

CONSUMER, CARER AND COMMUNITY ENGAGEMENT STRATEGIC FRAMEWORK OVERVIEW

SA Health is committed to engaging and partnering with consumers, carers and the community.

SA Health values the contribution consumers, carers and the community can make in improving health services, including service planning, designing care and service monitoring and evaluation. SA Health is committed to robust consumer, carer and community engagement.

The Consumer, Carer and Community Engagement Strategic Framework has been developed to ensure there are mechanisms in place to actively engage with consumers, carers and the community to meet their needs and develop appropriate services.



OUR VISION

South Australians are partners in decision-making through a collaborative, transparent, meaningful, respectful and empowering approach.

OUR MISSION

Consumer, carer and community engagement is essential for health service culture, quality and safety and person-centred care.

GOALS

Key actions to ensure a sustainable, consumer, carer and community engagement model

1. Consumer-centred comprehensive care
2. Consumer, carer and community-centred communication
3. Partnering in governance and shared decision making
4. Evaluating for safety and quality

Values

Five core values setting the standards for consumer, carer and community engagement practices



Further information

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