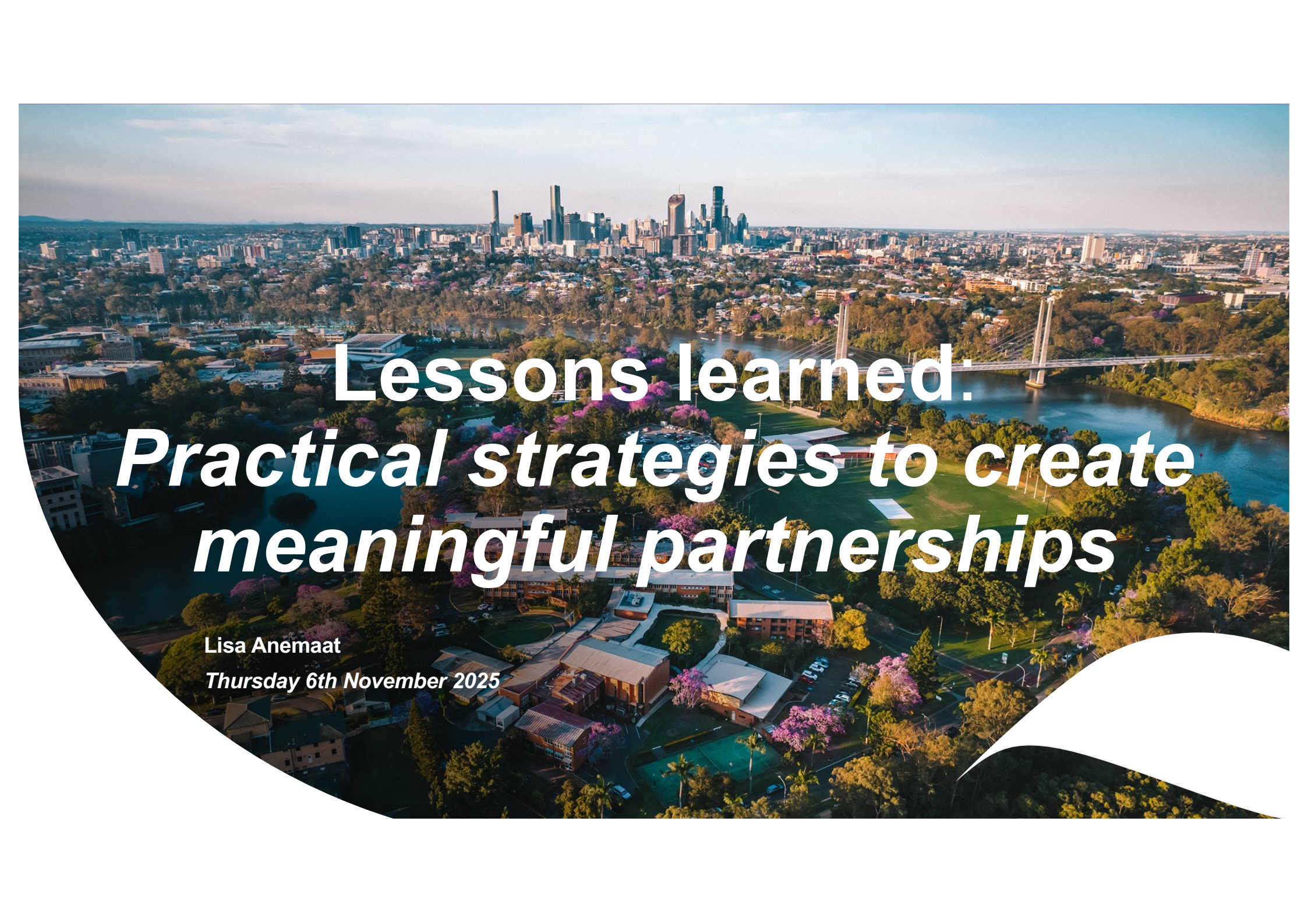


An aerial photograph of a city, likely Melbourne, Australia, featuring a river, a bridge, and a dense urban skyline in the background. The foreground shows a green park area with trees and a building complex.

Lessons learned: *Practical strategies to create meaningful partnerships*

Lisa Anemaat

Thursday 6th November 2025

About me

Current role:

- **Conjoint Research Fellow: Consumer & Community Involvement (STARS/UQ)**
- ***Speech pathologist (prior nurse)***
 - Chair STARS Consumer Research Steering Group (2022- current)
 - Co-chair Partnering with Consumers – Standard 2 Committee (Hospital Accreditation Standard) (2024-current)
 - Member STARS Clinical Research Committee (2022 – current)
 - **HTQ CCI in Research Alliance (2022 – current)**

Other:

- 2024 MNHHS Consumer Award – Consumer Partner (*co-wrote nomination for consumer collaborator*)
- 2024 UQ School Award: Consumer Engagement / research translation (*led team receiving award*)
- 2023 NHMRC Consumer Engagement Award (*member of QARC team awarded*)
- 2022 UQ Faculty Award: Consumer & Community Involvement (*member of QARC team awarded*)



**STARS Education and
Research Alliance**

CREATING KNOWLEDGE | TRANSFORMING CARE



About me

Some consumer involvement experiences:

- Supported consumer to deliver keynote about our research (*ACTA 2025 clinical trials and registries symposium*)
- 4 Co-authored publications with 6 consumers
- Co-presented on research with consumers
- Co-development of research methods and resources
- STARS policy and procedure development (Consumer Engagement)
- Lead of HTQ-CCI in research Alliance - reporting working group

Media:

- MNHHS – Engagement with consumers success story: <https://metronorth.health.qld.gov.au/engage/aphasia>
- RBWH-Foundation CCI in research story: [Scan QR Code to read](#)



My CCI research involvement: strengthening partnerships



Proudly supported by



CCI Network (n=40+)

- Research committee
 - Grant review
 - Co-design
- Co-investigators
- Keynote presenters
- Co-authors

Multiple Co-design projects

- CCI in sim learning on clinical placements
- Aphasia Door – assessment in clinical trials
- Virtual reality – (TBI and Aphasia)
- **Accessible consumer training**
- **Onboarding process and advertisements**
- **CCI - rapid critical appraisals of literature**
- *International – using / interpreting EMG*
- **PhD - co-design of aphasia services**
- *Metro North Co-design Framework*

Evaluating CCI partnerships

Identifying the top organisational development and training priorities for enhancing CCI

Reporting on CCI

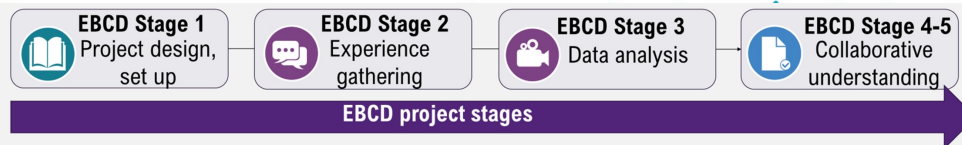
Reporting practices and ways to report about CCI

Multicultural co-design

Silent films: accessible multicultural communication

Co-Design of Aphasia Services

Making co-design accessible – Example 1



Recruitment (EBCD: 1,2,4)

- Developing recruitment video
- Drafting plain English summaries
- Designing participant forms
- Co-presenting research updates/advertising opportunity to community groups

Dissemination (EBCD:1,2,4)

- Co-authors on research publications^{22,23}
- Co-presenting
- Developing video abstracts

Resource development / process refinement (EBCD: 1-5)

- Refinement of interview questions
- Reviewing data collection processes (e.g. piloting methods and font size / supporting image suggestions).
- Co-designing resources such as:
 - feedback questionnaires (e.g. image supports, modifying questions to improve clarity)
 - stakeholder surveys (e.g.: refining prototypes: conditional formatting, question routing, and audio/video supports embedded in survey)
 - personas used in consensus meetings

Data analysis (EBCD: 3-5)

- The research team completed analysis of the data and identified touchpoints.
- However, while co-designing personas, consumers were responsible for aligning each priority with touchpoints (pairing touchpoints and priorities with experience quotes) as a form of 'sense checking'²⁴.
- During this process, members added 'notes' to personas where they felt additional information for interpreting meanings from underlying experiences was needed.
- Touchpoints, key moments eliciting a positive or negative response that shaped experiences along the journey of care.

Participants/setting: People with aphasia (n=41), significant others (n=35), speech pathologists (n=75), 26 hospital and health sites

Acknowledgement: Sarah Wallace, David Copland, Victoria Palmer, Consumer Advisory Group



Video abstracts

(designed by, for, and with people with aphasia)



Experiences of consumers



Experiences of speech pathologists



Priorities & concept design



Papers

(Consumer co-authors)



Priorities & concept design (2025)



Evaluation of methods (2025)



Protocol paper (2021)



Experiences of consumers (2024)



Experiences of speech pathologists (2024)

Proudly supported by



‘Transforming person-centred care through quality CCI in research’

Understanding and mapping current practice – Example 2



Evaluating experiences of CCI in research (2024-2025)

Respondents:

- **2** hospitals; **4** health-service institutes; **2** university centres
- **Diverse research fields and therapeutic areas** (*basic science, clinical, health services, public health*)
- **Multiple methodological approaches** (*RCT, qualitative, co-design, review, cohort, survey, longitudinal*)

Findings:

- Consumers increasingly involved across all stages of research
- Six top priorities for improving how CCI in research is undertaken

38 Researchers
16 Consumers

“Not everyone has a printer and not everyone is tech savvy enough to know how to do digitally embedded signing” (ID3.R)

“You can't just make assumptions about people... You really have to understand their perspectives...” (ID5.R)

Research evaluating experiences of CCI in research (2024-2025)

	Rank	Priority domain	Priority statement
	1	Organisational development	Dedicated consumer support expertise to provide logistic and resource support for researchers
	2	Enabling meaningful involvement	Identifying the right consumer for the right role
	3	Training and education (consumers and researchers)	Identifying how to support consumers to contribute
	4	Training and education (consumers and researchers)	Understanding and communicating the role of consumers
	5	Enabling meaningful involvement	Building strong relationships to ensure consumer contributions are valued
	6	Resource and support needs	Consumer involvement introductory packs



Reference: Anemaat, L., et al., (under review). Experiences of current practice, priorities and strategies for enabling meaningful consumer and community involvement collaborations in health and medical research.

What have we learnt?



Top tips – Building relationships

Things to consider...

- Start early – *before you have the idea*
- Think about the best fit for your project
- Create a supportive infrastructure and environment
- Types & levels of support
(for consumers & research team)
- Diversity, cultural background, social disadvantage

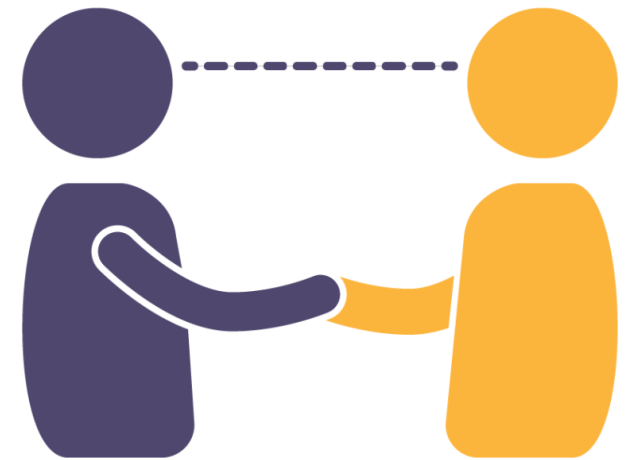


“Relationship is the goal”

Top tips – Managing expectations

Things to consider...

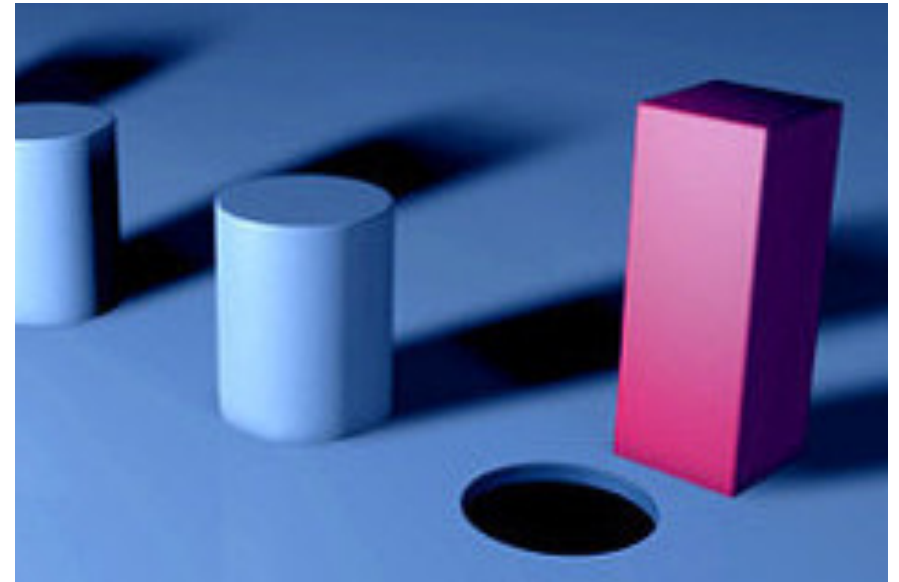
- Best fit for project & consumer partner
- Agree a terms of reference
(discuss what is within or out of scope)
- Where & how you will support consumers to contribute
- Discuss: communication, support needs & remuneration
(don't make them ask)
- Pre & post meeting check ins
- Cultural safety & empathy



Barriers and enablers

Things to consider...

- Time 
- Infrastructure & organizational capacity
- Funding
- Accessibility
(*mobility, disability, cultural, communication*)
- CCI support
- Managerial support



Questions



Thank
You!

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