

Consumer and Community Engagement Strategy 2023–2027

Our vision

Excellent and sustainable healthcare for all in Far North Queensland.

Our purpose

Working together for best-practice care that improves health outcomes and equity for our communities.

Our key objectives

At CHHHS, we recognise that in order to deliver sustainable and excellent healthcare, we need a strong focus on our communities and partnerships to achieve our key objectives related to **Our care**, **Our people**, **First Peoples health** and **Our sustainability**.

About this Strategy

Cairns and Hinterland Hospital and Health Service consumers and community are at the centre of everything we do. We acknowledge and embrace the diversity in our region. The CHHHS Consumer and Community Engagement Strategy (the Strategy) provides direction on how we will engage and work with our consumers and community. The Strategy outlines the actions we will take to facilitate meaningful engagement in relation to the planning, design, delivery and evaluation of our healthcare services, in order to meet the needs of our community. The Strategy helps us meet the legislative requirements of the *Hospital and Health Boards Act 2011* and the National Safety and Quality Health Service Standards.

CHHHS supports the use of the International Association for Public Participation (IAP2) framework as a mechanism to better understand community and consumer engagement. Figure 1 articulates how consumers' and the communities' perspectives are sought, and how this has an impact on decision making in healthcare improvements.

Increasing impact on decisions and experience of consumer empowerment

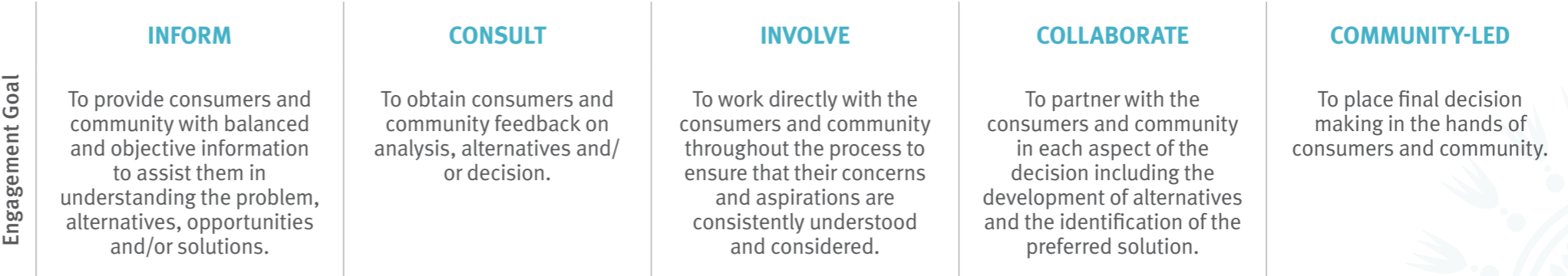
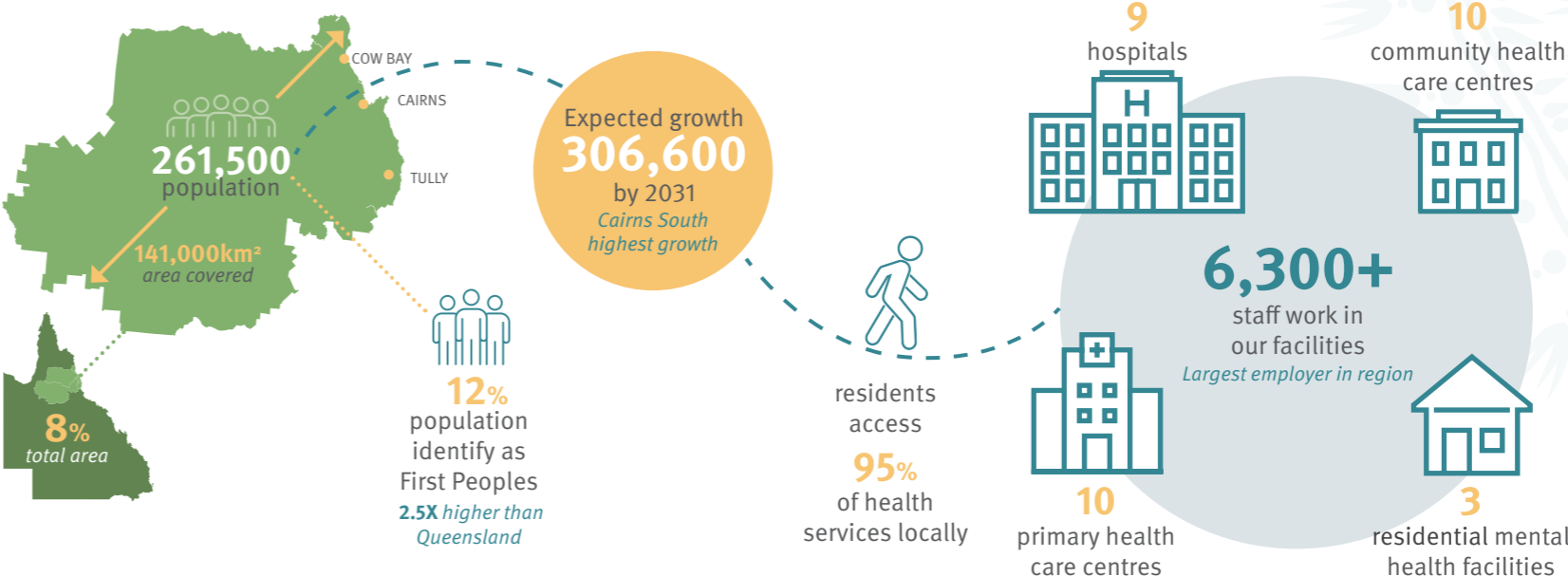


Figure 1: Adapted IAP2 Spectrum of Public Participation. International Association for Public Participation www.iap2.org



Cairns and Hinterland Hospital and Health Service

Our region and services



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Consumer Engagement Principles

Our consumer engagement strategy reflects a number of principles and key priorities to support Cairns and Hinterland Hospital and Health Service to engage with you over the next 5 years. These have been developed in collaboration with our consumers.



OPEN AND TRANSPARENT

Provide consumers the opportunity to input and contribute meaningfully around local health services.



INFORMATIVE AND INCLUSIVE

Ensure communication is easy to understand and be clear about what you are asking of consumers.



APPROACHABLE

Make it easy for consumers to be involved, consider a range of approaches, to encourage diverse input and create networks within the community.



FORWARD THINKING

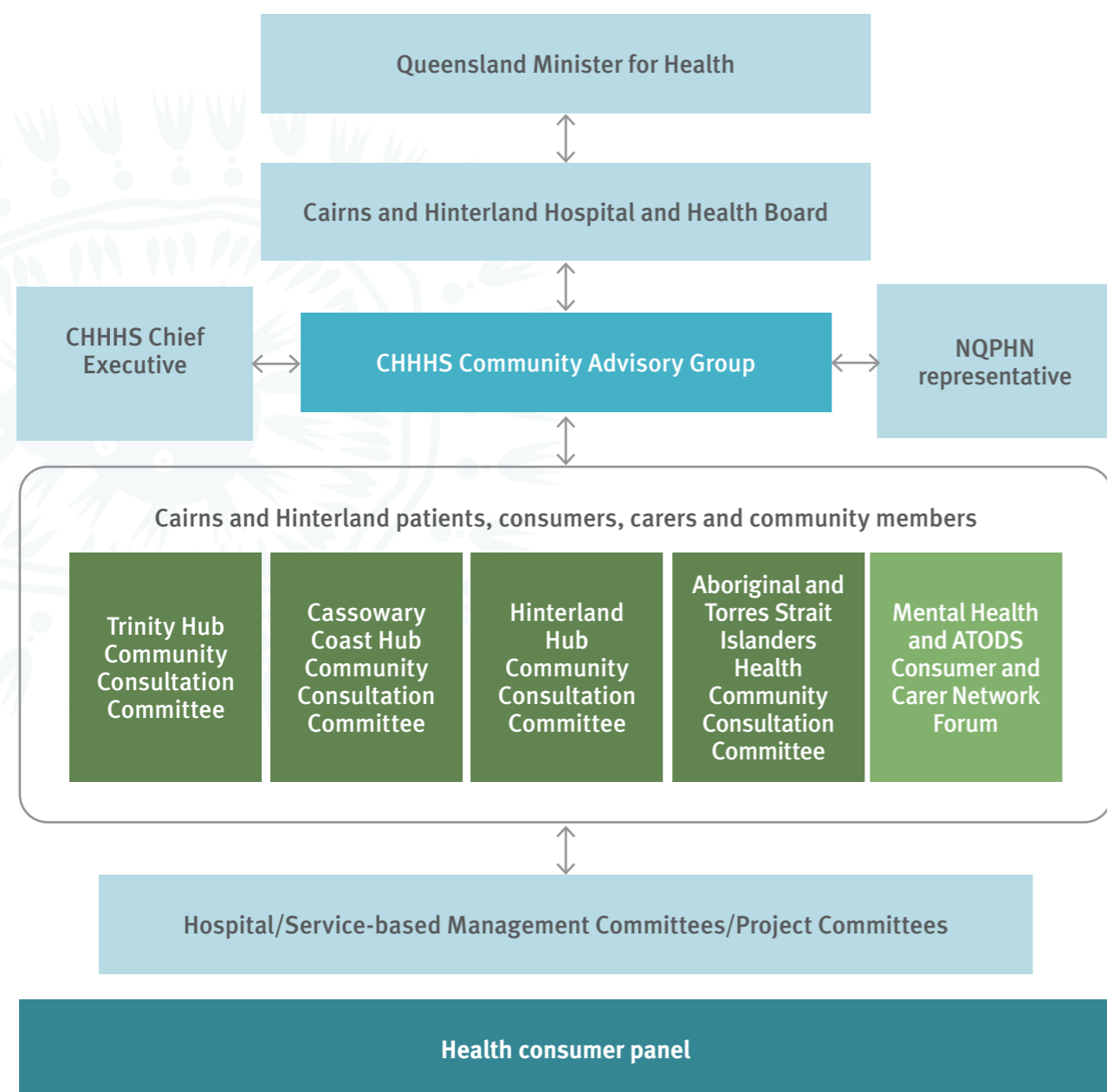
Be future focused and consider the needs of the community. Draw on consumer experiences to inform how service delivery can be improved.



CLOSE THE LOOP

Provide feedback to consumers on how their input was used.

Engagement Committee Structure



Our objectives

Promote expertise and value of consumers and the community in the health service

- Engage with our consumers and the community towards achieving our shared objectives.
- Respect and embrace our consumers', carers' and community's different perspectives based on life experiences, background, culture, traditions and beliefs in line with the CHHHS Values.
- Partner with consumers in their own health care (including maximising their ability to make the best health decisions for their situation).
- Provide staff and consumers learning and development opportunities to enhance partnerships.

Our actions

Increased range of opportunities for Consumers to be involved in the Health Service

- Improve the appropriate use of interpreters when partnering with consumers in their care.
- Build the capacity with our staff, consumers, and community to enable effective communication and engagement.
- Engage with consumers to develop patient information and consumer publications and materials which are easy to understand and provide relevant information.
- Ensure consumers have the information they need to effectively interact with CHHHS either as a consumer managing their own health or as a stakeholder in an engagement activity.
- Use a variety of mechanisms to let consumers and community members know how their feedback was used.
- Consumers help plan, design and evaluate health services and systems.

Our measures

- Top level Accreditation Standards committees will have consumer representatives.
- Number of consumers engaged in CHHHS activities.
- Number of consumers and staff participating in partnering with consumers orientation/training.
- Positive results from satisfaction surveys for consumer representatives.

Acknowledge and value the diversity of our community with focus on First Peoples

- Provide information that is culturally appropriate in a variety of formats that is fit-for-purpose and easy to understand.
- Respond to the individual values, preferences and cultural needs of our consumers, including our Aboriginal and Torres Strait Islander people.
- Formalised engagement partnerships with our ACCHO's partners to support holistic care.
- Engagement activities that strive to support the CHHHS First People health equity strategy.

- Continued success of the Aboriginal and Torres Strait Islander Health Community Consultation Committee measured through outcomes, attendance and feedback surveys.
- Number of culturally specific resources produced, including material specific to Aboriginal and Torres Strait Islander people.