

The following goals are adapted from the Recommended Suite of Consumer, Carer and Community Participation Standards developed by Health Issues Centre in 2009 for Victorian public health services.

## **GOAL 1**

**The organisation demonstrates a commitment to consumer engagement appropriate to its identified consumer target base.**

### **Rationale**

Experience shows that consumer engagement will only be encouraged and facilitated by staff throughout a service when there is sufficient organisational commitment to support them. This includes visible leadership, policies, processes, and concrete capacity building to enable engagement to occur effectively and meaningfully. There is strong evidence that such commitment by the organisation is a precondition for engagement and that it engenders effective engagement.

### **INDICATORS**

- 1.1 The organisation has a consumer engagement policy.
- 1.2 The organisation has developed and is implementing a community engagement plan.
- 1.3 The organisation uses a variety of approaches to record and report on consumer engagement to its consumers and other stakeholders.
- 1.4 The organisation has systems, processes and structures in place to *consult* and *involve* consumers.
- 1.5 The organisation builds the capacity of staff to support consumer engagement.

## **GOAL 2**

**Consumers are involved in informed decision-making about their treatment, care and wellbeing at all stages and with appropriate support.**

### **Rationale**

When consumers are involved in decision-making, evidence from rigorous studies demonstrates that they achieve better outcomes. Evidence also exists to argue that people's involvement in decision-making should be facilitated by the provision of evidence-based, understandable and accessible information and support. Consumer involvement in the development of information can improve the clarity and relevance of materials.

### **INDICATORS**

- 2.1 Consumers complete a self-rated assessment of the information provided to them.
- 2.2 Consumers are co-signatories on individual service plans, treatment and care plans or recovery plans.
- 2.3 Consumers have ready access to and/or hold their own treatment/service records.
- 2.4 Consumers are able to access a person of their choice to support them in accessing and processing information, in taking decisions about their treatment and care, and in communicating their wishes.

## **GOAL 3**

**Consumers are provided with evidence-based, accessible information to support key decision making along the continuum of care.**

### **Rationale**

Providing consumers with information that is accessible to them contributes to them being able to make informed decisions. There is strong evidence that consumers benefit from receiving evidence-based and

understandable information and that they should receive this information at key stages along the continuum of care.

## **INDICATORS**

3.1 Services regularly use tools such as the *Checklist for Assessing Written Consumer Health Information* to assess the information materials used in the service.

3.2 Consumers are actively encouraged to rate the information they receive from the service.

3.3 Consumer respondents to surveys rate the information they receive from the service as being 'good' to 'excellent'.

## **GOAL 4**

**Consumers are active participants in the planning, improvement, and evaluation of services and programs on an ongoing basis.**

**Rationale:** Consumer engagement has been linked to quality improvement. Involving consumers as active participants in planning, improvement processes and evaluation of services ensures that organisations are responsive to the views, opinions and needs of those consumers.

## **INDICATORS**

4.1 Consumer engagement in the organisation's strategic planning processes.

4.2 Consumer engagement in the organisation's service and program development.

4.3 Consumer engagement in the organisation's quality improvement activities.

4.4 Consumer engagement in the development of feedback, complaints and appeals systems and in the review of complaints.

4.5 Consumer engagement in corporate governance processes.

4.6 Consumers are involved in the development of consumer information.

## **GOAL 5**

**The organisation actively contributes to building the capacity of consumers to participate fully and effectively.**

**Rationale:** There is evidence in the literature of the value of supporting participating consumers through enhancing their knowledge and skills to participate effectively.

## **INDICATORS**

5.1 Consumers are provided with access to appropriate training and orientation processes relevant to the range of engagement opportunities offered by the organisation.

5.2 Consumers are involved in the development and delivery of these training and orientation processes.