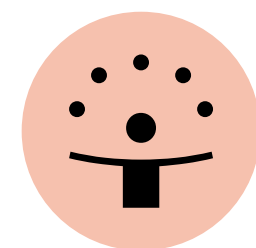


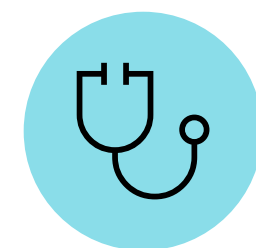
# Framework for consumer engagement in health technology assessment (HTA)

## Stakeholders

This framework applies to everyone involved in HTA and recognises that consumer engagement is strengthened by the contributions of all stakeholders. While roles differ, everyone shares responsibility for transparent and meaningful consumer engagement. Contributions from each stakeholder may include:



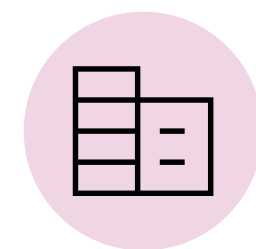
**Consumers** share their lived experience, needs, perspectives, preferences and outcomes that matter to them.



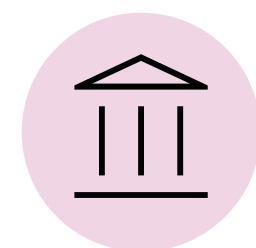
**Health professionals** share clinical knowledge and help identify how health technologies may affect care pathways, service delivery and consumer experience.



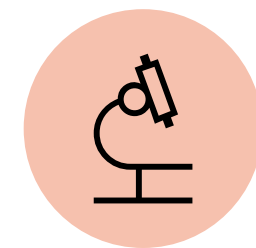
**Consumer organisations** represent and communicate broader consumer experiences and priorities from their communities, and help support consumers to participate in HTA.



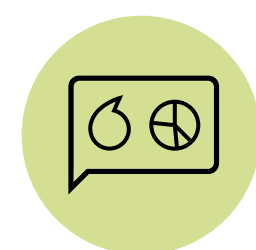
**Industry** enables consumer engagement in research design and evidence generation so that consumer perspectives are reflected in evidence presented for funding decisions.



**Government** enables consumer engagement by supporting processes and reducing barriers, so consumer input and evidence can meaningfully inform HTA.



**Researchers** engage consumers in planning and evidence generation to ensure studies reflect consumer priorities and outcomes that matter.



**HTA advisory committees** actively consider consumer input and consumer evidence alongside other evidence to inform HTA discussions and decisions.

Consumer engagement is central to health technology assessment (HTA). It helps ensure decisions reflect the needs, experiences and priorities of patients, their carers, families and communities.

This framework outlines shared principles, focus areas and actions to guide consumer engagement. It builds on previous work co-designed with consumers including the [Conversations for Change report](#) and recommendations from the Co-design Working Group for the [Enhanced Consumer Engagement Process](#) and the [HTA Policy and Methods Review](#). Together, this work identified the need for more transparent and meaningful consumer engagement in HTA.

## Key terms

<b>Consumers</b>	→	Patients, their carers, families, communities, and consumer organisations.
<b>Consumer engagement</b>	→	Involving consumers so their views, lived experience and evidence inform processes and decisions that affect them.
<b>Consumer evidence</b>	→	Systematically collected consumer experiences, needs, preferences and perspectives, generated using structured, research-based methods.
<b>Consumer input</b>	→	Information contributed by consumers and consumer organisations to inform HTA processes and decisions. This includes individual, collective or community-based experience.
<b>Health technology</b>	→	Something used to prevent, diagnose or treat a medical condition, or to improve quality of life. This includes medicines, vaccines, tests, imaging, surgeries, procedures and implants.
<b>Health technology assessment</b>	→	A process that helps the government decide if a health technology should be funded. For example, decisions about listing medicines on the Pharmaceutical Benefits Scheme (PBS) or services on the Medicare Benefits Schedule (MBS).

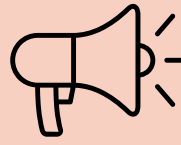
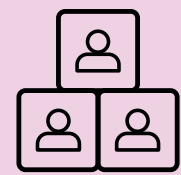



## Guiding principles

These principles guide a shared approach to consumer engagement in HTA

Transparency	Timeliness	Recognition	Partnership	Inclusion
HTA processes, engagement opportunities, how consumer input and evidence is considered and how decisions are made are clearly communicated	Consumer engagement occurs early and continues throughout the health technology lifecycle	Consumer lived experience, values and preferences are recognised as essential to HTA	Stakeholders work in partnership to build trust, legitimacy and shared understanding of consumer engagement in HTA	Consumer engagement is accessible, inclusive and culturally safe, supporting diverse consumers and communities, and those most affected by HTA decisions

## Focus areas

## Stakeholder actions

 <b>Raise awareness</b>	<b>Provide centralised resources</b> where information is accessible and easy to find	<b>Use plain language</b> to explain HTA terms, processes, decisions and outcomes	<b>Share opportunities</b> to contribute to HTA, including timelines and how information will be collected, used, stored and reported	<b>Broaden reach</b> through digital and non-digital channels and networks
 <b>Build capability</b>	<b>Provide support and guidance</b> to strengthen stakeholders' understanding of the role of consumer engagement in HTA	<b>Develop tailored resources and training</b> to build knowledge and skills that meet the needs of different stakeholders	<b>Share practical examples</b> of good consumer engagement across different stages of HTA	<b>Support continuous learning</b> and reflection to strengthen engagement skills, confidence and ways of working
 <b>Elevate engagement</b>	<b>Communicate the purpose</b> of consumer engagement in HTA and why lived experience and consumer evidence matter	<b>Engage early and regularly</b> in a proportionate manner so that consumer input informs evidence generation and HTA decisions, while avoiding unnecessary burden	<b>Set clear expectations</b> about what and when consumers are asked to contribute and how input is used	<b>Support participation</b> by offering flexible ways to engage, responsive to different needs, preferences and barriers
 <b>Strengthen partnerships</b>	<b>Build and sustain relationships</b> with consumers, consumer organisations, communities and other stakeholders through respectful and trust-based	<b>Support equitable and culturally safe engagement</b> by working with communities to tailor approaches, address barriers, and support those most affected by HTA decisions	<b>Strengthen ongoing dialogue and collaboration</b> through two-way communication and regular feedback	<b>Develop shared approaches</b> to consumer engagement and clarify roles and responsibilities to support effective partnerships
 <b>Evaluate impact</b>	<b>Monitor engagement</b> to understand who is involved, when engagement occurs, and whether it is accessible, inclusive and proportionate	<b>Document consumer input and evidence</b> to track use across the health technology lifecycle	<b>Provide feedback</b> on how consumer input was considered and influenced HTA decisions	<b>Invite feedback and use data</b> to continuously improve consumer engagement approaches, resources and support

# Consumer engagement across the health technology lifecycle

Consumer engagement, consumer input and consumer evidence builds throughout the lifecycle of the health technology.

Stages 2 & 3 can happen simultaneously

