

Practical Ways to Be Inclusive

Here's our handy summary for your wall :)



Inviting Partnership

Build relationships early

Practical idea: Build trust by connecting with community groups and individuals before you need their input.

Be intentional about diversity

Practical idea: Reach out to PPI Partners with a range of identities. Community organisations and charities can be a great first contact.

Address the confidence gap

Practical idea: Be explicit about the specific experiences you are looking for.

Embed diversity in decision-making

Practical idea: Include diverse voices on advisory boards, steering committees, and in leadership roles.

Track and learn from diversity

Practical idea: Collect anonymised demographic information to see who is (and isn't) represented.

Use symbols of safety

Practical idea: Signal your commitment to inclusion with visible signs like adding pronouns to your email signature.

Offer support and mentorship

Practical idea: Offer optional mentoring or peer-support opportunities, recognising that expertise flows both ways. Provide resources like a 'Welcome Kit' to support people.

Use the community's own language

Practical idea: Contributors will define their world in their own words, so listen for the specific phrases people use or ask what they prefer.

Nurturing Partnership

Induct and train all team members

Practical idea: Provide a shared induction for all team members to build a shared foundation.

Develop a partnership 'Terms of Reference'

Practical idea: Co-create a document with PPI Partners outlining mutual expectations, roles and responsibilities. Revisit it regularly.

Plan for compensation and recognition

Practical idea: Ask what form of compensation is best and discuss forms of recognition.

Gather only what data/information you need

Practical idea: Remove any non-essential questions and explain why you are collecting information so people feel more comfortable sharing.

Offer a single point of contact

Practical idea: Assign one person to be the main contact to build rapport and avoid confusion.

Get to know each other as people

Practical idea: Share appropriate personal information about yourself to build trust and rapport.

Create inclusive forms

Practical idea: Make your materials more welcoming by expanding the options for identity-based questions.

Enabling Partnership

Be open to communicating in various ways

Practical idea: Encourage multiple ways to communicate and respond, such as spoken, written, visual, or recorded formats.

Embrace flexibility

Practical idea: Be open to adjusting timelines, formats, or locations.

Be mindful of digital tools

Practical idea: Ask which platforms and formats work best for people. Consider low-bandwidth connections, and be mindful of privacy.

Ensure understanding for all

Practical idea: Provide materials in advance so people can review them and prepare. Offer ways that people can follow up afterwards, too.

Meet in an accessible, neutral space

Practical idea: Hold meetings in local, community settings. Check that venues are fully accessible.

Allow for personalisation

Practical idea: Provide a separate space ('quiet room') where people can rest and recharge.

Encourage support

Practical idea: Invite PPI partners to bring someone they trust, such as a friend, family member, or advocate.

Honouring Partnership

Ask for feedback

Practical idea: Request direct feedback on PPI activities to understand what worked well and what didn't.

Report back

Practical idea: Follow up regularly to communicate the difference that the PPI made.

Revisit compensation and recognition

Practical idea: Keep partners up to date on agreed arrangements for payments and other forms of recognition.

Manage research fatigue

Practical idea: Rotate short-term and long-term opportunities across a wider community to prevent burnout.

Check in

Practical idea: For longer-term partnerships, regularly ask, "Do you still wish to be involved?"

Say 'Thank You' and also say 'Goodbye'

Practical idea: Communicate the project end date, potential future collaboration, and mark completion with a small celebration.



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