

The Empowered Journey of a Person with Type 1 Diabetes

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Consumer Advisor & Families Coordinator



A unique perspective

LIVED EXPERIENCE

278,904 hours

or

31 years
9 months
25 days

PROFESSIONAL EXPERIENCE

Qualifications

Counselling & Communication
Health Promotion
Consumer & Community Engagement

Employment

Diabetes Victoria
since 2005

EMPOWERMENT

At the starting line



Doing the hard yards



The peak



How organisations can
provide similar opportunities to
EMPOWER

Diabetes Victoria

- Led by Consumer Engagement

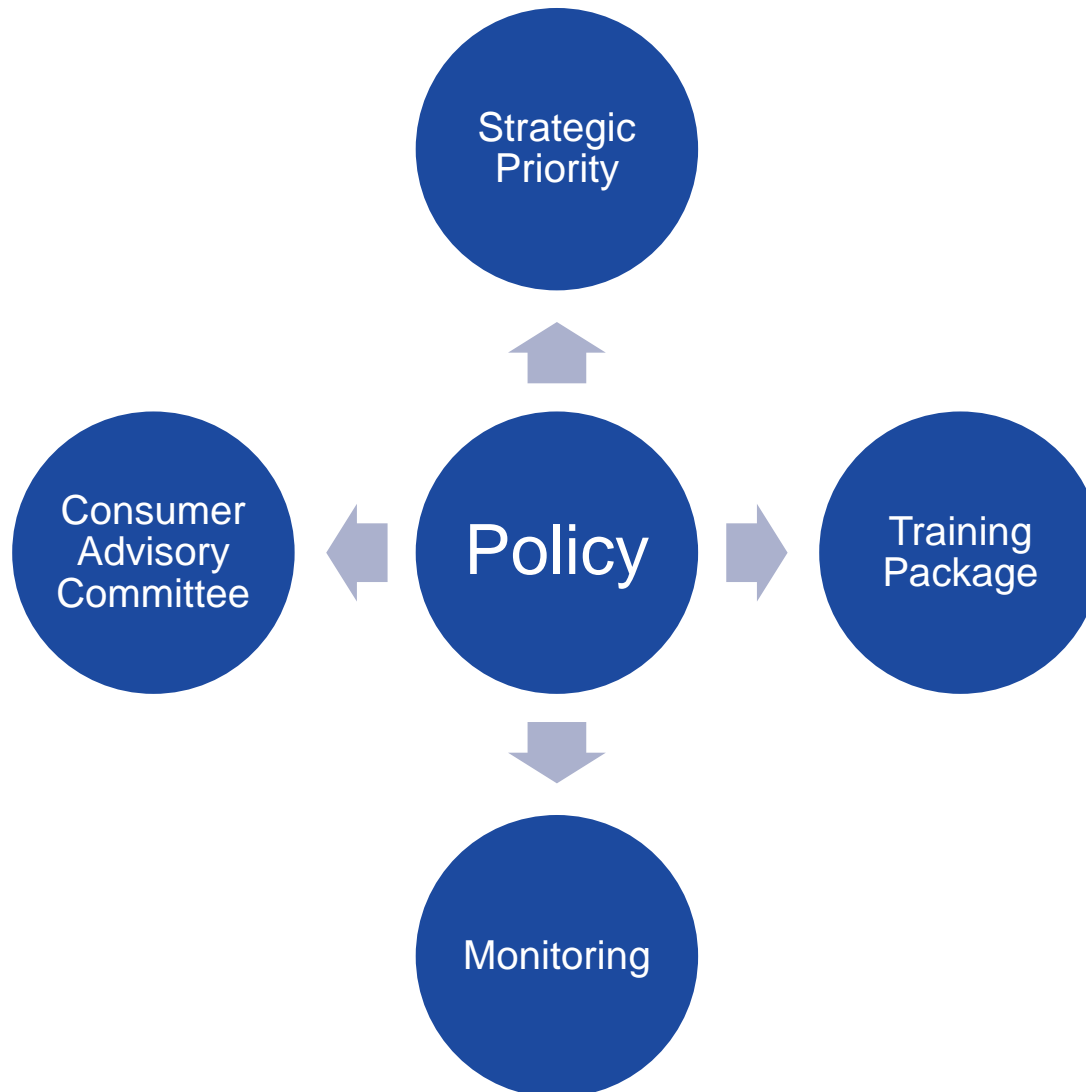
Consumer & community
engagement
embedded within culture

Consult

Understand

Plan

Year 1 = Foundations



EXAMPLE

Tool

Level of engagement	Goal	Commitment	Level of input	Standard examples
EMPOWER				
COLLABORATE				
INVOLVE				
SUPPORT				
Connect with priority groups				

EXAMPLE

Training package film



diabetes
victoria

Looking ahead to Year 2

- Review implementation & evaluation plan
- Acknowledgement logo and statement
- Consumer Recognition Procedure
- Consumer Exchange
- Further develop the Consumer Advisory Committee
- Increase reach of consumer engagement programs
- Needs analysis report release
- Engagement toolkit available on intranet
- Internal Consumer Engagement Working Group
- Continue monitoring

😊 **Consumer Engagement Team Philosophy** 😊

- We respect and value the lived experiences of our consumers
- We view our consumers as ‘experts’ and will promote this and their views at every opportunity
- Our aim is to ensure our consumer’s voices are heard and that they have the chance to connect, share and shine!



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