



# Consumer, Carer and Community Engagement Strategy 2019-2024

Nothing for consumers and  
carers, without consumers and  
carers.



**Health**  
Women's and Children's  
Health Network

**This document should be read in conjunction with the:**

- > Women's and Children's Health Network Clinical Governance Framework
- > Women's and Children's Health Network Safety and Quality Strategy and Improvement Plan
- > Women's and Children's Health Network Consumer, Carer and Community Framework
- > Women's and Children's Health Network Person and Family Centred Care Charter
- > Women's and Children's Health Network Aboriginal Health Plan 2018-2022
- > Women's and Children's Health Network Public Promotion Framework
- > Women's and Children's Health Network Communications Strategy
- > SA Health Statewide Consumer and Community Engagement Strategic Framework 2019-2022
- > SA Health Directive [Guide for Engaging with Consumers and the Community Policy Guideline](#)
- > SA Health Sitting Fee Policy
- > Charter for Health and Community Services Rights
- > Carer Recognition Act (2010).

This Strategy is consistent with the *Health Care (Governance) Amendment Bill 2019* responsibilities of Governing Boards pertaining to consumer and community engagement including:

s33 Governance and management arrangements

- > 2(e)(iii) to prepare and review strategies to promote consultation with health consumers and community members about provisions of health services.

s33A Engagement Strategies

- > 1(b) to promote consultation with health consumers and members of the community about the provision of health services.
- > 2(b) to consult consumers and members of the community in the development of strategies for them.
- > 2(b) to publish consumer and community engagement strategies in a way that is accessible to the public.
- > 3(3) complete a review of a consumer and community engagement strategy within 3 years after publication.

## Introduction

This is a living document and will be updated as the Women's and Children's Health Network progresses actions particularly within the Women's and Children's Health Network Consumer, Carer and Community Engagement Strategy 2019-2024.

Within this document, we have used the term 'Aboriginal' to refer to people who identify as Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander. We do this because the people indigenous to South Australia are Aboriginal and we respect that many Aboriginal people prefer the term 'Aboriginal'. We also acknowledge and respect that many Aboriginal South Australians prefer to be known by their specific language group(s).

## Acknowledgement of Traditional Owners

The Women's and Children's Health Network (WCHN) acknowledge Aboriginal people as the traditional owners of country throughout South Australia and we respect their continuing connection to land, sea and community. We also pay our respects to the cultural authority of Aboriginal and Torres Strait Islander people from other areas of Australia who reside in South Australia.

## Purpose

The WCHN Consumer, Carer and Community Engagement Strategy 2019–2024 (the Consumer Engagement Strategy) progresses WCHN’s vision by capitalising on the achievements of the Consumer and Community Engagement and Responsiveness Strategy 2015-2018. The Strategy was developed collaboratively with WCHN consumers and staff. More than 235 individuals provided feedback, and development of the Consumer Engagement Strategy was overseen by 16 consumer and carers as part of the co-design team.

The purpose of the Consumer Engagement Strategy is to strengthen the structure and key actions, to further integrate consumer, carer and community engagement throughout all levels and services of WCHN. The Strategy will enable co-design and collaboration, to better plan, design and deliver care services that meet the diverse needs of the people who use them directly or indirectly.

The Strategy is underpinned by the Consumer, Carer and Community Engagement Framework, six principles of engagement, the WCHN Person and Family Centred Care Charter and the philosophy “nothing about consumers and carers, without consumers and carers”.

Under section 33A of the *Health Care (Governance) Amendment Bill 2018*, an Act to amend the *Health Care Act 2008*, the Governing Board for an incorporated hospital must develop and publish a strategy to promote consultation with health consumers and members of the community about the provision of health services by the incorporated hospital (a consumer and community engagement strategy).

## Our promise to the community

WCHN is committed to the philosophy of “nothing about consumers and carers, without consumers and carers” and the practice of person and family centred care. Accordingly, WCHN will engage with consumers, carers and the community in a respectful and purposeful way. This includes:

- > Keeping you informed, seeking your input and closing the feedback loop
- > Working with you to ensure we communicate in a way that you understand
- > Ensuring we use the best methods for communicating with a diverse audience
- > Taking your feedback seriously and using it to change and improve
- > Ensuring shared decision making is applied across the care continuum
- > Promoting a health literate environment
- > Supporting and sustaining engagement through a robust governance structure
- > Adding value to our decision making by having our consumers, carers and community members on our operational committees and participating in co-design activities.

We are committed to fulfilling the principles and requirements of the National Safety and Quality Health Standards, and ensuring every WCHN employee demonstrates the behaviours outlined in the WCHN Person and Family Centred Care Charter.

We acknowledge the diversity across our community, including Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), and migrant communities. We acknowledge the scope of influence those members of the community have on our consumer and community engagement practice. We are committed to providing meaningful engagement opportunities that do not overwhelm or indirectly cause further harm to cultural practice. We are also committed to ensuring elders and community leaders are part of the planning process, and that we understand the history of engagement, demographics, seasonal issues, local interest groups, traditional owners, political climate and history, prior to launching a community engagement project.

We are committed to being inclusive of people from the LGBTQIA+ community and we respect people's diverse abilities. We provide services to clients irrespective of race, religion, politics, age, disability, gender and sexuality and our staff are encouraged to assess their own prejudices to ensure all patients receive the highest standard of care.

We aim to ensure children and young people have greater control over their lives through participation at the organisational, and individual, healthcare levels. Our engagement will be tailored to developmental stages and underpinned by the WCHN Child and Youth Engagement Framework.

We are committed to ensuring women have a strong voice in their healthcare planning, pregnancy, perinatal and postnatal care. We will ensure our approaches are inclusive and tailored to meet their individual needs.

We will work to make sure consumers are able to access and understand information to promote choice, explore options and facilitate shared decision making.

## Forewords

### **Chair of the Women’s and Children’s Health Network Governing Board, Jim Birch AM**

Partnering with our consumers is critical to the delivery of personal, connected and safe care within the Women’s and Children’s Health Network. Working in partnership with our consumers, carers and community forms part of our core business, and responding to their needs in a timely fashion is, and will continue to be, our highest priority. The Framework, Strategy and spirit of consumer, carer and community engagement continues with our responsive plan, which covers the next five years. As Board Chair of the organisation and Chair of the Consumer and Community Engagement Subcommittee, I will work with our consumers, carers and community, and WCHN staff to place consumers at the centre of everything that we do. If we give people a real say in shaping their healthcare, we are upholding our promise “nothing about consumers and carers, without consumers and carers”.

### **Chief Executive Officer, Lindsey Gough**

Consumer and community engagement is both a process and an outcome within WCHN. We have built a proud history and reputation as an organisation that partners with consumers, carers and the community. We have demonstrated that when you partner in a genuine and authentic fashion you see better health outcomes, a reduction in complaints and an increase in satisfaction.

The 2019–2024 Consumer Engagement Strategy continues the significant work done by consumers and staff alike over the past five years and positions the organisation to continue actively working in partnership with consumers, carers and the community at all levels of decision making.

Our success with engagement means we are personalising care, customising our responses and defining our achievement through consumer and community engagement. The translation of this strategy is the responsibility of the workforce, stakeholders and consumers, and I am confident that our agile consumer governance will continue to be a key part of its successful implementation. It excites me that we can build on our success and that our consumer and community engagement will grow into the future.

### **Director Aboriginal Health, Jacqueline Ah Kit**

Engaging Aboriginal people, families and communities in all aspects of service delivery, from individual care through to service planning and policy development, is important to ensure services are culturally safe and meet the needs of Aboriginal consumers. Health outcomes will only improve when barriers to accessing health services are addressed and Aboriginal people have a clear voice in how services are delivered.

Aboriginal people experience more life risk factors, poorer health and less acceptable outcomes in a range of life areas when compared with the general population. As a result, Aboriginal people are among the most disadvantaged population groups in the community, and in our Health Network we take partnering seriously with the community to ensure we are addressing the health inequalities.

### **Consumer and Community Partnering Committee Consumer Co-Chair, Lily Griffin**

WCHN has demonstrated its commitment to transition the spirit of person and family centred care into the everyday practices of care delivery, care planning and service redesign. Healthcare is a complex organism that is in a constant state of flux. The complexities provide challenges but these challenges can be solved when we activate the voice of those who access the services.

The organisation has built a formidable reputation to uniquely provide partnerships in design, decision-making and delivery by trusting the community to have a meaningful say. The 2019-2024 Consumer Engagement Strategy is not a panacea to solving the complexities of healthcare planning and provision, rather it is a critical element of successful healthcare.

The focus to have the consumer, carer and community at the decision-making table at all stages from beginning, middle to end, ultimately means that healthcare provision is better, tailored and safer. This strategy is ambitious and full of genuine grit. Together we need to ensure the words on the pages transition into practice. What was built in the previous strategy and the legacy created, lives on in this new Strategy.

### **Consumer Youth Advisory Group Chair, Tahlia Riessen**

We have confidence that our community is part of the decision-making fabric that has been woven into WCHN. Children and young people, like me, have proven that we can be movers and shakers of healthcare decision-making, not simply users and choosers.

The 2019-2024 Consumer Engagement Strategy provides vision, purpose and focus on strengthening our collective ideas, choices, options and decisions in all facets of the organisation. This strategy supports the organisation to TUNE into our needs by:

- > Treating us as individuals
- > Understanding that our illness, recovery, pregnancy or diagnosis might not be our only concern
- > Nourishing our need to be heard on all matters that impact healthcare planning
- > Equally sharing decisions with us.

We need the organisation to provide opportunities for children and young people to be heard, and trust us that when supported we will step up, contribute and lead.

## Definitions

### What is a consumer?

At WCHN, consumers are people who use, or are potential users, of our healthcare services. They are also people who are affected by the delivery of healthcare services, including patients, families, carers, friends and other support people. WCHN consumers extend beyond the hospital and include those who use our community services - Child and Adolescent Mental Health Services (CAMHS), Metropolitan Youth Health, Yarrow Place, Acute and Subacute Services, Complex Care and Disability Services, Youth Women's Safety and Wellbeing Division, and Child and Family Health Services (CaFHS).

In this Strategy, the term consumer should be taken to mean the full breadth, diversity and richness of consumers represented at WCHN.

### What is a carer?

Carers come from all walks of life. You can become a carer gradually, by helping out more and more over time, or suddenly after a health crisis or an accident. Carers provide emotional, social and/or financial support. And they don't get paid for it. Caring may include physical and personal care and assistance such as dressing, lifting, showering, feeding, providing transport, attending appointments, management of medications or providing assistance in an emergency.

### What is consumer and carer engagement?

Engagement occurs on a continuum of practice, from being informed, consulted, involved and directed to lead, to service improvements. WCHN and this Strategy are underpinned by the International Association of Public Participation Model of Engagement. This values a wide breadth of public participation across all levels of governance. Furthermore, it acknowledges that engagement means involvement in treatment planning and is carried out in partnership with, rather than "to", "about" or "for" consumers. This approach values a sense of empowerment and self-determination, allowing consumers and carers to be in control of options, choice and decision based talk and activities.

### Who is our community?

WCHN provides state of the art healthcare for women, children and young people across the state of South Australia.

- > The Women's and Children's Hospital (WCH) is the state's leading provider of specialist care for children with acute and chronic conditions and offers South Australia's largest maternity and obstetric service.
- > Each year, WCH supports the birth of approximately 4800 babies.
- > WCH manages 46,000 Emergency Department presentations, 15,000 presentations to the Women's Assessment Service, admits 32,000 inpatients and has 240,000 outpatient appointments on average per year. On average 40% of patients seen at the hospital identify as male and 60% identify as female. 45% are aged 3–8 years of age and 25% are newborn to two years of age.
- > WCHN delivers key statewide services including CAMHS, CaFHS, Child Protection Service, Children's Disability Services, Youth Health Service, Women's Health Service and Yarrow Place Rape and Sexual Assault Service.
- > Approximately 5% of our consumers identify as Aboriginal and/or Torres Strait Islander.
- > Approximately 17% of inpatients are born overseas and 8% of paediatric emergency and 40% of Women's Assessment Service consumers were born overseas.
- > The main languages spoken by consumers who have English as a second language are: Mandarin, Vietnamese, Arabic, Dari, Persian, Hazaragi, Nepali, Burmese, Hindi and Punjabi. We provide on average 12,000 translation services each year.

## Person and Family Centred Care

WCHN is committed to Person and Family Centred Care (PFCC) and this underpins all our activity. The WCHN PFCC Charter identifies its core business as the consumer and their family. The PFCC Charter has four pillars:

1. Treat consumers and their family with dignity and respect
2. Communicate information clearly and openly with the consumer
3. Actively involve consumers in decision-making
4. Be positive and kind.

The 2019-2024 Consumer Engagement Strategy dovetails with PFCC philosophy and the Charter by providing the organisational framework to build and sustain quality and genuine partnership with consumers, to deliver better outcomes for individuals and the broader community.

The PFCC Charter and the 2019-2024 Consumer Engagement Strategy both strive to deliver better than expected customer service and the best possible health and wellbeing outcomes for consumers. Healthcare is one of the most complex and intimate forms of customer service, which requires a tailored approach and a perspective of the 'whole person', because not all patients are the same, and multiple factors can influence health outcomes.

Through partnerships of accountability and transparency, we need a disciplined approach to keeping person and family centred care at the core of our business and by doing so we can all execute better healthcare experiences.

## Principles of engagement

This Strategy is guided by the following six principles of consumer, carer and community engagement as part of, and consistent with, person and family centred care.

### Support diversity

- > Recognise, respect and engage with the diverse range of consumers including those with cultural, age, religious, lifestyle and identity diversity
- > Ensure engagement processes are tailored and culturally safe, and approached sensitively
- > Build effective systems to respond to the needs of our rainbow families.

### Practice partnership

- > Recognise consumers are our partners
- > Support and enable shared decision making about healthcare
- > Work collaboratively with consumers on health system services and design
- > Ensure the voice of the family including fathers, grandparents and kinship are respected, legitimised and supported as part of individual care processes.

### Support healthcare rights

- > Inform consumers of their rights
- > Advocate for consumers healthcare rights.

### Support transparency

- > Default to open and inclusive decision making at all levels
- > Commit to open disclosure including performance data
- > Consumer engagement outcomes are reported back to consumers.

### Embed empathy

- > Support understanding of what it may be like to 'walk in the consumer's shoes'
- > Recognise a consumer comes with a life story and that this is relevant to their healthcare
- > When communicating with consumers, ask, listen and validate.

## Goals

The following section sets out the goals for the 2019-2024 Consumer Engagement Strategy. The goals are described by an outcome statement. The identified actions will support the delivery of each goal and will be reviewed, and added to, through an annual review process.

- > **GOAL ONE:** To build strong, genuine and meaningful partnerships with Aboriginal consumers, organisations and communities to meet their healthcare needs.
- > **GOAL TWO:** To lead a Person and Family Centred Care approach through building and sustaining a culture of engagement to support women and children to experience connected, personal, safe and quality care
- > **GOAL THREE:** To embed principles of individual and organisational health literacy and shared decision-making in all care, communications and governance of the organisation.
- > **GOAL FOUR:** To ensure innovation, continuous improvement and valuing diversity in WCHN consumer and community engagement. Ensure that involvement of consumers and carers is fun, sustainable, efficient and embedded
- > **GOAL FIVE:** To have a culture of engagement that values the voice, perspectives and experiences of women, children, young people and families.
- > **GOAL SIX:** To have consumer, carer and community engagement across all facets of the design, implementation and evaluation of the new Women's and Children's Hospital.

*“Aboriginal health needs to be first on the agenda” – consumer quote.*

## **GOAL ONE: To build strong, genuine and meaningful partnerships with Aboriginal consumers, organisations and communities to meet their healthcare needs.**

Supporting the National Safety and Quality Health Standard 2 - Partnering with Consumers:

2.13. The health service organisation works in partnership with Aboriginal and Torres Strait Islander communities to meet their healthcare needs, and:

- > Standard 1 Clinical Governance (1.2, 1.4, 1.33)
- > Standard 5 Comprehensive Care (5.8).

### **Outcome**

Aboriginal people, families and communities will recognise WCHN as a culturally inclusive, responsive and respectful health service provider; and effective partnerships with Aboriginal community organisations are developed and maintained. This is evidenced by increased engagement with Aboriginal consumers and communities both leading and influencing the design and delivery of services, and broader policy decisions that impact them.

### **Goal 1 Actions**

1.1 Increase the number of Aboriginal people on the WCHN Consumer Register.
1.2 Work in partnership with the WCHN Aboriginal Health Division to develop and implement strategies to increase Aboriginal consumer representation in the WCHN governance framework, for example, create an Aboriginal Consumer Advisory Committee.
1.3 Develop and maintain mutually beneficial relationships with Aboriginal organisations to support positive outcomes, and establish and implement mechanism to formalise these partnerships.
1.4 Celebrate and participate in significant dates, and actively promote and attend community events that celebrate Aboriginal culture.
1.5 Develop an Aboriginal elders' engagement program.
1.6 Support consumer engagement activity to create welcoming and culturally safe environments, and develop and implement a cultural audit tool for assessment of welcoming and culturally safe environments including community sites.
1.7 Ensure that all WCHN consumer groups including volunteers are engaged in cultural learning opportunities to increase understanding and appreciation of Aboriginal cultures, histories and achievements.

*“High-level engagement means high impact, involvement and influence. A consumer, carer and community member will have a fingerprint marking partnerships visible across the organisation” – consumer quote.*

## GOAL TWO: To lead a person and family centred care approach through building and sustaining a culture of engagement to support women and children to experience connected, personal, safe and quality care.

Supporting the National Safety and Quality Health Standard 2 - Partnering with Consumers:

2.4 The health service organisation ensures that its informed consent processes comply with legislation and best practice.

2.5. The health service organisation has processes to identify:

- a. The capacity of a patient to make decisions about their own care
- b. A substitute decision-maker if a patient does not have the capacity to make decisions for themselves.

2.6. The health service organisation has processes for clinicians to partner with patients and/or their substitute decision-maker to plan, communicate, set goals, and make decisions about their current and future care

2.7. The health service organisation supports the workforce to form partnerships with patients and carers so that patients can be actively involved in their own care, and:

- > Standard 3 Controlling Health Care-Associated Infection (3.3)
- > Standard 4 Medication Safety (4.3)
- > Standard 5 Comprehensive Care (5.3, 5.13, 5.14)
- > Standard 6 Communicating for Safety (6.3)
- > Standard 7 Blood Management (7.3)
- > Standard 8 Responding to Acute Deterioration (8.3).

### Outcome

WCHN is an exemplar organisation demonstrating person and family centred care. This is exhibited through respectful, consistent and effective consumer input across the healthcare system. Engagement is used and recognised as a tool to effectively deliver care that meets all eight National Safety and Quality Health Care Standards. This includes coordinated strategies to inform, engage and partner in WCHN care planning and delivery. Consumers are strong and empowered to manage their healthcare needs and exercise their healthcare rights. Health services are timely, efficient and cost effective. Consumer reported experience measures will be used to measure our performance and contribute to safety and quality improvement priorities.

### Goal 2 Actions

2.1 Implement an educational consumer focused ‘Speaking Up’ campaign.
2.2 Create a divisional report card to promote better monitoring of consumer feedback mechanisms to the organisation.
2.3 Develop a two-page community shared decision making guide.
2.4 Create a community dashboard to report on consumer and community engagement activities.
2.5 Evaluate Family Huddle Model and look at increasing support to other WCHN units.

2.6 Develop an engaging fathers/male partners framework to provide a holistic approach to healthcare provision.
2.7 Roll out “My name is ...” name badges to all WCHN staff.
2.8 Include a question about person and family centred care practice on all staff selection panels and embed WCHN Person and Family Centred Care into organisational professional standards, training programs and lifelong learning of WCHN staff.
2.9 Build agreement with the Friends of the Women’s and Children’s Hospital Inc. to roll out Person and Family Centred Care Passion Projects over a five year term.
2.10 Conduct an annual self-assessment plan aligned with the National Safety and Quality Healthcare Standard 2 criteria.
2.11 Roll out the Choosing Wisely initiative across WCHN.
2.12 Strengthen informed consent documentation to capture major risks discussed with the consumer and information provided to assist them to make informed decisions.
2.13 Develop a consumer experience campaign as part of Person and Family Centred Care Week, which includes the development of a better promotional tool for the WCHN Person and Family Centred Care Charter.
2.14 Look at the feasibility of rolling out a campaign like “What matters to you” to gain a deeper understanding of what really matters to our consumers when coming in contact with the health service.
2.15 Review the process of including a consumer folder in which the consumer or carer can take an active role in note taking and record keeping.
2.16 Partner with our consumers on the Citizen Jury to review our safety and quality systems and, where necessary, host focus groups to explore the care and service delivery systems from a consumer perspective.
2.17 Grow Basecamp membership by 50%.

*“The Women’s and Children’s Health Network is like a wise owl resting upon three books that inform the organisation. A book based on consumer input, one that involves staff knowledge and one on the latest literature. These books sit in a bookshelf known as health literacy where they can be understood by our diverse patients who partner with us in their care” – consumer quote.*

## **GOAL THREE: To embed principles of individual and organisational health literacy and shared decision-making in all care, communications and governance of the organisation.**

Supporting the National Safety and Quality Health Standard 2 - Partnering with Consumers:

2.3. The health service organisation uses a charter of rights that is:

- a. Consistent with the Australian Charter of Healthcare Rights
- b. Easily accessible for patients, carers, families and consumers.

2.8. The health service organisation uses communication mechanisms that are tailored to the diversity of the consumers who use its services and, where relevant, the diversity of the local community.

2.9. Where information for patients, carers, families and consumers about health and health services is developed internally, the organisation involves consumers in its development and review.

2.10 The health service organisation supports clinicians to communicate with patients, carers, families and consumers about health and healthcare so that:

- a. Information is provided in a way that meets the needs of patients, carers, families and consumers
- b. Information provided is easy to understand and use
- c. The clinical needs of patients are addressed while they are in the health service organisation
- d. Information needs for ongoing care are provided on discharge, and:

> Standard 6 Communicating for Safety (6.3).

### **Outcome**

WCHN’s commitment to health literacy is demonstrated through the high and consistent standard of its communication materials and strategies. Consumers understand information about health and healthcare, and how they can apply that information to their lives, use it to make decisions and act upon it. This includes information being accessible to the diverse consumer population.

### **Goal 3 Actions**

3.1 Develop an inclusiveness framework for WCHN and a Community Profile that includes a stakeholders list.
3.2 Build health literacy capability and awareness as part of the online engagement toolkit and evaluate performance of the organisation.
3.3 Evaluate priority information to be made accessible for people whom English is a second language.
3.4 Translate the Consumer Feedback on Experience (Letterbox Survey) form into non-English languages.

3.5 Implement an educational campaign to support shared decision making across the treatment episode, healthcare journey and recovery of our consumers.

3.6 Implement a Social Media Strategy for WCHN and prioritise at least 12 social media posts per year relating to partnering with consumers. The Youth Advisory Group will review social media posts at their monthly meetings and support the development of rich media for the organisation. We will ensure that engagement with consumers via social media platforms aligns with local procedures.

3.7 Achieve BPSO standard relating to client-facilitated learning and health literacy.

3.8 Continue to roll out and annually improve the WCHN Public Promotion Strategy that includes 10 Consumer Memos per year, a clear WCH web presence for consumer and community engagement and annual reports (safety and quality and partnerships with consumers).

3.9 Develop a community advocacy campaign to promote WCHN's approach to health literacy.

*“Nothing about consumers and carers, without consumers and carers” – consumer quote.*

**GOAL FOUR: To ensure innovation, continuous improvement and valuing diversity in WCHN consumer and community engagement. Ensure that involvement of consumers and carers is fun, sustainable, efficient and embedded across the network. Promote partnerships in service improvements, workforce development and quality improvements.**

Supporting the National Safety and Quality Health Standard 2 - Partnering with Consumers:

2.1. Clinicians use the safety and quality systems from the Clinical Governance Standard when:

- a. Implementing policies and procedures for partnering with consumers
- b. Managing risks associated with partnering with consumers
- c. Identifying training requirements for partnering with consumers.

2.2 The health service organisation applies the quality improvement system from the Clinical Governance Standard when a) monitoring processes for partnering with consumers, b) implementing strategies to improve processes for partnering with consumers, and c) reporting on partnering with consumers.

2.11. The health service organisation:

- a. Involves consumers in partnerships in the governance of, and to design, measure and evaluate, healthcare
- b. Has processes so that the consumers involved in these partnerships reflect the diversity of consumers who use the service or, where relevant, the diversity of the local community.

2.12 The health service organisation provides orientation, support and education to consumers who are partnering in the governance, design, measurement and evaluation of the organisation.

2.14 The health service organisation works in partnership with consumers to incorporate their views and experiences into training and education for the workforce, and:

- > Standard 1 Clinical Governance (1.6, 1.20)
- > Standard 6 Communicating for Safety (6.1).

## **Outcome**

WCHN consumer engagement continues to be ambitious and forward looking. This is backed up by clear governance, systems and processes, in partnership with consumers that are recognised across the network. Engagement, collaboration and co-design are normal practice, with consumer representatives part of the fabric of WCHN. Consumers and staff have appropriate supports and skills to fulfil their roles.

## **Goal 4 Actions**

4.1 Implement an electronic wayfinding system at WCH, improve processes for wayfinding and educate staff on the current wayfinding system.

4.2 Review the WCHN Consumer Governance Framework and representation to ensure the diversity and complexity of our consumer community is represented.

4.3 In conjunction with 2.2, create a divisional report card to promote better monitoring of consumer feedback mechanisms to the organisation.

4.4 Review the orientation and induction program for consumers who are members of committees, to maximise the quality of their experience and support their retention.

4.5 Develop an educational plan to support the roll out of the WCHN Consumer Engagement Framework and undertake a training needs analysis to identify capability gaps for consumers to engage and confidently partner with WCHN.

4.6 Conduct a lived experience workforce feasibility business case to support training and development and organisational partnerships.

4.7 Complete the WCHN Consumer Audit Schedule and develop a 2021–2024 schedule.

4.8 Integrate the diverse stories of patients, families and carers into organisational rituals, events and core activities.

4.9 Align resources to support vulnerable and minority population groups such as migrant, refugee, new arrival, disability and members of the LGBTQI+ communities to be involved in organisation decision-making, workforce training and ensure their needs are met as part of service improvements.

4.10 Develop an action plan to address inclusivity and diversity within the organisation and improve structures and institutions to provide person and family centred care.

4.11 Create a digital engagement framework and strategy for WCHN that aligns with the priorities of corporate communications, public promotion and engagement activities.

4.12 Expand telemedicine to all divisions across WCHN to ensure we are supporting consumers from vulnerable communities to access healthcare in a way that meets their needs and increases their satisfaction.

*“It is not enough to talk with children and young people to hear their voice. We must walk in their shoes to genuinely and conscientiously understand their point of view” – consumer quote.*

## **GOAL FIVE: To have a culture of engagement that values the voice, perspectives and experiences of women, children, young people and families.**

Supporting the National Safety and Quality Health Standard 2 - Partnering with Consumers:

2.7. The health service organisation supports the workforce to form partnerships with patients and carers so that patients can be actively involved in their own care.

2.14. The health service organisation works in partnership with consumers to incorporate their views and experiences into training and education for the workforce, and:

- > Standard 3 Controlling Health Care-Associated Infection (3.3)
- > Standard 4 Medication Safety (4.3)
- > Standard 5 Comprehensive Care (5.3, 5.13, 5.14)
- > Standard 6 Communicating for Safety (6.3)
- > Standard 7 Blood Management (7.3)
- > Standard 8 Responding to Acute Deterioration (8.3).

### **Outcome**

Children and young people are recognised as a critical consumer group, are active influencers in WCHN services and are consulted on all matters relevant to children and young people. Women, children and young people are supported to participate in relevant WCHN committees and working groups. Their views, expertise and experiences can be seen to shape the delivery of services. Developmentally appropriate practice is applied across WCHN to ensure children and young people, and their carers, are partners in their care.

### **Goal 5 Actions**

5.1 Support developmentally appropriate mechanisms for children and young people to share their experiences of care through feedback and by reviewing the consumer feedback on experience methodology with the Youth Advisory Group.

5.2 Develop Kids TV to support WCHN's engagement with children and young people.

5.3 Run a Youth Health Conference in 2019, 2021 and 2023 to garner views from South Australian youth in.

5.4 Review the effectiveness, and update where appropriate, the WCH Youth Guide to Places and Spaces.

5.5 Identify and implement mechanisms to ensure vulnerable children and young people have their voices heard.

5.6 Include Youth Advisory Group members on key staff selection panels where the focus is on child or youth health/mental health.

5.7 The Youth Advisory Group will be supported to develop an action plan to address Consumer Feedback on Experience initiatives.

*“It takes a village to raise a new baby, child or young person. A well-resourced village allows this baby, child or young person to thrive as they transition into adulthood” – consumer quote.*

## **GOAL SIX: To have consumer, carer and community engagement across all facets of the design, implementation and evaluation of the new Women’s and Children’s Hospital.**

Supporting the National Safety and Quality Health Standard 2 - Partnering with Consumers:

2.11. The health service organisation a) involves consumers in partnerships in the governance of, and to design, measure and evaluate, healthcare, b) has processes so that the consumers involved in these partnerships reflect the diversity of consumers who use the service or, where relevant, the diversity of the local community.

2.12 The health service organisation provides orientation, support and education to consumers who are partnering in the governance, design, measurement and evaluation of the organisation.

2.13 The health service organisation works in partnership with Aboriginal and Torres Strait Islander communities to meet their healthcare needs, and:

> Standard 1 Clinical Governance (1.1, 1.13).

### **Outcome**

The physical, clinical and service design of the new Women’s and Children’s Hospital (new WCH) reflects the views and experiences of consumers.

### **Goal 6 Actions**

6.1 Develop a consumer and carer engagement plan for the new WCH work and implement the community engagement processes. Ensure consumers have formal representation across all new WCH planning committees and forums.

6.2 Ensure consumer involvement in the review of models of care for the new WCH.

## Governance

WCHN is committed to maintaining a representative governance structure that provides transparency, influence and engagement.

The Person and Family Centred Care Committee (PFCCC), which is co-chaired by a consumer and a senior executive of WCHN, will be responsible for monitoring and supporting progress of the Strategy.

The PFCCC reports progress to the WCHN Clinical Safety and Quality Committee, the Consumer and Community Partnering Council and the Consumer and Community Engagement Committee. The Consumer and Community Engagement Committee reports to the WCHN Governing Board.

All consumer operational committees such as the Youth Advisory Group, Kids Klub, Cultural Roundtable, Citizen Jury, Child Adolescent Mental Health Services (CAMHS) Consumer Advisory, Child and Family Health Services (CaFHS) Consumer Advisory, Youth Women's Safety Wellbeing Division (YWSWD) Consumer Advisory and Citizen Jury will support actions to achieve the goals in the Strategy. Operationally these groups report through the Senior Executive Leadership Team.

The PFCCC will provide scheduled reporting to the Clinical Safety and Quality Committee and all work will be underpinned by the WCHN Clinical Governance Framework and WCHN Consumer and Patient Engagement Framework.

The Consumer and Community Partnering Committee will support the organisation with reviewing and analysing safety and quality data whilst providing a space for critical thinking.

The Consumer and Community Committee will provide strategic oversight of the Strategy.

For more information regarding the governance structure see [Inside WCHN: Governance Structure at the WCHN – Committees, Councils, Forums, Steering or Working Groups](#)

The WCHN Consumer and Community Engagement Unit will provide the operational support for implementation of the WCHN Consumer, Carer and Community Engagement Strategy 2019-2024. The Executive Director, Corporate Services is accountable for the delivery of the Strategy supported by the Person and Family Centred Care Steering Committee, and the Director, Consumer and Community Engagement will be accountable for the oversight of the Strategy alongside the framework.