

# Community Engagement Roadmap



## Consumer experience

### What we want to achieve

- Understand your experiences, including experiences in and out of health facilities and services, and relating to topics such as mental health
- Ensure our engagement is flexible and more accessible for you
- Share a deeper understanding of health needs across Central West Health communities, aiming to meet your needs
- Strive for a greater representation of Aboriginal and Torres Strait Islander peoples and youth in Consumer Advisory Networks and participation in other community engagement activities

### How we will achieve it

- Hear your stories to improve the way we deliver services
- Promote the work of successful consumer groups and share learnings to support others
- Explore the opportunity for an Aboriginal and Torres Strait Islander peoples Consumer Advisory Network to represent communities across the Central West region
- Engage with schools and youth to encourage youth involvement in health matters
- Offer digital and face-to-face engagement opportunities
- Ensure a consistent and timely engagement approach which supports social connectedness and encourages participation



## Close the loop

### What we want to achieve

- Provide clear reporting processes that enable communication between Central West Health and others
- Implement effective communication and engagement channels
- Make engagement accessible to everyone
- Provide support for Consumer Advisory Networks to effectively engage with their communities and Central West Health

### How we will achieve it

- Support Consumer Advisory Networks, Local Government and Central West Health to work together
- Review current feedback processes to improve response to your feedback
- Ensure ongoing engagement from Central West Health Board and Leadership to Consumer Advisory Networks and community groups
- Participate in community events that build your awareness and support your involvement
- Provide training and education to understand the role of Consumer Advisory networks, and how to engage with Central West
- Explore the opportunity to provide greater visibility of your community's local health status
- Ensure the information you receive is accessible, relevant and easy to understand



## Formalise networks and partnerships

### What we want to achieve

- Build on existing partnerships that support greater participation
- Strengthen and support new local partnerships to drive engagement
- Strengthen partnerships with other Hospital and Health Services to share knowledge and have input into processes, guidelines, and models of care

### How we will achieve it

- Improve communication and engagement between Consumer Advisory Networks, Local Government and Central West Health to foster a mutual understanding of your needs
- Provide updates to Local Government (digital and/or meetings) to assist them to better understand your health needs
- Support ongoing communication between you and health professionals
- Ensure regular performance review of the Western Queensland Primary Health Network and Central West Health protocol for collaborating and integrating all public and private health services to improve your quality of life
- Formalise a network of Consumer Liaison Officers across service providers
- Work to strengthen the relationships between commissioners, service providers and other agencies including Local Government, Ambulance, Police, Housing and Public Works, Justice and Attorney General and Education
- Link Consumer Advisory Networks to existing community networks and partnerships including local community groups



# Central West Health Consumer Engagement Strategy 2020-2023

## We value our consumers

As a consumer, you are at the centre of what we do. We want to involve you in decisions that affect your local health services by encouraging strong stakeholder and community networks.

Central West Health will engage in ways that give everyone a voice in the future of health care in our region.

We will continue to engage closely with our communities, healthcare professionals and support services to better understand your experiences. This will help us plan for a healthier future.



Central West Health acknowledges the Traditional Owners of the land and pays respect to Elders past, present and emerging.

## About this engagement strategy

Central West Health has developed this consumer engagement strategy with consumers and other organisations who have an interest in health in the Central West region. It reflects our commitment to deliver quality health services and build safe, caring and connected communities.

It aims to build strong local connections and provide multiple opportunities for you to be involved in and contribute to decisions around your health care.

The challenges of remoteness, an ageing population, diversity in cultures and people, and more recently the COVID-19 pandemic means the way we engage with you needs to be diverse, inclusive, and adaptable.

## Co-designing our engagement strategy

The 2020-2023 consumer engagement strategy has been developed in consultation with Central West Health leadership and staff, Health Consumers Queensland representatives, Consumer Advisory Networks (CANs), local government representatives, and consumers in the community.

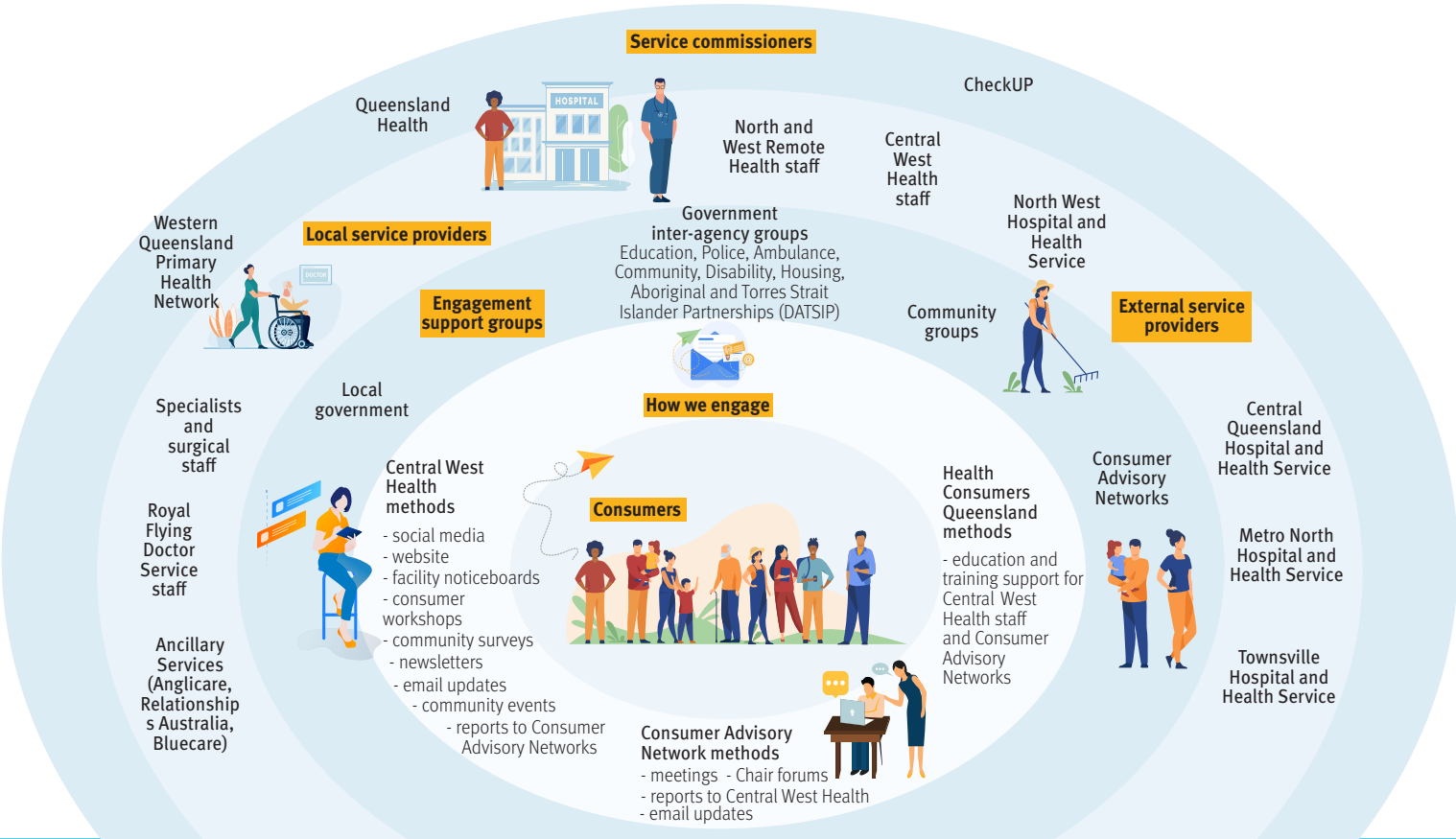
Your input has enabled us to develop an engagement strategy that best reflects the needs of our communities and people.

## Why we value consumer engagement

We recognise that not every community is the same, and that health needs change over time. That is why we will continue to engage with you, your families and your local community in a meaningful way to deliver the best services and care possible.

The way we deliver services and work with others needs to be responsive, adaptable, inclusive and compassionate.

Your contribution is critical to healthcare that supports everyone in our community including Aboriginal and Torres Strait Islander peoples, people from diverse cultural backgrounds, vulnerable people and people with a disability.



## Consumer engagement objectives



### Involve all stakeholders

Enable anyone who is affected by a decision to be involved in that decision. Make it easy for you to be involved.



### Provide two-way feedback

Strengthen your input by introducing a formal reporting structure to Central West Health and back to the community. Advise you how your input has affected decisions. Provide community data that highlights achievements to encourage further input.



### Strengthen and grow partnerships

Support existing partnerships and build on their capability to engage with Central West Health. Explore new partnerships and build relationships through regular contact and participation in local events.



### Recognise diversity

Promote cultural awareness in decision-making. Engage with all sectors of the community, recognising Aboriginal and Torres Strait Islander peoples, different ethnic backgrounds and disabled people, and engage the support of community representatives to facilitate this.



### Build awareness

Inform you about how you can contribute to decisions. Encourage representatives and champions to seek meaningful input. Open multiple channels of communication and engagement. Seek hard to reach stakeholders and promote their involvement.



### Share knowledge

Encourage and support Consumer Advisory Networks to work together and empower them to share knowledge and experiences. Strengthen and acknowledge their contributions through formalised engagement processes.



### Monitor performance and improve health outcomes

Listen to your feedback and use it to make decisions. Advise you of how your input has been used.

## Consumer engagement principles

Our consumer engagement strategy reflects a number of principles and key priorities to support Central West Health to engage with you over the next three years.

- 1 Accessible**  
Enable you to freely and openly engage with Central West Health, including digitally and in person.
- 2 Open and fair**  
Ensure you have the opportunity to provide input and contribute to decisions around local health services, including young people.
- 3 Informative**  
Make information easy to understand so you know what you are being asked to contribute to, and how you can contribute.
- 4 Forward thinking**  
Be future focused and consider the needs of everyone in the community. Draw on your experiences to recognise how service delivery can be improved.
- 5 Approachable**  
Make it easy for you to be involved, build trust and identify champions who know local communities to support engagement activities.

