

SA innovation Hub – useful resource material for Consumer engagement

https://en.wikipedia.org/wiki/Customer_engagement

<http://www.forbes.com/sites/forbesinsights/2015/01/29/6-strategies-to-drive-customer-engagement-in-2015/#7c334c6f2f09>

<http://www.mckinsey.com/business-functions/marketing-and-sales/our-insights/five-no-regrets-moves-for-superior-customer-engagement>

<http://www.gallup.com/services/169331/customer-engagement.aspx>

<http://blog.accessdevelopment.com/what-is-the-definition-of-customer-engagement>

<http://www.centreforwelfarereform.org/library/categories/growing-old-with-dignity>

<http://www.centreforwelfarereform.org/library/categories/healthcare>

<http://www.centreforwelfarereform.org/library/categories/innovation-leadership-management>

<http://www.centreforwelfarereform.org/library/categories/personalisation-and-rethinking-care>

<http://www.centreforwelfarereform.org/library/categories/real-homes-for-everyone>

<https://www.youtube.com/watch?v=VNrZPMWd2VY>

<http://www.socialrolevalorization.com/en/resources-bookstore/articles>

<http://rtc.umn.edu/valuinglives/>

<http://www.myagedcare.gov.au/help-home/home-care-packages/consumer-directed-care-cdc>