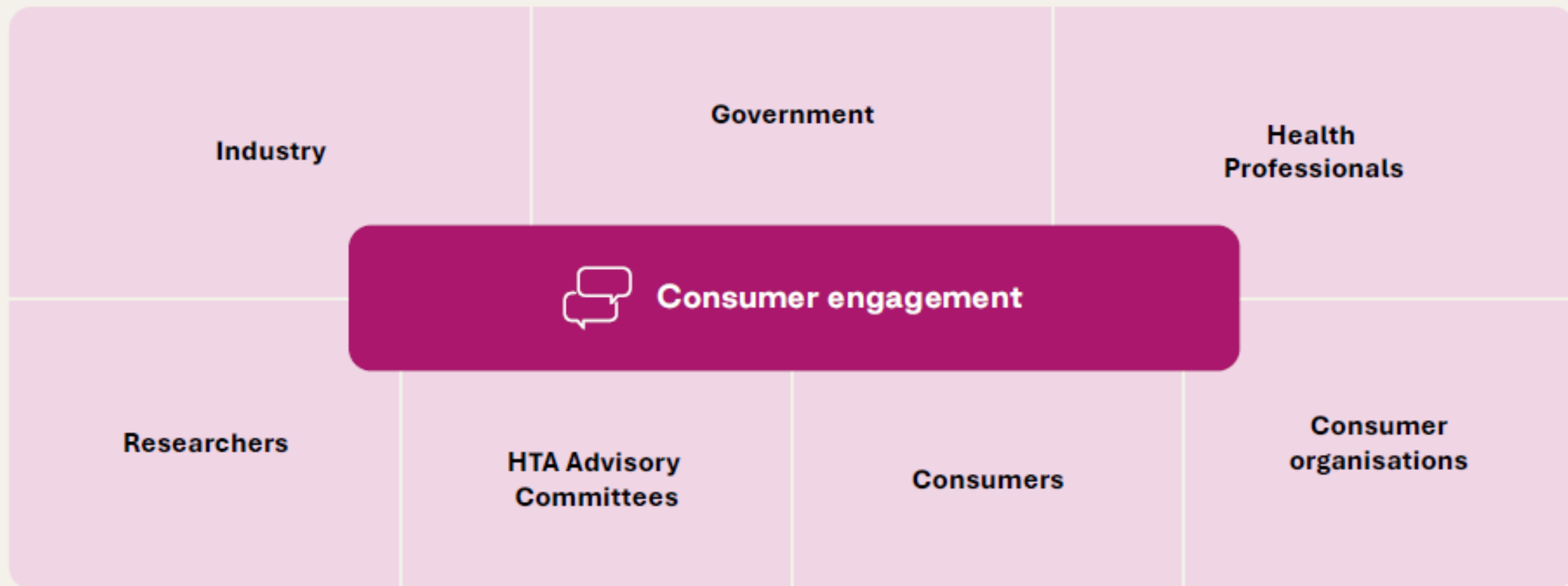


# Elements



## 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.



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

### **Transparency**

We explain how HTA decisions are made, when consumers can get involved, and how their input will be used

### **Timeliness**

We involve consumers early and throughout the HTA process

### **Recognition**

We recognise the experiences, values and preferences of consumers are important

### **Partnership**

We work together to support consumer involvement in HTA

### **Inclusion**

We include a diverse range of consumers and communities, with a focus on equity, so that different experiences and needs are represented



# Focus areas



## Raise awareness

Consumers have clear and accessible information about HTA and how and when they can be involved



## Build capability

Stakeholders have the knowledge and skills to support consumer engagement in HTA



## Elevate engagement

Consumers have clear opportunities to contribute across the HTA process



## Strengthen partnerships

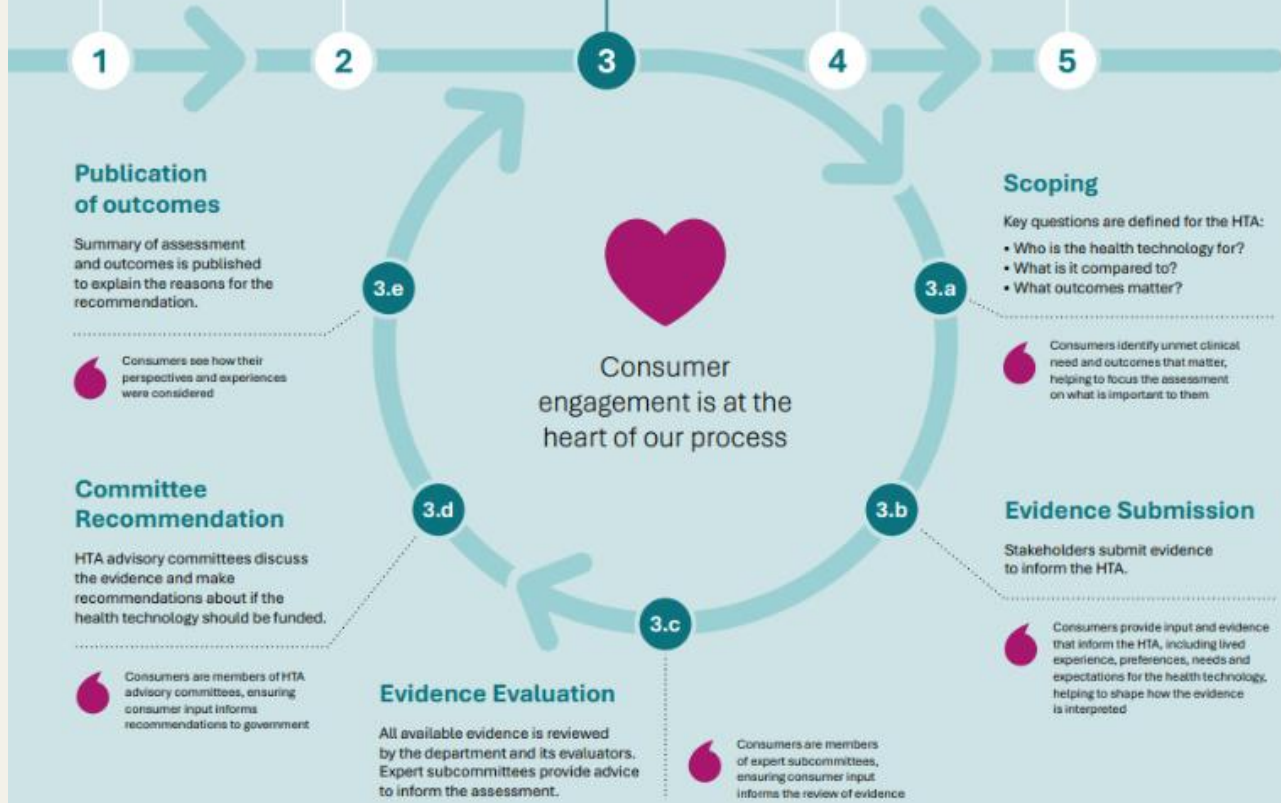
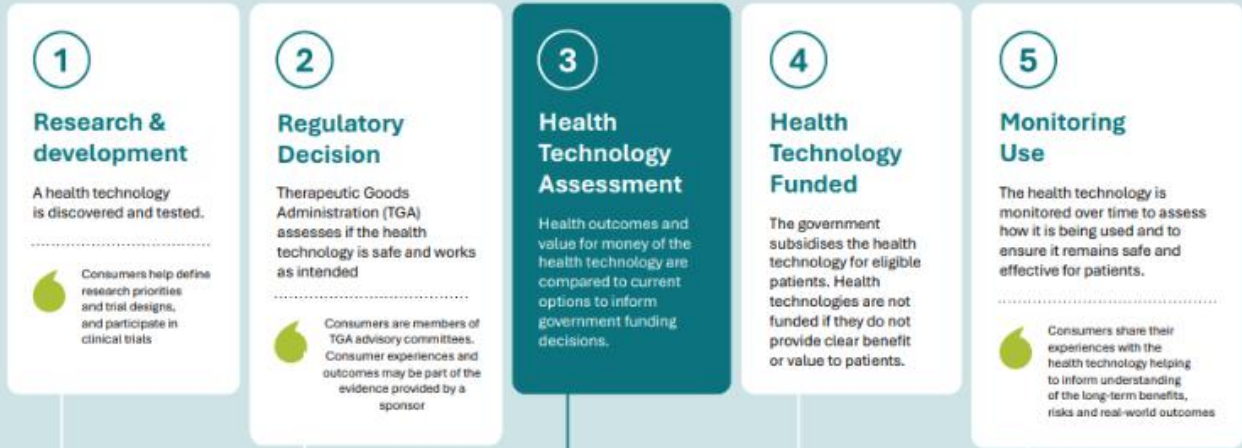
Stakeholders partner with consumers and prioritise those most impacted by decisions, to improve HTA processes and outcomes



## Evaluate impact

Stakeholders use feedback and data to improve consumer engagement and its impact







# Actions into practice



# Raise awareness



## Use digital channels

Use online platforms to share information about HTA and opportunities to get involved

## Provide centralised resources

Provide a single place where information is accessible and easy to find

## Use plain language

Use clear, simple language to explain HTA processes, decisions and outcomes

## Share information

Share opportunities to contribute to the HTA process, with clear timelines for input



# Build capability



## Provide support and guidance

Strengthen understanding of HTA processes and support meaningful consumer engagement

## Offer resources & training

Provide tailored resources, mentoring and training to build knowledge and confidence

## Share practical examples

Show examples of effective consumer engagement across the HTA process

## Support continuous learning

Reflect on and learn from consumer engagement activities



# Elevate engagement



## **Define engagement pathways**

Clearly explain when and how to participate in the HTA process

## **Enable accessible participation**

Offer different ways to participate in the HTA process based on needs and preferences

## **Set clear expectations**

Explain the purpose of consumer engagement and how consumer input will be used

## **Engage early and regularly**

Engage consumers early and at all relevant stages of the HTA process



# Strengthen partnerships



## Engage priority populations

Actively include and support diverse participation from priority populations through tailored approaches

## Build and sustain relationships

Develop ongoing, respectful relationships with consumer organisations and communities to reach and engage consumers

## Create engagement opportunities

Provide regular forums for dialogue, feedback and collaboration

## Develop shared approaches

Work together to develop consumer engagement activities, processes and resources



# Evaluate impact



## Monitor engagement

Track consumer engagement activities and use of consumer resources

## Assess consumer impact

Assess how consumer perspectives inform HTA discussions and decisions

## Provide and invite feedback

Explain how consumer input was considered and invite feedback from consumers on their engagement experience

## Improve over time

Use feedback and work with consumers to strengthen engagement approaches



# What does the framework look like?

**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, supported by focus areas and actions, that show how to put consumer engagement into practice.

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.

<b>Transparency</b> We explain how HTA decisions are made, when consumers can get involved, and how their input will be used	<b>Timeliness</b> We involve consumers early and throughout the HTA process	<b>Recognition</b> We recognise the experiences, values and preferences of consumers are important	<b>Partnership</b> We work together to support consumer involvement in HTA	<b>Inclusion</b> We include a diverse range of consumers and communities, with a focus on equity so that different experiences and needs are represented
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**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.

Industry	Government	Health Professionals
<b>Consumer engagement</b>		
Researchers	HTA Advisory Committees	Consumers
		Consumer organisations

**Key terms**

- Health technology** → Something used to prevent, diagnose or treat a medical condition, or to improve a person's quality of life. This includes medicines, vaccines, tests, imaging, surgeries, procedures and implants.
- Health technology assessment (HTA)** → A process that helps the government decide if a health technology should be funded.
- Consumers** → Someone who uses health technologies. This includes patients, their families, carers, members of the public, communities and representatives from consumer organisations.

## Framework for consumer engagement in HTA

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



## Elevate engagement

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

**1 Research & development**  
A health technology is discovered and tested.  
Consumers help define research priorities, research questions, and participate in clinical trials.

**2 Regulatory Decision**  
Therapeutic Goods Administration (TGA) assesses if the health technology is safe and works as intended.  
Consumers are members of the advisory committees. Consumers may be part of the assessment panel as a sponsor.

**3 Health Technology Assessment**  
Health outcomes and value for money of the health technology are compared to current options to inform government funding decisions.

**4 Health Technology Funded**  
The government subsidises the health technology for eligible patients. Health technologies are not funded if they do not provide clear benefits or value to patients.

**5 Monitoring Use**  
The health technology is monitored over time to assess how it is being used and to ensure it remains safe and effective for patients.  
Consumers share their experience with the health technology being used and provide feedback to improve the technology and its use.

**Committee Recommendation**  
HTA advisory committees discuss the evidence and make recommendations about if the health technology should be funded.  
Consumers are members of HTA advisory committees, ensuring consumer input informs the assessment.

**Evidence Evaluation**  
All available evidence is reviewed by the department and its evaluators. Expert subcommittees provide advice to inform the assessment.  
Consumers are members of expert subcommittees, ensuring consumer input informs the assessment.

**Publication of outcomes**  
Summary of assessment and outcomes is published to explain the reasons for the recommendation.  
Consumers can view their perspectives and experiences are considered.

**Scoping**  
Key questions are defined for the HTA:  
- What is the health technology for?  
- What is compared to?  
- What outcomes matter?  
Consumers identify critical clinical issues. Consumers share their views, helping to focus the assessment on what matters to them.

**Evidence Submission**  
Stakeholders submit evidence to inform the HTA.  
Consumers provide local and evidence for their HTA, including their experiences, preferences, values and expectations for the health technology helping to ensure the evidence is relevant.





# Next steps



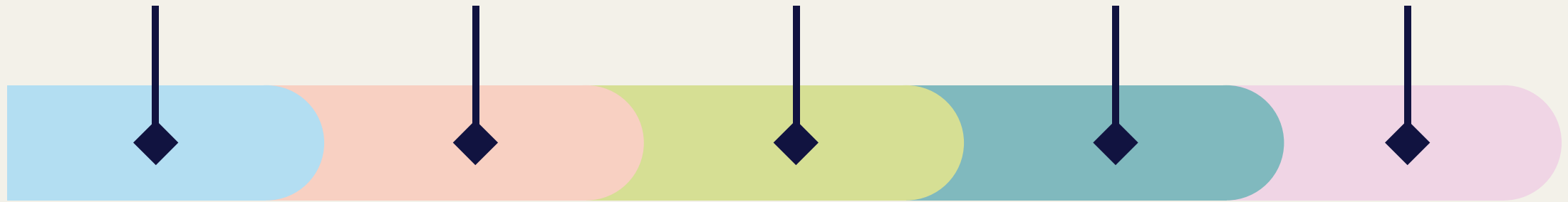
28 April

26 May

June

July

August +



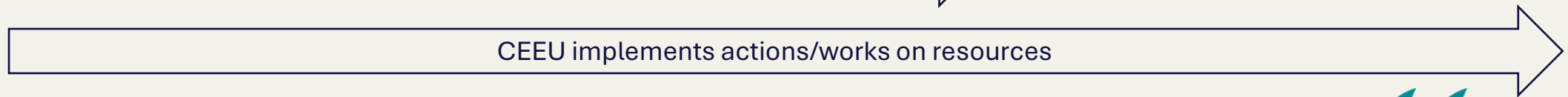
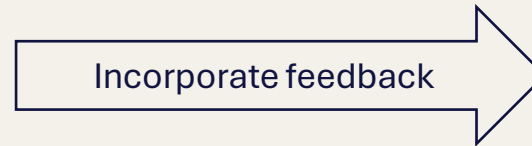
Feedback period starts

Feedback period ends

Summary of feedback  
published

Finalise  
framework

Continue  
implementing actions





Perspectives from the HTA  
CCC Chair



# Development of an HTA Consumer Engagement Framework

Consumer Webinar  
22 April 2026

Jo Watson  
Chair, HTA Consumer Consultative Committee



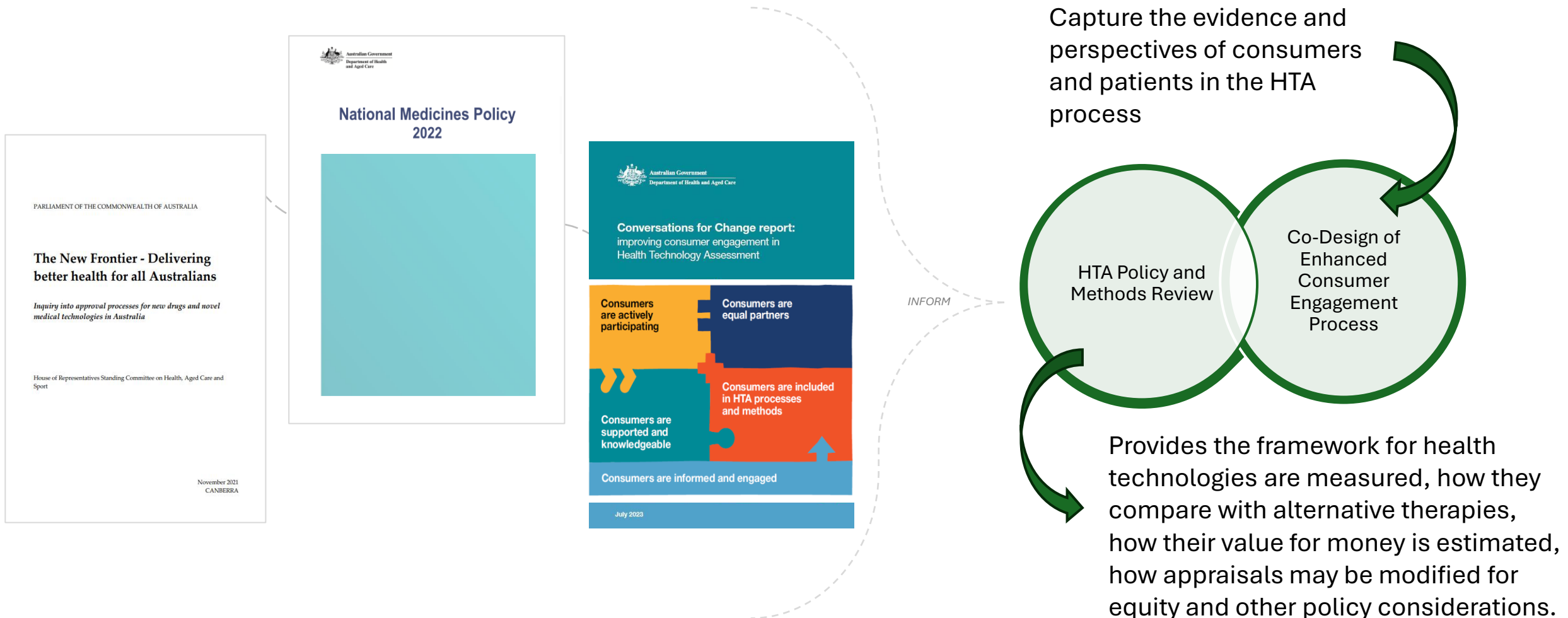
# 2009 Commonwealth HTA Review Principles

- Sustainable
- Transparent, accountable and independent
- **Consultative and reflective of Australian community values**
- Administratively efficient
- **Flexible and fit for purpose**
- Informed by robust and relevant evidence

*“That Australian Government HTA processes use the best available evidence and efficient methods to inform robust decisions about market entry and the subsidised use of health technologies.*

*The Australian Government HTA system should also continually improve the evidence base for assessment  
.....”*

# Advancing consumer evidence and engagement



## 2024 Companion reports – Co-Design Report / HTA Review



**Consumer led advocacy to strengthen and guide consumer engagement in Australia**

# CONTINUOUS WORK

## **EMPOWER** Consumers are actively participating in HTA processes

Consumers are informed and engaged to share their lived experience, evidence and input into Government-led HTA processes



## **COLLABORATION & TRUSTED PARTNERSHIPS** Continue to build consumer relationships to develop trusted partnership

Trust is critical given HTA considerations are part of a person-centred healthcare system, a system that enables vulnerable populations to engage and share their lived experience



## **KNOWLEDGE** Clear opportunities for consumer input and participation in HTA processes

Consumers have greater understanding and clarity on opportunities to participate and provide input on medicines, vaccines or medical services considered by HTA bodies



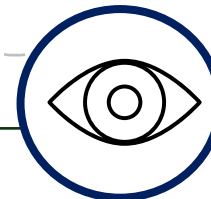
## **EQUITY & ACCESS** Consumers have equal opportunity to engage in HTA processes

Consumers have equal opportunity to identify opportunities to engage in the HTA lifecycle to identify and address unmet clinical or consumer-focused needs



## **TRANSPARENCY** Understanding how consumer evidence is considered

Enhancing understanding of different forms of consumer evidence, supporting optimal exchange of information and a formal feedback structure; delivering a dual purpose of demonstrating to consumers the value of their evidence and identifying where improvements could be made to enhance future considerations



## **CONSUMER EVIDENCE** Evolving approaches to enable early consumer involvement to strengthen meaningful evidence and outcomes

Consumers are early and active contributors in the research lifecycle, ensuring that their priorities, evidence, and unmet needs are considered as of the HTA decision-making process



# HTA-Consumer Consultative Committee

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## Consumer Members from:

- PBAC / DUSC
- MSAC / PASC / ESC
- Life Saving Drugs Program Expert Panel
- Medicare Benefits Schedule (MBS) Review Advisory Committee (MRAC)
- Medical Devices and Human Tissue Advisory Committee (MDHTAC)

*(n=13 members)*

## Advice/Contributions/Outputs

- Conversations for Change
- Enhance HTA
- HTA Review
- IAG Roadmap Report
- MRFF grant opportunity – *Incorporating Patient Data in HTA Decision-Making*
- Consumer HTA input processes
- Webinars, materials
- Consumer committee members' induction module

***Cross-pollination across key HTA committees enhances consumer engagement processes***

# CCC Input / Review

Expectations of  
framework

Key points from  
previous projects

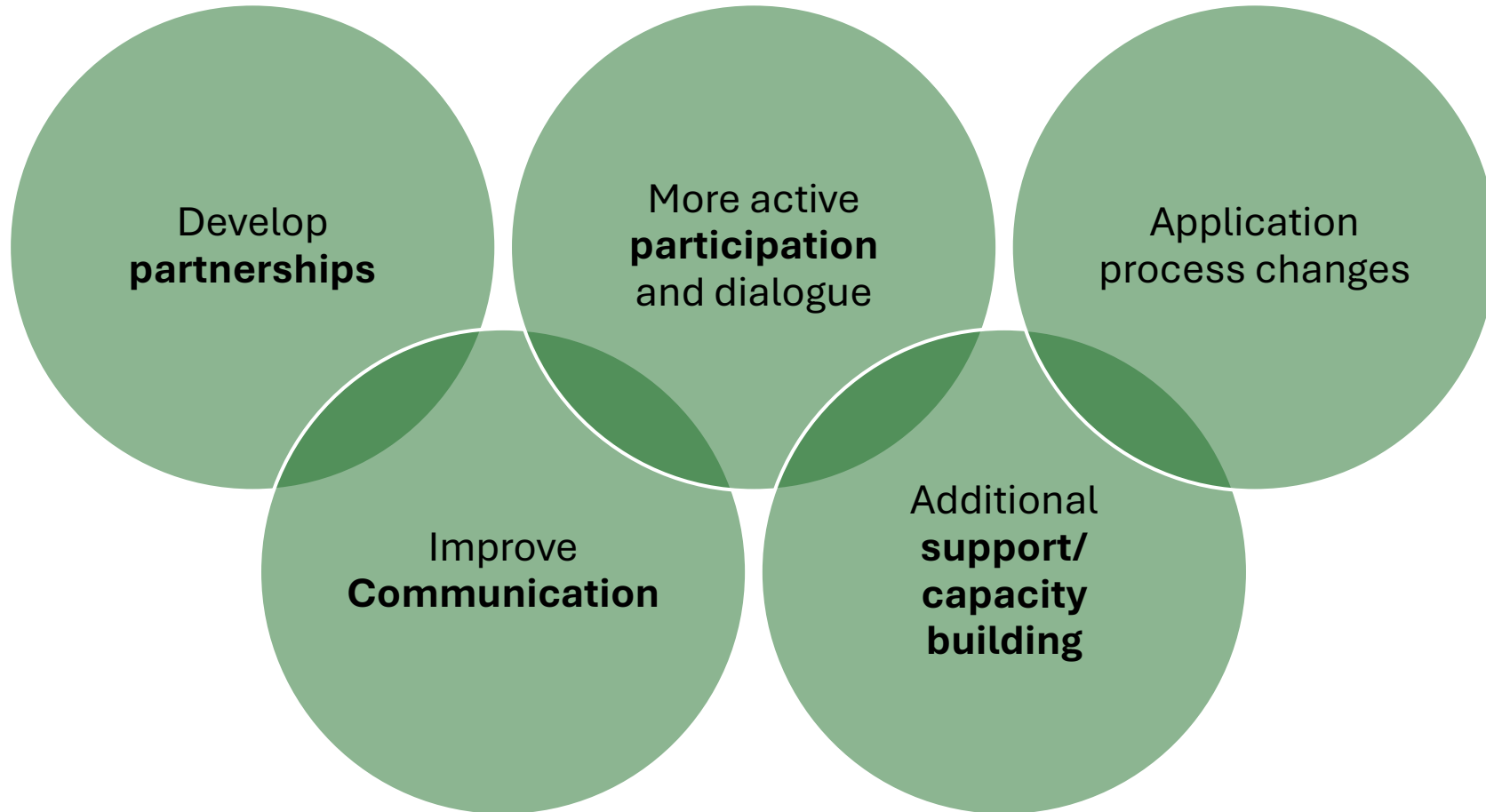
Intentionally  
succinct, high  
level, plain  
language



# Points of discussion

- Individual Patients and Consumer organisation's participation in HTA processes can happen in different contexts, and within different processes
  - Shaping participation across various time points allows involvement “throughout” decision making
  - What are the ways we engage with views from patients and consumers?
  - What is the meaningful way to assess views and expectations ?
  - What ways can we all have dialogue about consultations and decision making beyond single points in time ?
-

# Key Themes



# 3 page blueprint as a resource

**Australian Government**

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## Elevate engagement

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

**Consumer engagement is at the heart of our process**

- Research & development**  
A health technology is discovered and tested.  
Consumers help define research priorities and design, and evaluate, the technology.
- Regulatory approval**  
TGA assesses if the health technology is safe and works.  
Consumers represent their views to inform government funding decisions.
- Health Technology Assessment**  
Health consumers and views for funding of the technology are compared to current options to inform government funding decisions.  
Consumers are members of HTA advisory committees, providing input into the assessment.
- Health Technology Funded**  
The government subsidises the health technology for eligible patients. Health technologies are not funded if they do not provide clear benefit or value to patients.  
Consumers provide input and evidence that shows the health technology is safe and effective for patients.
- Monitoring Use**  
The health technology is monitored over time to assess how it is being used and to ensure it remains safe and effective for patients.  
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Summary of assessment and outcomes is published to explain the reasons for the recommendation.  
Consumers see how their preferences and experiences are used.

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**Scoping**  
Key questions are defined for the HTA:  
• What is the health technology for?  
• What is it compared to?  
• What outcomes matter?  
Consumers identify current clinical needs and outcomes that matter, and provide input into the assessment.

**Evidence Submission**  
Stakeholders submit evidence to inform the HTA.  
Consumers provide input and evidence that shows the health technology is safe and effective for patients.



# Features

Simple and strong concepts



Clear purpose and supporting collective actions



Consistent elements for integration and adoption

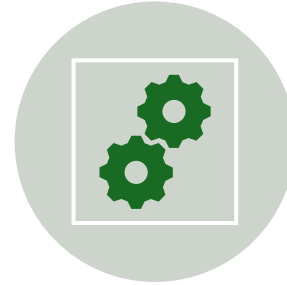


Flexibility for adapting, as well as working in synergy

# Framework



Establishing a clear vision for patient engagement in HTA



Not simply within discrete engagement processes, but across a broader sector / system



Not just a presence, but offering quality, value and meaningfulness



Needs to be viewed through a broader lens than through its component parts

# Who is the Framework talking to?

Confirming a vision – a direction for practice

Who is responsible / how are decisions made and how is progress tracked and reported?

Think of the Framework as a way to connect with the NMP and other various documents / strategies / priorities

Framework can map value and execution of activities

# Direct Influence / Guidance



This includes how patient engagement is understood and viewed within and across all stakeholders.



From leadership levels through to the workforces directly participating in its activities.



Understand what consumer engagement means across the HTA sectors and how it can best influence decision making for health outcomes

"We shall of course be reviewing a wide range of options over the whole field of government expenditures." Bernard, this doesn't say anything.

Bernard Woolley: Oh, thank you, Prime Minister.



OFF



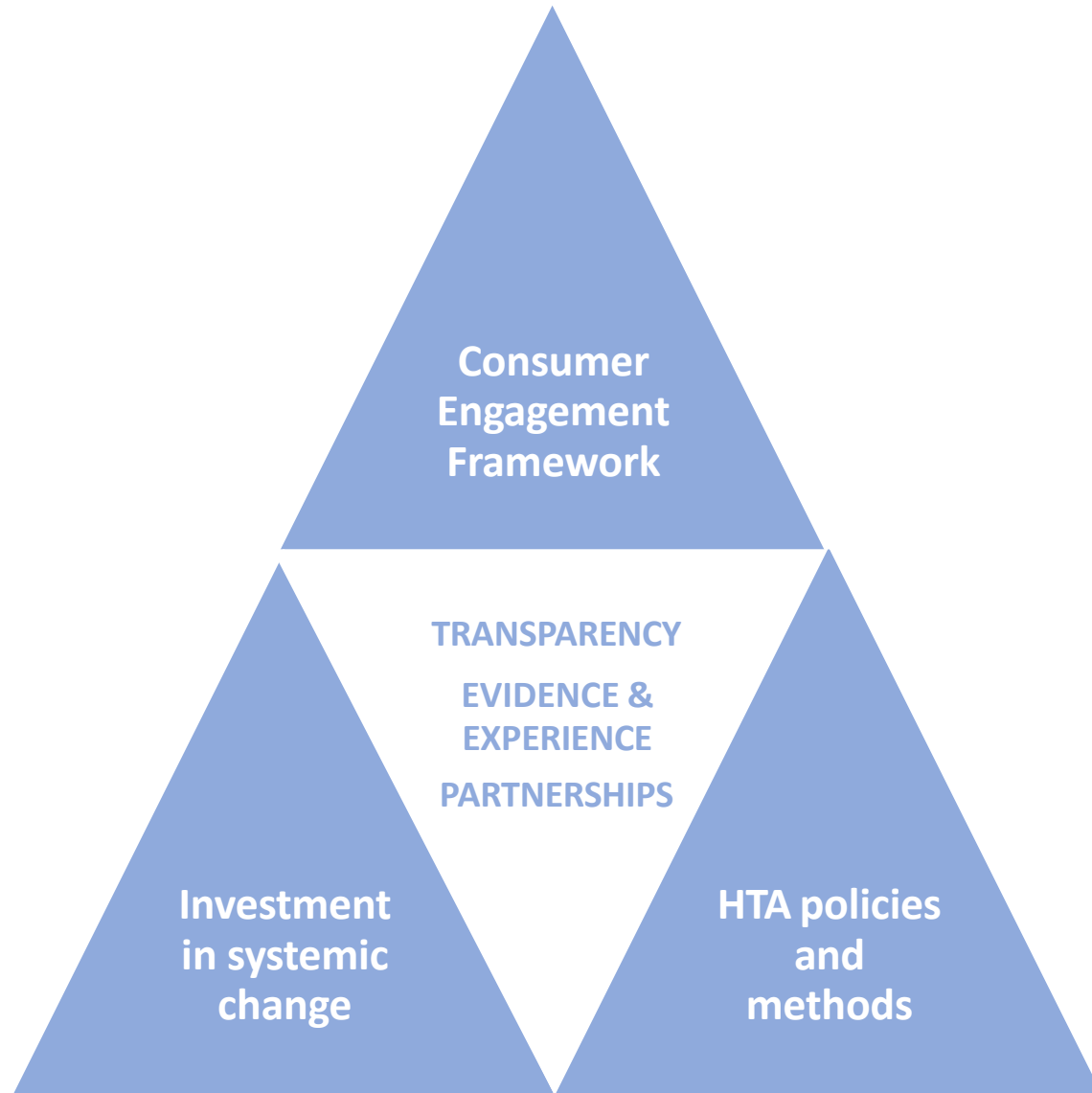
Changes will be shaped by consumer expectations and ongoing demands of technology advances on government systems

Partnerships will also need to be changed and redefined

Changing conversations from the status quo can be disruptive and compelling

OFFICIAL

# Themes supported by key enablers



# IDENTIFYING AND ENABLING SYSTEM IMPROVEMENTS



**2017: The HTA-Consumer Consultative Committee (HTA-CCC) was established** as a non-statutory committee, to act as an advisory group to the Department on consumer perspectives in HTA matters. The HTA-CCC provides advice on improving communication, collaboration, engagement and opportunities for consumer participation in HTA processes



**2019: The CEEU was established** to support the HTA-CCC and to be at the forefront of facilitating consumer engagement in HTA, a system supporting timeline, reliable and affordable access to medicines, devices and medical services to all Australians

## SYSTEM IMPROVEMENTS



**2021: Making Connections** symposium, signalling an ongoing commitment to provide opportunities for consumers, consumer organisations, the Department and HTA Committees to build and strengthen connections with those in the community.



**2022-2023: Conversations for Change report**, outlining the findings from public consultations, informing future ways of supporting consumers and consumer organisations who engage with HTA processes



**2023: Conversations for Change mandate**, with an aim to build and sustain relational, non-transactional partnerships in a true collaboration style.



**2024: Enhance HTA: Enhance Consumer Engagement Process**, co-designed to provide recommendation on how to increase consumer evidence and input earlier in the HTA process.

## SYSTEM EFFICIENCY



**2021: OHTA consultation hub** launched by the CEEU to improve the quality of input received by consumers for PBAC meetings




**2022: HTA Engage**, a regular subscription communique aimed at improving transparency and enriching ongoing relationships with consumer and consumer organisations.



**2024: OHTA consultation hub** process includes input received by consumers for MSAC meetings



# Shared Goals

- Working together with shared purpose
  - Integration of patient inputs and evidence
  - Alignment on goals of the NMP / better health outcomes / equitable distribution of technologies, demonstrating impact on health system and the value they add – measuring and evaluation
  - Earlier steps of process and across processes
  - Improved patient engagement and involvement is continuous
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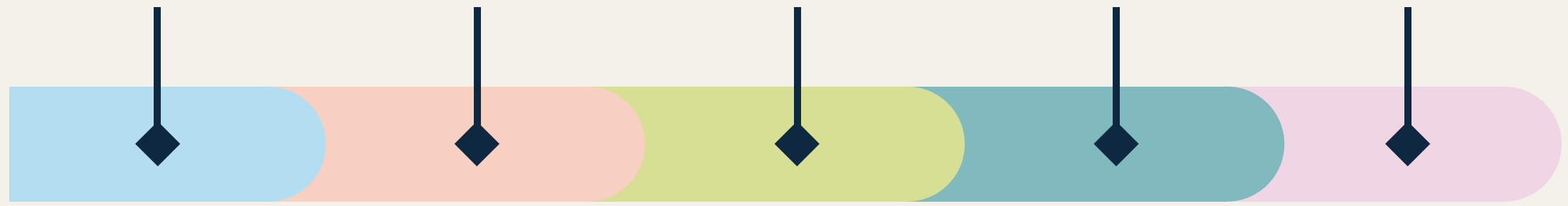
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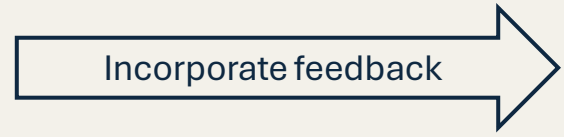
Feedback period starts

Feedback period ends

Summary of feedback published

Finalise framework

Continue implementing actions





# Q&A





# Closing remarks



- \* Feedback period starts on 28 April
- \* Feedback period closes on 26 May
- \* CEEU and HTA CCC Chair are available to answer questions
- \* [htaconsumerengagement@health.gov.au](mailto:htaconsumerengagement@health.gov.au)

