

Riverland Mallee Coorong Local Health Network

# Draft Consumer and Community Engagement Strategy



For public consultation



Government  
of South Australia

**Health**

Riverland Mallee Coorong  
Local Health Network

## Acknowledgement

We acknowledge and respect the traditional custodians whose ancestral lands and waters we live and work upon. We acknowledge the deep feelings of attachment and relationship of Aboriginal peoples to country and pay respect to Elders past, present and emerging.

## Foreword

*Forewords will be added by the Riverland Mallee Coorong Local Health Network Governing Board Chair, Chief Executive Officer, Director of Aboriginal Health and the Consumer and Community Engagement Strategy Working Group, upon completion of this consultation and development of the final strategy.*

## Context

The Riverland Mallee Coorong Local Health Network (RMCLHN) Governing Board has developed this Consumer and Community Engagement (CCE) Strategy through the RMCLHN Consumer and Community Engagement Strategy Working Group, which works in collaboration with consumers, community and staff of RMCLHN. The CCE Strategy is specific to the people and services of the Riverland Mallee Coorong region and will inform and operate alongside the RMCLHN Strategic Plan.

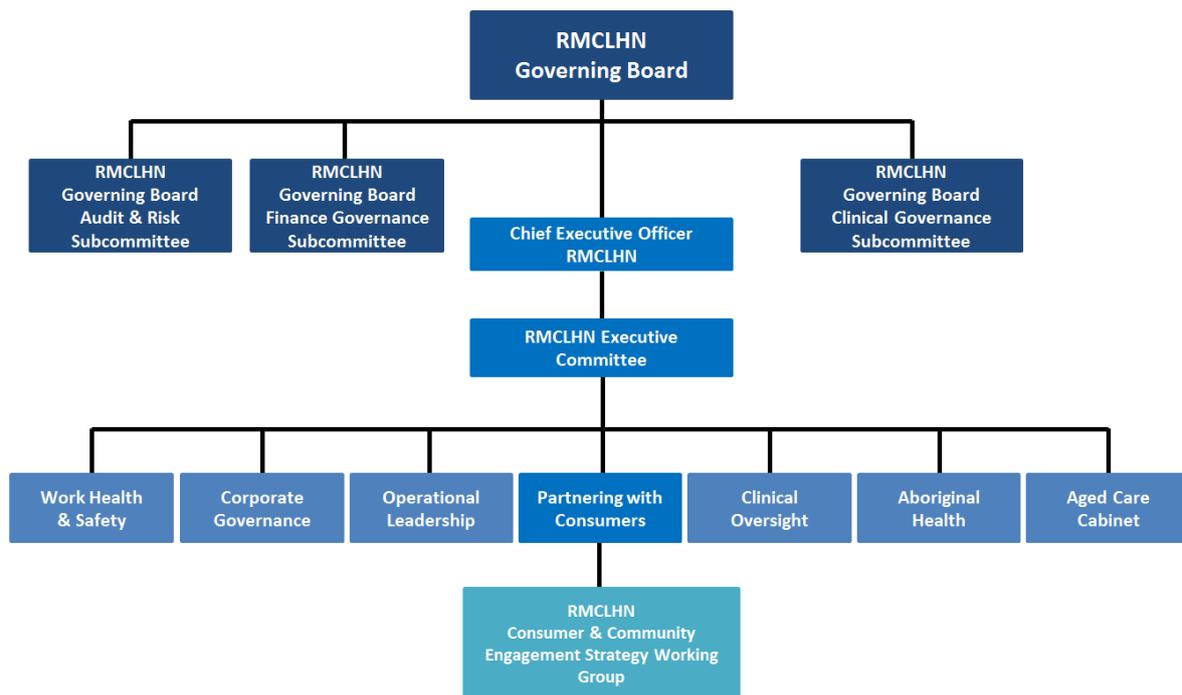
The region includes the towns and surrounds of Renmark, Paringa, Berri, Bamera, Waikerie, Loxton, Pinnaroo, Lameroo, Karoonda, Mannum, Murray Bridge, Tailem Bend and Meningie.

The CCE Strategy is underpinned by the following SA Health Directives and National Standards:

- > Statewide Consumer & Community Engagement Strategic Framework 2019-22
- > SA Health Consumer and/or Community Advisory Committee Toolkit
- > SA Health Guide for Engaging with Aboriginal People
- > National Safety and Quality Health Service Standards
- > National Aged Care Quality Standards
- > National Disability Insurance Scheme Practice Standards
- > Australian Safety and Quality Framework for Health Care
- > Charter for Health and Community Services Rights.

The CCE Strategy is also informed by historical documents that relate to regional South Australia including the Health Advisory Council Partnership Framework (2018) and the Country Health SA Aboriginal Community and Consumer Engagement Strategy (2015) that recognises the importance of culturally respectful and meaningful engagement strategies.

## Governance



## Our Purpose

The purpose for the CCE Strategy will align to the RMCLHN Strategic Plan Purpose as that evolves through consultation. The draft purpose is:

*Our people caring for our communities.*

## Our Aim

Consumers, carers, community members and staff of the communities within RMCLHN utilise their individual strengths, knowledge and experience to actively partner together in the planning, design and delivery of effective health care services that aim to meet the needs and expectations of the people who live and work in our Local Health Network (LHN).

Our LHN provides a broad range of care, including in hospital, at home, in residential aged care facilities, allied health services, accommodation and disability services, to support consumers to meet their individual needs and ensure they can live their life well.

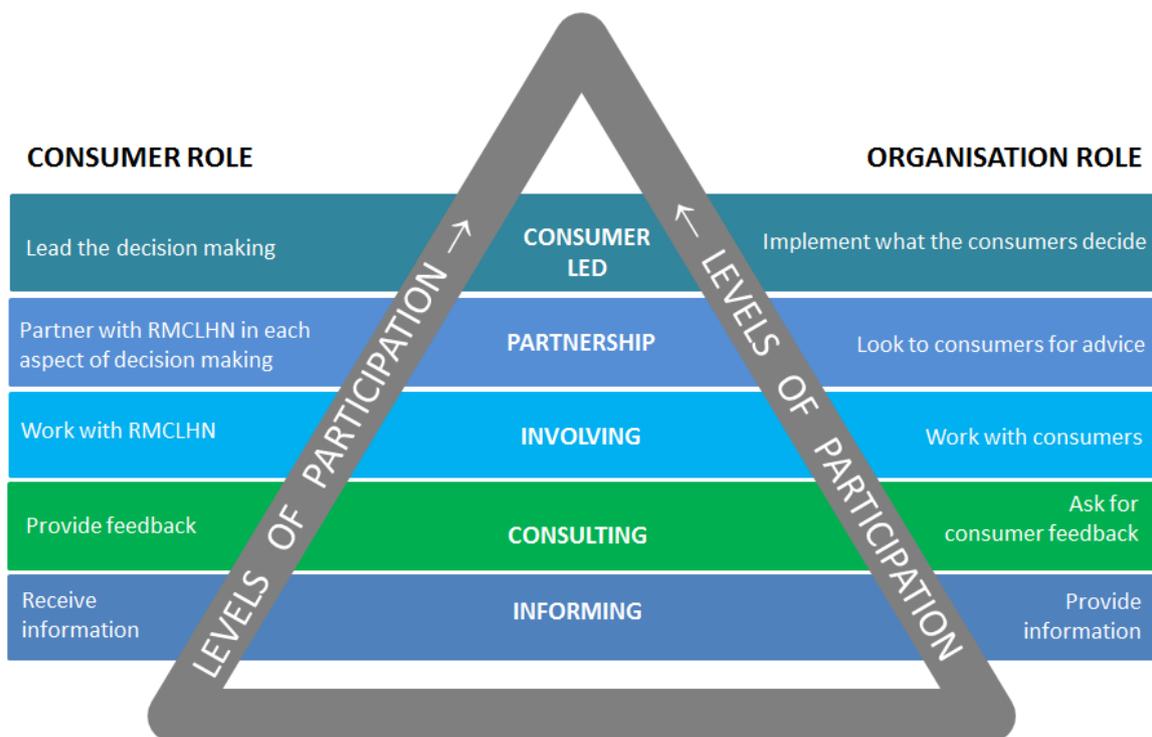
## Our Goal

To achieve our aim, RMCLHN will:

- > Actively partner with consumers, carers and community members to provide effective health services that aim to meet their needs and expectations
- > Recognise and respect consumers, carers and the community as partners in their own care
- > Maintain genuine partnerships with consumers, carers and the community that supports consumer input to enable responsive and adaptable health services
- > Utilise every opportunity to better ourselves and our services through partnership with consumers, carers and the community.

This CCE Strategy is intended to guide meaningful engagement with consumers, carers and the community across RMCLHN, based on the SA Health principles of Partnering, Transparent, Meaningful, Respectful and Empowering.

## Engagement Framework



Adapted from Cancer Australia.

*Please note the 12-month review of the draft CCE Strategy will include further consultation on the presentation of the Engagement Framework.*

## Our Plan

| <b>We will provide comprehensive consumer focussed care</b>  |
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| <p><b>What this looks like</b></p> <p>RMCLHN provides comprehensive and individualised care to consumers aligned with their personal needs, values and goals.</p>  |
| <p><b>How will we do it?</b></p> <ul style="list-style-type: none"><li>&gt; We will provide care to consumers that is appropriate to their individual health issues and how they impact on their life and wellbeing.</li><li>&gt; We will respect and value the voices of carers and support persons to advocate for consumers who cannot speak for themselves.</li><li>&gt; Consumers and their support persons will partner in making decisions about their care, which are aligned to their individual healthcare goals and needs.</li><li>&gt; We will respect the needs, values and goals of each individual consumer, including those with a lived experience of diversity, including but not limited to those who identify as Aboriginal, LGBTI and CALD communities.</li><li>&gt; Care will be coordinated across multiple teams and referral pathways for seamless transition, guided by the consumer's healthcare goals and choices.</li></ul> |
| <p><b>How will we know we have achieved it?</b></p> <ul style="list-style-type: none"><li>&gt; We will have empowered consumers who identify their healthcare goals and feel comfortable to speak up and ask questions if their goals are not being met.</li><li>&gt; Care plans will be individualised to each consumer and made readily available to the consumer and their support persons.</li><li>&gt; We will provide and report on best practice clinical care to meet our consumers healthcare requirements and individual goals.</li></ul>  |

| <b>We will communicate appropriately and effectively with consumers, carers and the community</b>  |
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| <p><b>What this looks like</b></p> <p>RMCLHN provides clear and accessible health information to support consumers, carers and community members to understand, make decisions and ask questions about their care.</p>   |
| <p><b>How will we do it?</b></p> <ul style="list-style-type: none"><li>&gt; Clear health information will be readily accessible to consumers, carers and the community.</li><li>&gt; All health information and communications with consumers, carers and the community will be tailored to meet the diverse needs of the audience.</li><li>&gt; We will provide clear and accessible information to the community on the services available within our region and how to access them.</li><li>&gt; We will provide options for consumers with reading and hearing difficulties to access and interpret health information and communications.</li></ul> |

- > Consumers, carers and community members will be aware of, and encouraged, to provide their input and feedback through a variety of methods.
- > Training on consumer focussed communication strategies will be made available to all staff.

**How will we know we have achieved it?**

- > RMCLHN information resources will be developed and reviewed by consumers and made available online and in hard copy at all points of care.
- > There will be more opportunities for consumers, carers and the community to provide feedback and input to our health services.
- > Staff will use effective consumer focussed communication strategies and plain language in every interaction with consumers, their families and carers.
- > All members of our Riverland Mallee Coorong community will understand what our health services can provide for them.

**We will partner with consumers, carers and the community in all aspects of our services**

**What this looks like**

RMCLHN consumers, carers, community and staff work together through the planning, delivery and evaluation of services.

**How will we do it?**

- > Consumers, carers and the community will influence, experience and directly benefit from the co-design of health services.
- > We will provide formal systems for consumers to partner in health service governance and shared decision making.
- > We will acknowledge and respect the lived experience of consumers and carers and utilise their knowledge to better design our health services.
- > We will respect and value the benefits of partnering with consumers, carers and community to enhance shared decision making

**How will we know we have achieved it?**

- > Consumer representation on committees, interview panels and in staff training will be frequent and consistent.
- > We will expand involvement of Lived Experience consumers.
- > We will report regularly on consumer involvement and consumers will be able to recognise how their feedback contributes to health services.
- > We will promote training opportunities for consumers, carers and community members to expand their knowledge in co-design and decision making.

## We will continually evaluate and improve consumer experiences and the safety and quality of our services

### What this looks like

RMCLHN will continually evaluate our health services and the experiences of consumers, carers and community members to ensure the safety and quality of our services.

### How will we do it?

- > We will collect and report safety and quality data for all aspects of our health service performance.
- > We will provide many and varied opportunities for consumers and carers to provide feedback and input on their experience in our health services.
- > We will utilise consumer feedback to identify gaps and shortfalls in our health services.

### How will we know we have achieved it?

- > Safety and quality performance data of all health services will be readily available to consumers and the community, and will inform us of areas requiring improvement.
- > We will provide formal learning opportunities through the shared experiences of consumers, carers and community.
- > We will regularly report the progress and outcomes of consumer engagement to the Department of Health and Wellbeing.

## Monitoring Our Strategy

Ongoing feedback will be sought from consumers, carers and the community to review the contents of the CCE Strategy and the progress towards our goals. This feedback will be collated and incorporated into improving the CCE Strategy and will form a continuous feedback loop through open lines of communication with consumers, carers, community and staff.

This will include:

- > Consumer experience surveys available at all points of care within our hospitals and health services
- > Regular opportunities for documentation of consumer stories to allow deeper exploration of human-centred insights and consumer-driven solutions
- > Regular survey of consumer representatives and Health Advisory Council members
- > Evaluation of participants at all consumer focussed groups.

Through this feedback, we will measure our partnership activities, evaluate the impact of these activities, and consider how these activities could be improved to better meet the needs of our consumers and communities.

The RMCLHN Governing Board will formally review this CCE Strategy every three years.

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## For more information

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