



Eyre and Far North Local Health Network

Consumer and Community Engagement Strategy 2020-2023



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This Strategy is underpinned by the Eyre and Far North Local Health Network (EFNLHN) Consumer and Community Engagement Framework 2020 2023 (CCEF), the South Australian Health and Community Services Complaints Commission (HCSCC) Charter for Health and Community Services Rights (2011) and the SA Carer Recognition Act (2005)

Consumer Rights

When receiving a health or community service consumers have a right to:

Access	Right to access health and community services
Safety	Right to be safe from abuse
Quality	Right to high quality services
Respect	Right to be treated with respect
Information	Right to be informed
Participation	Right to actively participate
Privacy	Right to privacy and confidentiality
Comment	Right to comment and / or complain

Carer Rights

This Strategy supports the seven principles in the South Australian Carers Charter:

- Carers have choices within their caring role
- Carers' health and wellbeing is critical to the community
- Carers play a critical role in maintaining the fabric of society
- Service providers work in partnership with carers
- Carers in Aboriginal and Torres Strait Islander communities need specific consideration
- All children and young people have the right to enjoy life and reach their potential
- Resources are available to provide timely, appropriate and adequate assistance to Carers

Introduction

Consumer Engagement is about empowering consumers and communities to play an active role in decision making about their health service. The Eyre and Far North Local Health Network (EFNLHN) values the positive contributions consumers, carers and local communities make to improve our health service.

To that end, The Consumer and Community Engagement Strategy (CCES)2020 2023 will;

- Outline EFNLHN's approach and core engagement strategies
- Describe the infrastructure and governance mechanisms EFNLHN will use to support engagement
- Detail how EFNLHN will measure, monitor, evaluate and improve our engagement activities

This Strategy will guide the implementation of the EFNLHN Consumer and Community Engagement Framework 2020 2023 (CCEF).

Why we engage with Consumers and Community

There are rewards for health services who actively engage their consumers and communities. Listening to consumers helps us make changes that benefit the community, so that our services are tailored to their needs.

The benefits of consumer and community engagement include:

- More accessible and responsive services, particularly for vulnerable communities
- Improved patient safety outcomes
- Better understanding of the role of health services in the community
- Improved health literacy, as information is presented in a relevant and engaging way



Key Principles

The EFNLHN Consumer and Community Engagement Strategy (CCES) is consistent with the SA Health Consumer and Community Engagement Strategic Framework (CCESF) 2020-23 Principles of Engagement:

Partnering	Empowering	Transparent	Meaningful	Respectful
Consumers, carers and the community must be active in service design and decision making.	Consumers and the community are provided with the skills to participate effectively.	Open and inclusive decision making at all levels. Sharing information is essential to ensuring safety, quality and consumer centred care.	Authentic relationships exist between consumers, the community and health professionals.	The role of all people engaged with EFNLHN is valued.



National Safety and Quality Standards

All hospitals are required to maintain accreditation with the Australian Commission on Safety and Quality in Healthcare Standards. Standard Two is all about Partnering with Consumers. The intention of this standard is to ensure that health services are responsive to the needs of the consumers and communities they serve.

To comply with Standard Two, health services must demonstrate they are designing and planning services together with their consumers and community, and ensure that consumers and the community are involved in the monitoring, measurement and evaluation of the health service's performance. This strategy will outline the ways that EFNLHN will meet Standard Two.



Enablers

EFNLHN's approach to community and consumer engagement will be guided by core enablers; they are fundamental in guiding EFNLHN to successfully plan, manage and implement engagement activities.

They are as follows;

1: Inclusive of diversity

- Strengthening health system participation and partnership with diverse communities and engaging effectively with these diverse groups

2: Accessible and informed opportunities to participate

- Promoting engagement opportunities that are accessible to the broadest range of consumers, carers and community groups to meaningfully participate

3: Partnering in co-design, planning and evaluation

- Partnering with consumers, carers and the community in planning, implementation and evaluation of its service

4: Systems, strategies and mechanisms for active engagement

- Ensuring systems, strategies and mechanisms to actively engage with consumers, carers and the community

5: Consumer centred best practice

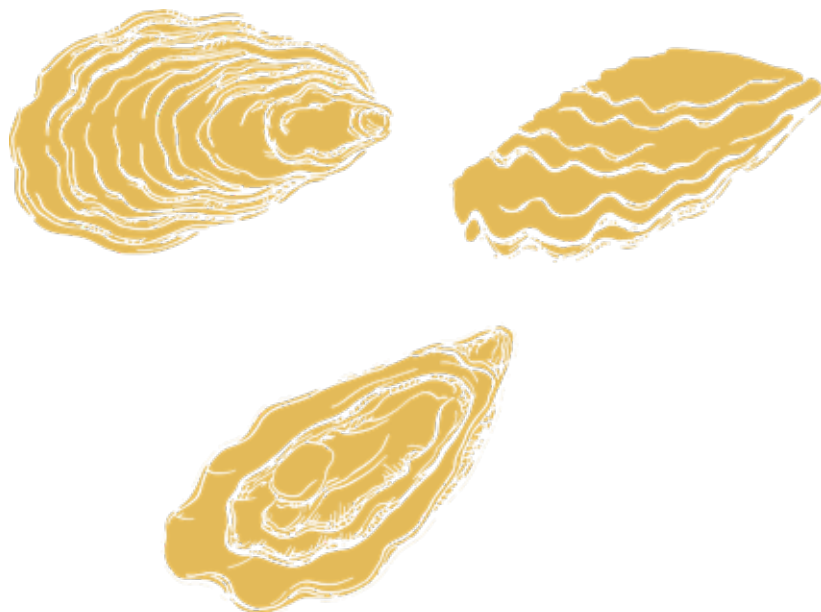
- Ensuring consumer, carer and community engagement practices meet national standards and are informed by best practice

Our Strategy

In EFNLHN our consumer and community engagement happens in a variety of ways, each tailored to the needs of the different groups we serve within our community. It is important that we design our engagement strategies in a way that ensures the right method to achieve meaningful, appropriate and purposeful engagement.

The EFNLHN Consumer and Community Engagement Strategy comprises:

- Governance structures in place across EFNLHN to coordinate and manage consumer and community engagement activity
- A suite of engagement tools and strategies for implementation across all levels of EFNLHN
- Training and infrastructure opportunities for consumers, the community and healthcare professionals, to support community engagement
- Mechanisms to capture and evaluate improvements resulting from consumer and community engagement activities
- Partnership strategies to support engagement with stakeholders



EFNLHN

Governance Structure

The EFNLHN Board is committed to consumer and community engagement. We have a system of governance where consumer and community engagement is a key priority. There is consumer and community representation on key governance committees:

- EFNLHN Governing Board
- EFNLHN Executive Committee
- Tier 1 Community, Consumer and Clinician Engagement Committee
- Tier 2 Consumer and Community Engagement Committee

The Committees that report to the Governing Board's Tier 1 Community, Consumer and Clinician Engagement Committee (CCCEC) include;

- Clinical Leads Committee
- Consumer and Community Engagement Committee

The Consumer and Community Engagement Committee is responsible for the implementation of the Consumer and Community Engagement Strategy.

Additionally, EFNLHN values the importance of Health Advisory Councils (HAC's) in the process of engagement. The CCCE Committee is strengthened by representation from each of the six HACs.

Consumer representation in EFNLHN Governance

The Consumer, Community and Clinician Engagement Committee (CCCE) Tier 1, will assess each governance committee within EFNLHN to determine suitability for consumer and community membership. Suitable committees will:

- Seek and engage a consumer or community representative to join the committee
- Orientate representatives to the functions of the committee as guided by the EFNLHN Consumer representative/expert Orientation and Information Book
- Provide support and training to enable meaningful participation in line with SA Health Consumer and Community Advisory Committee/Group Toolkit.
- Provide committee documents in a format that is most suited to each individual representative
- Ensure reimbursement is provided in accordance with the SA Health Sitting Fees and Reimbursement for External Individuals Policy Directive or relevant current policy.

The Consumer and Community Engagement Committee (CCEC) Tier 2, will monitor and report to the CCCEC the appointment of consumer representatives across EFNLHN Governance committees.

STRATEGY 1. A system of Governance where community engagement is a key priority

Key Outcome	Lead
The Tier 1 Board Consumer, Community and Clinician Engagement Committee (CCCEC) to assess each governance committee within EFNLHN to determine suitability for consumer or community member representation.	Chair, CCCEC
EFNLHN Governance Committees assessed as suitable for consumer representation will seek to appoint, orientate, support and train consumer representation in line with the SA Health Consumer and Community Advisory Committee/Group Tool Kit.	Chair, CCCEC

Engagement Tools and Strategies

In order to strengthen and improve the practice of consumer and community engagement, SA Health has developed the Guide for Engaging with Consumers and the Community.

The Guide contains a suite of methods, tools and templates that can be utilised throughout the engagement process. These tools are available on the Consumer engagement and participation page at www.sahealth.sa.gov.au

EFNLHN will utilise the Guide when planning and preparing for consumer and community engagement across all levels of our organisation.

The Guide includes the following key tools.

Tool 1. Five step guide for preparing and planning for consumer and community engagement

Tool 2. Checklist for engaging with Consumers and the Community

Tool 3. Tips for communicating clearly

Tool 4. The Teach-Back method

Tool 5. Follow-up with Consumers

Tool 6. Encourage questions

Tool 7. Assessing readability

Tool 8. Writing health information



In addition, the **Guide for Engaging with Consumers and the Community** provides a detailed list of engagement methodologies and tips for their use. Methodologies include:

- Survey (written/telephone/email/face to face)
- Public meetings and forums
- In-depth interview
- Consumer representation on committees
- Focus groups
- Workshops

EFNLHN services will utilise these methodologies as is best suited to the consumer and community group they serve.

For detailed guidance on how and when to utilise these methodologies please refer to Section 6 of the **Guide for Engaging with Consumers and the Community**.

STRATEGY 2. Strengthen and improve the practice of consumer engagement

Key Outcome	Lead
EFNLHN Strategic Plan to be developed in partnership with regional communities and consumer groups.	Chair, EFNLHN Board
SA Health Guide for Engaging with Consumers and the Community Tools and engagement methodologies will be made accessible to all staff through the Consumer and Community Engagement Hub to be developed.	Chair, CCCEC
SA Health Guide for Engaging with Consumers and the Community to be utilised whenever EFNLHN is planning and preparing for consumer and community engagement.	Chair, CCCEC
EFNLHN services will utilise the tools and methodologies for engagement available within the SA Health Guide for Engaging with Consumers and the Community prior during and after service planning, change and development.	Chair, CCCEC
EFNLHN will utilise social media platforms to keep consumers and the broader community informed of important information about their health service.	CEO

Training and Infrastructure to support engagement

Building a culture of community and consumer engagement across EFNLHN requires both staff and consumer and community representatives to possess knowledge and capacity. EFNLHN believes that staff and representatives must have access to support and training so that they can be effective influencers in our health service.

A community and consumer engagement training page will be created on the Regional Health Hub Learning and Development SharePoint page. The page will provide a central depository of training opportunities for staff and consumer and community representatives to access.

In addition, consumer engagement-related mandatory training is available to staff. Training units include:

- Aboriginal Cultural Learning
- Partnering with Consumers and Community
- Patient Incident Management and Open Disclosure

STRATEGY 3. Build Knowledge and Capacity

Outcome	Lead
The Tier 1 Board Consumer, Community and Clinician Engagement Committee (CCCEC) to assess each governance committee within EFNLHN to determine suitability for consumer or community member representation.	Chair, CCCEC
Populate Consumer and Community Training Hub with training and development opportunities for consumer representatives and health workers	Chair, CCCEC

Measurement and Evaluation

It is essential for EFNLHN to measure, evaluate and monitor our Consumer and Community Engagement Strategy. The Tier 2 Consumer and Community Engagement Committee (CCEC) will report against the progress of this strategy through the EFNLHN governance structure.

Evaluation mechanisms will include:

Committee Evaluation

EFNLHN utilises the tools available in the SA Health Consumer and Community Advisory Committee Guideline and Toolkit to measure and evaluate our consumer representatives experience as members of applicable EFNLHN Governance committees. In particular:

- Consumer and Community Advisory Committee / Group Member Evaluation Questionnaire
- Committee Evaluation Tool

Audit Tools

EFNLHN will use the NSQHS Standard 2 Partnering with Consumers Ward/Unit and Facility audit tools to assist evaluation of Consumer and Community Engagement Strategy. These tools can be accessed from the SA Health Guide for Engaging with Consumers and the Community.

The CCEC will work with the service leads to develop evaluation mechanisms that are appropriate to measure their individual service-specific consumer and community engagement methodologies.

Feedback

Feedback from our consumers and community about their experience is invaluable in the development of a better health service.

Consumer feedback and complaints provide an opportunity to observe the quality of health care from the perspective of consumers and carers. It also assists in directing improvement in the quality of services.

The SA Health Consumer feedback and complaints management page holds the information and resources EFNLHN uses to support our staff measure and evaluate consumer experience.

A Guideline and Toolkit has been developed to assist staff with the consumer feedback and complaints process.

In addition the Rural Support Service has developed the Compliments, Complaints, Suggestions and Advice page. This page has tools and templates to guide staff through the feedback process.

KEY STRATEGY 4. Measure and evaluate engagement

Outcome	Lead
Committee Evaluation <ul style="list-style-type: none"> Consumer and Community Advisory Committee / Group Member Evaluation Questionnaire (yearly) CACAC / CAG Committee Evaluation (yearly) 	Chair, CCCEC
Audit tools and schedule <ul style="list-style-type: none"> Ward / Unit audit tool: collects ward / unit level data Facility audit tool: collects facility level data and collates the ward / unit level responses. 	Chair, CCCEC

Partnerships

Community and consumer engagement in EFNLHN will occur together in partnership with internal and external health service providers working in our region.

EFNLHN will seek out opportunities to work with our partners to engage our shared communities. We will strive to build strong relationships with our partners by sharing information learned through consumer and community engagement.

In addition, Health Advisory Councils (HAC) are our valued partner in the development of regional health services. EFNLHN seeks to foster and grow our partnership at every opportunity. EFNLHN partners with each HAC to consult about all significant developments in our health service.

KEY STRATEGY 5. Build strong relationships with our partners

Outcome	Lead
EFNLHN Service Leaders identify partners who are key to their health service delivery	EFNLHN Service Directors
EFN Service leaders and partners will develop mechanisms for consumer engagement	EFNLHN Service Directors



Specialist Communities (Targeted Populations)

EFNLHN recognises that some communities or groups require specialised and targeted methods to ensure successful engagement. As such, together with their communities, EFNLHN Service Leads for Aboriginal Health, Mental Health and Aged Care have developed information and resources that can be accessed to assist and guide engagement.

These resources will be available through dedicated pages on the EFNLHN Consumer and Community Engagement Hub. Examples of such resources for Mental Health and Aboriginal Health are as follows.

Aboriginal Community and Consumer Engagement (ACCE)

EFNLHN acknowledges the important role Aboriginal people play in the development and planning of health services for their communities.

The **Country Health SA Aboriginal Community and Consumer Engagement (ACCE) Strategy** has been developed to assist to achieve culturally respectful and meaningful community and consumer engagement. This has been adopted by the Eyre and Far North Local Health Network.

Aboriginal Health Experts by Experience Register

The Eyre and Far North Local Health Network's Aboriginal Health Experts by Experience Register has been developed to assist services to engage with Aboriginal people living in Country SA. The register also acknowledges the lived experience of Aboriginal people and the wealth of knowledge that comes with their life experiences.

SA Health Guide for Engaging with Aboriginal People is a practical tool to assist SA Health staff engage Aboriginal people in a culturally respectful and effective way. The Guide provides information about possible ways to engage Aboriginal people in a range of contexts. The Guide also assists SA Health staff who are completing an Aboriginal Health Impact Statement, and who are therefore required to conduct Aboriginal stakeholder and community engagement.

Mental Health

EFNLHN believes we must provide all consumers of the mental health system an avenue to identify and resolve deficiencies in service quality that, historically, compromised the rights of people with a mental illness.

Consumer and Carer Participation Program

The Rural and Remote Mental Health Consumer and Carer Participation Program has been created to assist teams achieve co-design with consumers. The program is delivered to teams through direct contacts by the Experts By Experience team, the nominated Team Champions and Team Leaders.

Program Priority areas:

- Improved use of Your Experience of Service (YES) full length and Carer Experience of Service (CES) surveys
- Implementation of Improvement plans
- Integration of Consumer and Carer voice through Regional Governance and Leadership meetings
- Consumer and carer participation in selection panels and committees

YES/CES surveys can be accessed online by going to www.sahealth.sa.gov.au/carers

Welcome Packs are to be given to each consumer when they first enter a rural Mental Health service. These packs will provide important information regarding our services, treatments available, rights and responsibilities and how consumers will be supported during their recovery.

Country Health Connect

Country Health Connect encompasses all of Country Health SA's community health, in-home and residential aged care and disability support services.

The Country Health Connect NDIS team work in partnership with NDIS participants across the Network and have a strong focus on:

- Respecting participant's choices and wishes
- Supporting dignity or risk
- Supporting participants to achieve their own goals and be involved in planning their care
- Delivery of high quality and safe supports

CHC have a number of consumer engagement tools available for use, these can be accessed on the **Country Health Connect page**. Tools available include:

- Facilitating the goal setting conversation & process
- Client Conversation Tool Form
- Client Goal and Care Plan Form



For more information

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sahealth.sa.gov.au/eyreandfarnorthlhn

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