



**Consumer and Community
Involvement Program**

CAPABILITY STATEMENT

Together, we make research stronger.



WAHTN
Western Australian Health Translation Network



Introduction

In today's evolving research landscape, the voice of lived experience is no longer optional, it is essential.

The Consumer and Community Involvement Program (CCIProgram), a key pillar of the WA Health Translation Network, stands at the forefront of this transformation, championing meaningful partnerships between researchers and consumers to ensure health research is relevant, inclusive, and impactful.

This Capability Statement outlines CCIProgram's strategic approach, national leadership, and practical services that support best-practice consumer and community involvement across the research lifecycle.

From tailored guidance and capacity-building initiatives to strategic collaborations and policy development, their work empowers institutions and researchers to embed the lived experience voice in ways that drive innovation and improve outcomes.

I invite you to explore CCIProgram's capabilities and join us in strengthening research through genuine, purposeful consumer and community involvement.

Dr Debra Turner

General Manager

Western Australian Health Translation Network



Welcome

Consumers are no longer passive participants in health research. They are active partners helping to shape priorities, co-design studies, guide translation, and contribute to decision-making at every stage. Driven by the principle “Nothing about us, without us,” this shift is delivering research that is more relevant, inclusive, and aligned with real-world needs.

The CCIP Program works closely with researchers, institutions, funders and consumers to connect projects with lived experience, enhancing the relevance, quality, and impact of research. Consumer and community involvement (CCI) is now recognised as essential to meeting the expectations of funding bodies and ensuring long-term research sustainability.

WA and the CCIP Program has a proud legacy of leadership in CCI, and we continue to support best-practice approaches that turn the theory of involvement into meaningful practice.

Our work demonstrates how tailored CCI guidance can help research teams embed involvement in a way that adds value and meets strategic goals.

By supporting organisational readiness, building capability across sectors, and creating strong partnerships between researchers and consumers, the CCIP Program helps ensure that lived experience meaningfully shapes research and its outcomes.

We welcome collaboration with research teams who share our vision: to strengthen research through genuine, purposeful consumer and community involvement. We look forward to hearing from you.

Deb Langridge

Lead

Western Australian Health Translation Network
CCIP Program



About Us

The Western Australian Health Translation Network's (WAHTN) Consumer and Community Involvement Program (CCIProgram) is an established leader in guiding best practice consumer and community involvement. WAHTN is an accredited Research Translation Centre of the National Health and Medical Research Council (NHMRC).

We support institutional and health service leaders to embed meaningful engagement and involvement of the lived experience voice across governance, strategy, and the full research lifecycle.

Building the capacity of researchers, consumers, funders and Institutions in CCI runs parallel to our tailored guidance and support. Our bespoke guidance with individual researchers guides CCI in project ideation, design, delivery, and translation to inform best practice research. We also work directly with individual researchers, providing tailored guidance to integrate CCI into specific project design, delivery, and translation to inform impactful and sustainable research projects.

At a glance

Highlights and milestones across all Partners in the WA research sector (July 2022 - June 2025)

CCIP Program **Membership**

Includes people with lived experience, advocates, support groups, organisations, researchers and institutions

6500+



157

Involvement Opportunities Performed

Tailored connections of consumers with specific research projects



478

Research Projects Supported

Includes all partner organisations



\$39,030,707

Awarded to researchers receiving tailored grant support

225



Research Grant Applications Supported

1,845

Registrations and Applications Received

Includes registrations for Community Conversations, Webinars and applicants for involvement opportunities

49

Events held

Includes Community Conversations, Research Priority Mapping Workshops and Webinars.



321

Masterclass attendees

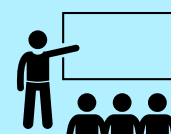


39

Masterclasses and Tailored Training Workshops

For researchers, consumers, institutions and funders

65



Presentations, Forums and Webinars

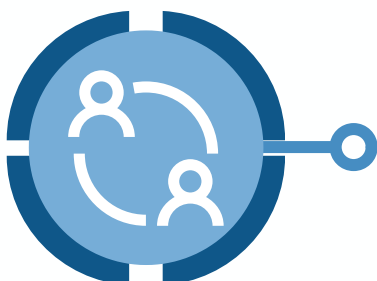
For researchers, consumers, institutions and funders



eCourses

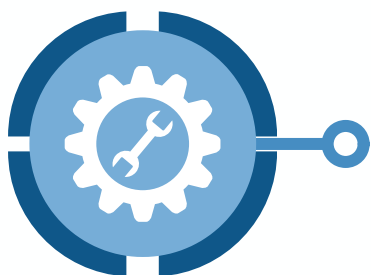
- **4145** total enrolments for combined eCourses
- **3** online eCourses
- **410** organisations accessed

Our Capabilities



CONNECT CONSUMERS TO RESEARCHERS

Through targeted recruitment campaigns and a unique matching service, we connect researchers with consumers from our diverse membership of over 6,500 individuals and organisations with lived experience. This approach enables meaningful collaborations focused on specific research areas and health conditions, ensuring research is informed by real-world perspectives.



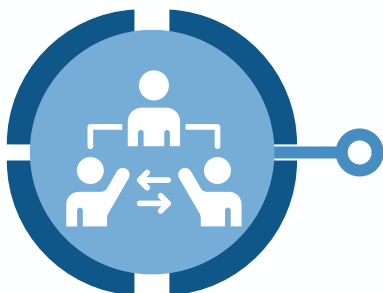
BUILD CAPACITY AND CAPABILITY

We offer convenient self-paced eCourses in CCI for researchers, consumers, institutions and funders. To support the practical application of CCI, we deliver Masterclasses in grant writing skills and host regular workshops and seminars to build capability to build best practice CCI across the research sector.



PROVIDE TAILORED EXPERT ADVICE

We provide expert advice and guidance to research teams and organisations to effectively integrate consumer involvement in specific research projects to meet grant funding requirements. This includes advice for developing CCI plans and budgets appropriately for involvement at every stage of the project.



FACILITATE COMMUNITY CONVERSATIONS

We help create meaningful face to face conversations with consumers to understand their real-life experiences. This allows researchers to hear directly from groups of consumers, gain empathy and use those insights to inform their research.



SUPPORT LEADERS

We work with leaders of research institutions to establish best practice for embedding CCI in institution-wide research strategy, research protocol and governance standards. We acknowledge the unique structure of each organisation and tailor advice and recommendations accordingly.

National Reach and Strategic Leadership



Our influence extends across a national network of leading health and research bodies that set funding priorities and guide research investment.

Our Alliances

- Member of Australian Health Research Alliance (AHRA)
- Member of NHMRC Research Council for 2024 – 2027 triennium
- Member of NHMRC-MRFF Consumer Advisory Group for 2024 – 2027 triennium
- Chair, AHRA CCI Advisory Committee
- Development and implementation team member for the National Health and Medical Research Council-Consumer Health Forum of Australia (NHMRC-CHF) Consumer Statement Reviews
- Expert liaison to Western Australian Future Health and Research Innovation Fund Advisory Council, Australia's largest sovereign fund dedicated to health and medical research at the state level
- Founder and Chair of the Western Australian CCI Community of Practice which links all 21 medical research institutions, health service providers and peak stakeholders in Western Australia
- Collaboration with Monash Partners and SPHERE on the Consumer and Community Involvement: Implementation Research for Impact (CCIRI) Project to co-design an online CCI knowledge 'hub' for researchers (funded by the Medical Research Future Fund)
- Member of WA South Regional Health Research Collaboration

Expertise in action

We work closely with partners to align their institutional structures, decision-making processes, and resources with best practice CCI principles. Recognising that each institution is unique, we simplify the process by providing practical, tailored advice and recommendations. This empowers leaders to implement CCI strategies in ways that align with their organisation's structure, culture, priorities and resourcing.



Professor Romola Bucks

University of Western Australia

The University of Western Australia partnered with the CCIProgram to assess its existing structures and processes, with the goal of identifying opportunities to make consumer involvement a more integrated, efficient and expected part of research.

This comprehensive review led to the development of improved systems within research support services, enhancing their ability to guide and assist researchers in engaging with consumers effectively.

A new guideline was also introduced to ensure early and appropriately considered consumer and community involvement in project plans to strengthen the quality and benefit to the community of research funding proposals.



Dr Mary Kennedy

Nutrition and Health Innovation Research Institute
Edith Cowan University

Edith Cowan University's Nutrition and Health Innovation Research Institute (NHIRI) partnered with the CCIProgram to undertake a Research Priority Mapping workshop to determine priority research areas in heart health.

The activity involved extensive surveying over 250 consumers and carers with a lived experience of one or more health conditions to develop broad research themes. A workshop was then held with staff, researchers and consumers to determine key research priorities.

The priorities identified through this process serve as a foundation for NHIRI's research agenda allowing researchers to confidently identify research questions that are important for consumers to have answered. Further, the process has facilitated the development of a strong internal consumer network, including the establishment of a dedicated Consumer Advisory Board and identified an opportunity to recruit key staff to further enhance consumer involvement at the Institute.

Research Priority Mapping in Action

The University of Tasmania's Menzies Institute for Medical Research, in collaboration with the Multiple Sclerosis Research Flagship and the CCIP Program, sought to understand the perspectives and challenges faced by consumers with lived experience of multiple sclerosis in Tasmania.

The insights gained from these lived experiences played a crucial role in shaping the research priorities of the MS Research Flagship Program, Australia's largest funding body for multiple sclerosis research.

This collaboration has not only ensured that research is more aligned with the needs of those affected but has also contributed to an exceptionally high success rate in grant applications.



A First for Research Strategy Development in WA

In partnership with the WA Mental Health Commission and Prof Peter McEvoy, the CCIP Program played a key role in developing the first lived-experience-informed Western Australian Mental Health Research Framework 2024 - 2028.

This framework acts as a roadmap for developing excellence in mental health research with the lived experience voice as its foundation.

From its ideation, the CCIP Program worked to support the mapping of research priorities from hundreds of people with a lived experience of mental health challenges. This informed the foundation pillars of the Framework.

Establishing a Consumer Advisory Group to guide each stage of the Framework's development was also part of the CCIP Program's support.



Our Services



BUILDING CAPACITY AND CAPABILITY

eCourses (30 minute self-paced)

- CCI in Health Research
- CCI and Grant Writing
- Involving Consumers in Health and Medical Research (online handbook)

Masterclasses

3-hour sessions delivered online or in person that build on the foundational eCourses:

- Introduction to CCI (for researchers, consumers, funders)
- Writing in Plain Language (for researchers)
- CCI and Successful Grant Writing (for researchers)

Tailored Training Workshops

We deliver tailored half or full day sessions for the WA research sector. Examples include:

- Consumer Grant Review Panel Workshops
- CCI Best Practice processes for your Research Office
- CCI in Basic Science (workshop for researchers)
- I've got a Consumer, Now What?

Tailored CCI Planning

CCI Coordinators work one-on-one with a researcher to plan meaningful consumer and community involvement in their research project



CONNECTING CONSUMERS TO RESEARCHERS

Community Conversations

We facilitate 2-hour World Café-style sessions to bring together up to 30 people with relevant lived experience to collect insights in to health issues to inform research. Summary reports are provided to researchers

Involvement Opportunities

We recruit suitable consumers to be involved in specific research projects in a variety of roles, including:

- Research Buddies or Consumer Investigators
- Consumer Advisory Groups
- Participants for Community Conversations and Research Priority Mapping Workshops
- Grant Reviewers

Tailored Grant Review Support

We connect researchers with consumers to review preliminary grant applications



SUPPORTING LEADERS

CCI Framework & Roadmap Advice

- Review governance structures and policies to identify existing or potential for CCI integration
- Conduct a workshop to pinpoint future actions and opportunities
- Align CCI framework with strategic direction, operational resources, and best practice outcomes in CCI

CCI Grant and Panel Assessment Advice

- Develop CCI frameworks for funding programs
- Create specific CCI criteria for application guidelines and conditions
- Develop supporting CCI information for potential applicants
- Design a CCI assessment scoring matrix
- Provide training and resources for grant assessors

Research Strategy Development & Alignment

We provide guidance to organisations to design research strategies which incorporate best practice CCI principles and appropriate resourcing. This aligns with CCI Framework and Roadmap and/or Research Priority Mapping projects

Developing Systems to Support CCI Initiatives

- Review policies and processes that support CCI
- Develop CCI Statements
- Establish CCI Scholarships for clinicians and/or researchers
- Establish and managing 'Involvement Banks'
- Advise on Expression of Interest and recruitment processes for involvement opportunities (e.g. Community Conversations)
- Provide guidance on managing honorarium payments, payment procedures, policies and approval processes

Our Team

Deb is a recognised specialist in CCI in research with over 25 years of experience at all levels of government and the not for profit and community sector. She is passionate about ensuring research translation can impact policy, practice, and the wellbeing of communities, and enjoys bringing people together to make a difference.

Deb leads a dedicated team of experienced coordinators and connectors to ensure the lived experience voice informs best practice research.



Deb Langridge
Lead



Caroline Jones
CCI Coordinator



Kerry Mace
CCI Coordinator



Anna Gee
CCI Coordinator
Partnerships



Briony Abraham
Events and
Marketing Officer

Who we collaborate with

WAHTN Partners



External Partners



Acknowledgements

The WAHTN CCIP Program acknowledges the Aboriginal people of the many traditional lands and language groups of Western Australia. We acknowledge the wisdom of Aboriginal Elders both past and present and pay respect to Aboriginal communities of today.

We acknowledge the importance and expertise of the lived experience voice of health consumers, carers and communities. We recognise their involvement in making a difference in informing and supporting health research and impacting the health and wellbeing of our communities.

How we can help

We are eager to explore new ideas for potential partnerships or discuss our services. Please contact us if you would like to discuss how we can support your research, or if you would like to share your lived experience with researchers.

Harry Perkins Institute of Medical Research
6 Verdun St
Nedlands WA 6009

Telephone: +61 8 6151 1071
Email: admin@cciprogram.org
Website: cciprogram.org

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