

10:00	Acknowledgement of Country and introductions- NCOSS & The University of Sydney Neighbourhood Research Hub
10:10	<p>Using ‘Nudge Theory’ to deliver evidence-based program improvements Ellis Blaikie- Bridge Housing, Manager Service Improvement & Innovation</p> <p>In the busy world of delivering community services, staff are often quick to jump into action when a problem arises. But when it comes to addressing complex policy and practice problems, this tendency to launch straight to solutions can hinder critical analysis and may lead to interventions based on assumptions rather than evidence. Bridge Housing has been using nudge theory as a framework to deliver evidence-based program improvements, which in turn deliver better outcomes for tenants and a better experience for staff. This presentation will cover how Bridge Housing has used Nudge to drive improvement in approaches towards inspections, rent review and rental debt.</p>
10:25	<p>Building capacity of health consumers and researchers to support consumer involvement in health research: Are we there yet? Carrie Hayter- Health Consumers NSW, Consumer Engagement Manager Health and Medical Research</p> <p>Researchers are increasingly encouraged to involve patients and the public in health and medical research. Involvement is an active partnership between researchers and consumers, with consumers playing a range of active roles in the research planning, execution and translation. Since 2019, Health Consumers NSW has been working in partnership with Sydney Health Partners to create an ecosystem to support researchers and consumers to be involved in health and medical research. This presentation will report on the findings of this work. It will also give simple practical examples of how to create and build these partnerships, as well as share some of the resources and tools that have been developed to support collaborations between researchers and health consumers. The presentation will also reflect on the lessons learnt, and pose questions for how to foster involvement and collaboration between health consumers, researchers and non-government organisations.</p>
10:40	<p>Understanding the support system for survivors of institutional child sexual abuse: A small-scale qualitative study of community and legal practitioners in Greater Western Sydney (GWS)- Laura Butler, WESTIR Social Researcher</p> <p>In 2021, WESTIR did a qualitative study among 21 practitioners in GWS, to understand the system of support for survivors of institutional child sexual abuse. The research highlighted the challenges, gaps, and potentials within the support system. WESTIR's research report and accompanying background report were published in December 2021. In this session, WESTIR will highlight the research process and key findings. The presentation may be of greatest interest to those seeking to conduct qualitative research, as well as services supporting children and trauma survivors.</p>
10:55	Group discussion and sharing (<i>might do breakouts, depending on numbers</i>)
11:10	Discussion: October and 2023 forums
11:30	Feedback poll and close – Dr Catherine Massola, The University of Sydney Neighbourhood Research Hub (Room will remain open for further networking!)