

Consumer Partnership Framework 2022–26

Consumer Partnership Framework

2022 – 2026

Acknowledgements

Grampians Health acknowledges the Traditional Custodians of the lands on which we operate, the Wadawurrung, Djabwurrung, Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples, and their connections to land, waterways and community.

We pay our respects to their Elders past and present and extend this to all Aboriginal and Torres Strait Islander peoples today. Grampians Health recognises and values the contributions that Aboriginal and Torres Strait Islander peoples make in our society. Sovereignty has never been ceded. It always was and always will be, Aboriginal land.

Grampians Health wishes to thank all individuals and groups who have contributed to the development of this framework. We particularly acknowledge members of the Grampians Health communities and the Consumer Partnership Program for their valuable input. Their involvement and expertise has supported the alignment of the framework with the needs of the communities we serve.

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Partnership Commitment

Grampians Health is committed to delivering safe, effective, connected and personal care for our community across all sites and services.

Grampians Health believes that working in partnership with our consumers and community is an important component to improving health outcomes.

Grampians Health is committed to the development and implementation of new participation approaches which recognise

and strengthen the influence of the 'consumer voice' at a direct, service and system level.

Grampians Health recognises the important opportunities that present when we listen to consumers and work as equal partners to shape decisions about healthcare planning, design, delivery and evaluation. We acknowledge consumers can influence system and process improvements to benefit our community.



Introduction

Our community is our most important partner. Our community drives the purpose and direction of our services. The range of services available and how they are delivered is influenced through growing and emerging consumer demand.

The Grampians Health Consumer Partnership Framework is a standardised and overarching guide to support consumer engagement across the organisation. The framework recognises the importance of understanding the community perspective in relation to their healthcare needs, preferences, experiences and priorities.

We acknowledge the importance of empowering consumers to understand and make informed decisions about their own health and healthcare. We will offer opportunities for the consumer voice to be heard across all levels of the organisation.

The framework demonstrates our willingness to engage purposely with consumers to achieve improved healthcare experiences and health outcomes for our community.

We will embrace opportunities to partner together and see our roles in participating as equally important and underpinned by trust, transparency and accountability.

The development of culturally safe mechanisms has been prioritised. This is to ensure we also hear the voices and experiences of our diverse community members and facilitate their participation in our health service.

We acknowledge a key element to our success will be training and education for our Consumer Partners, clinicians and staff. This will promote working together in a focused and collaborative manner.

The framework is aligned with the national and State approaches to consumer and community engagement and connects our Organisation Strategic Plan (Appendix 1). It recognises that participation is an aid to improving health outcomes and providing quality healthcare that is safe, effective, connected and personal.



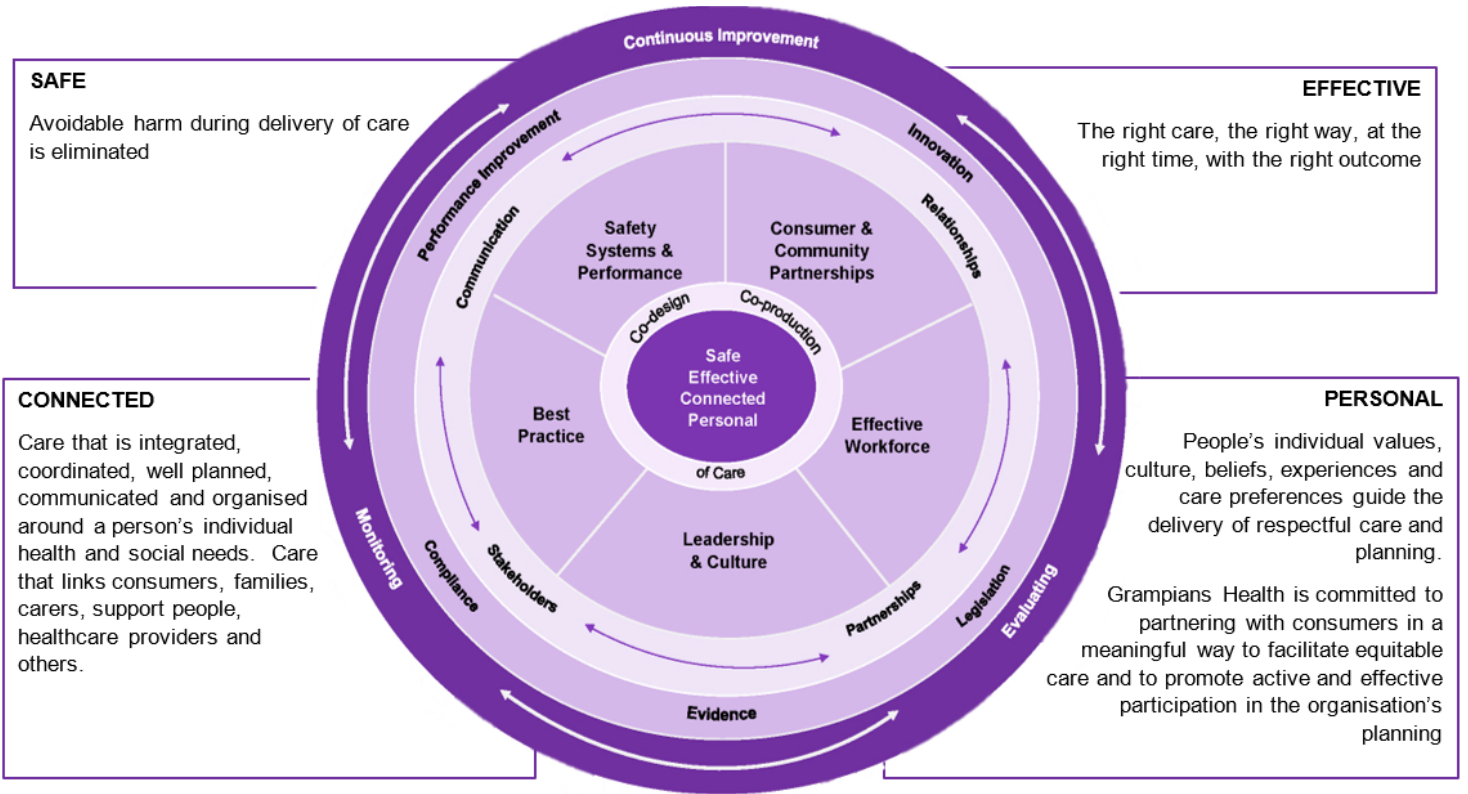
Purpose

The Consumer Partnership Framework provides clear governance, guidance and a consistent approach across the organisation. The framework outlines realistic expectations and responsibilities of staff, consumers and the community when engaging in partnership activities. It is important to capture these responsibilities at every point of engagement. This is to ensure that consumer voices and experiences drive health service and health system improvements. The framework aligns with the Grampians Health Strategic Plan 2022-2024.



Grampians Health Governance Framework

Grampians Health Governance Framework
 Ensuring everyone within Grampians Health are accountable to consumers and the community for assuring the delivery of health services that are safe, effective, connected, personal.



SAFE
 Avoidable harm during delivery of care is eliminated

CONNECTED
 Care that is integrated, coordinated, well planned, communicated and organised around a person's individual health and social needs. Care that links consumers, families, carers, support people, healthcare providers and others.

EFFECTIVE
 The right care, the right way, at the right time, with the right outcome

PERSONAL
 People's individual values, culture, beliefs, experiences and care preferences guide the delivery of respectful care and planning.
 Grampians Health is committed to partnering with consumers in a meaningful way to facilitate equitable care and to promote active and effective participation in the organisation's planning

CONSUMER & COMMUNITY PARTNERSHIP
 Co-deign of care involves equal partnership of individual's who work within the system, who have lived experience of using the system and those that design the systems.
 Consumer experience and participation is actively encouraged, we are committed to providing a positive consumer experience every time.
 Grampians Health will partner with the diverse communities to uphold our commitment to equity and ease of access to healthcare for all.

LEADERSHIP AND CULTURE
 Integrated systems are established, and used to improve the safety and quality of health care for consumers.

EFFECTIVE WORKFORCE
 The workforce has the right qualifications, skills, and supervision to provide safe, high-quality health care.

SAFETY SYSTEMS & PERFORMANCE
 Safety and performance systems are integrated, actively managed, monitored, evaluated, and improved in the pursuit of safe high-quality care. Co-production involves working together to design systems using knowledge, resources, and shared contributions to improve outcomes for all.

BEST PRACTICE
 Safe and appropriate health care is provided based on current evidence to achieve the best possible outcome for the consumer.

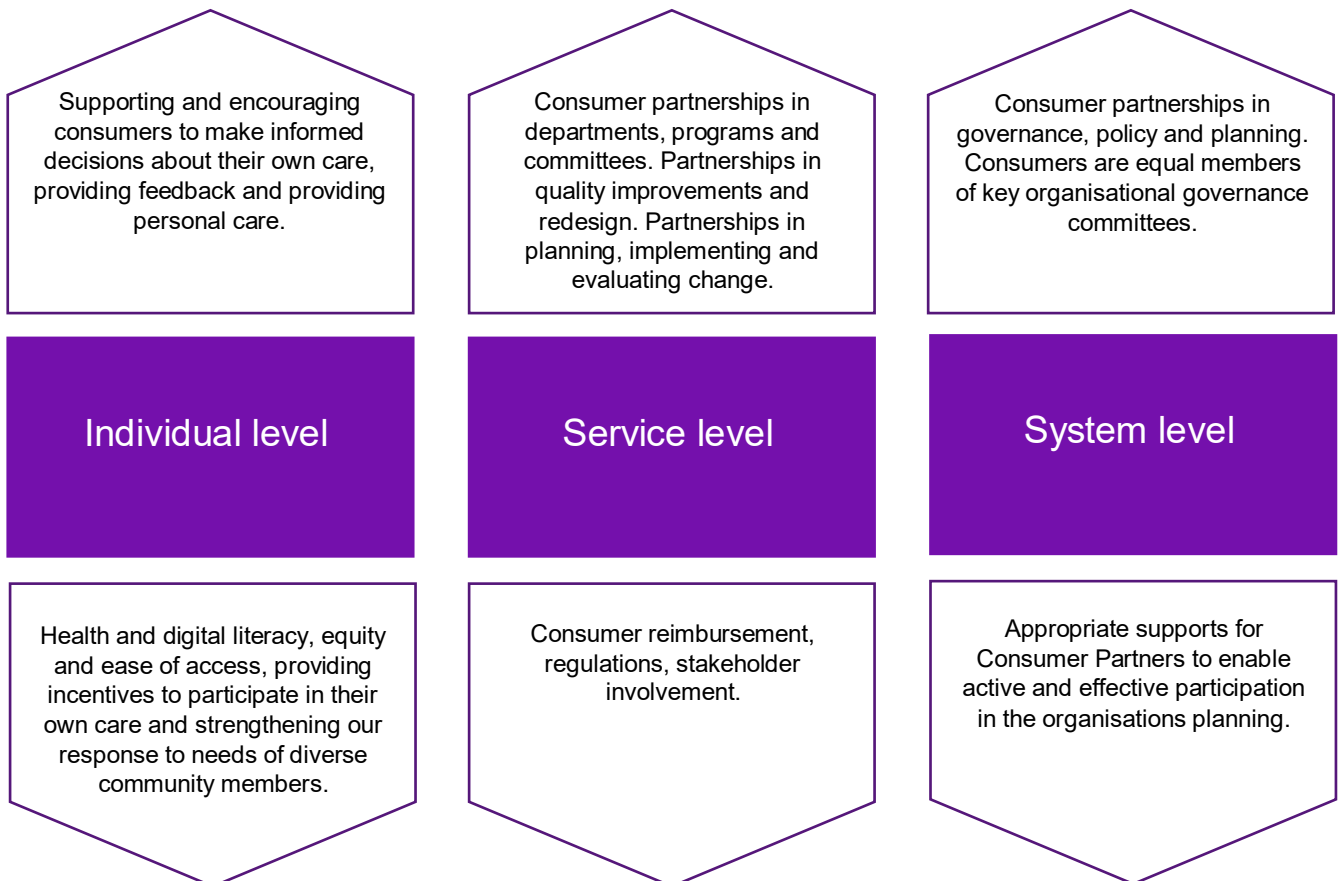
<p>Consumer Partnership Program (CPP)</p>	<p>Is a formal and structured program that is coordinated by the Consumer Partnership team and is situated within the Grampians Health Quality team. Having a structured program allows for consumer participation in all aspects and at every level of Grampians Health operation, planning and policy development.</p>
<p>Community Reference Groups</p>	<p>Community Reference Groups have been created at four Grampians Health sites. These groups are to improve the understanding of community concerns and help enhance programs and projects.</p>
<p>Consumer Advisory Committee</p>	<p>Is a formal committee that informs the Board on community, consumer and carer engagement. Members help to ensure we partner with our consumers, carers and the community in planning, service delivery and improvement.</p>
<p>Board Committee</p>	<p>The Grampians Health Board is comprised of community, health and business leaders who have a shared commitment to the development of our health service.</p>
<p>Operational and Governance Committees</p>	<p>Operational committees review, oversee and guide the operations of Grampians Health. Governance committees monitor the effectiveness of systems and process to inform performance.</p>
<p>Other Committees</p>	<p>There are a range of other committees that ensure Grampians Health is collectively making appropriate decisions and actions. Committees are made up of varied expertise and roles. Consumer participation is essential to ensure the consumer perspective is being considered.</p>
<p>Other engagement activities</p>	<p>Participation activities include; Working Groups, Focus Groups, Quality Improvement projects, Accreditation, Short Notice Assessment Process (SNAP), Innovation Awards, Staff Interviews, Consumer Interviews, Cultural Competency Reviews, Consumer Information Documents (CID) and Consumer Partnership Program Evaluation.</p>

Alignment to Standards

All public hospitals are required to be accredited to a range of standards. The accreditation process involves an independent external review of the health service to ensure the organisation meets the expected patient safety and quality standards.

The role of consumers in healthcare has changed and evolved over the last 10 years and is now a key component in accreditation. Partnerships with patients and consumers comprise many interwoven practices that reflect the three key levels at which partnerships are required.

In the diagram below the top row demonstrates how Grampians Health is currently supporting consumers to engage in partnerships at an individual, service and system level. The bottom row below lists areas Grampians Health is currently working on to improve consumer engagement and participation across all levels of the organisation.



The Australian Charter of Healthcare Rights

In 2021 The Australian Charter of Healthcare Rights (The Charter): Second Edition was released (Appendix 2). The Charter reflects an increased focus on person-centred care and empowers consumers to take an active role in their healthcare. The Australian Charter of Healthcare Rights (The Charter) recognises 'Partnership' to ensure community members can:

- Ask questions and be involved in open and honest communication
- Make decisions with their healthcare provider, to the extent that they choose and are able to
- Include the people that they want in planning and decision-making.

Also recognised in The Charter is 'Give feedback' to ensure community members can:

- Provide feedback or make a complaint without it affecting the way that they are treated
- Have their concerns addressed in a transparent and timely way
- Share their experience and participate to improve the quality of care and health services.

Health Literacy

Grampians Health acknowledges that health literacy is fundamental to people successfully managing their own health and improving health outcomes.

We recognise that community members have a right to relevant information. We have a responsibility to communicate that information in a way that effectively meets the needs of the community.

Health literacy has an important role to play in enabling effective partnerships and empowering people to be involved in decision making about their own health and well-being.

Grampians Health is committed to partnering with our community to provide informative, accessible and relevant information. This will be across all service and program areas. We will work with consumers to reduce the impact of low health literacy levels on safety, quality and the experience of care and service delivery.

The Australian Charter of Healthcare Rights



Feedback Framework

Feedback is a valuable tool and a key component to good partnerships with consumers. Feedback assists with monitoring our performance. It alerts us to important changes that might need to be made to continue to deliver safe, effective, connected and personal care. Feedback can be gathered in many ways. This framework (Appendix 3) highlights how we manage feedback at Grampians Health on an individual level, a service level and a system level.

Individual level

Consumers are provided with information on how to give feedback about their experiences of care. Information includes how to offer a compliment, make a complaint, raise an issue or provide a suggestion.

Service level

Consumers are given opportunities to participate in decisions about the design and delivery of services. Participation is through committees, working groups, quality and safety activities, service design working groups, forums and consultations.

System level

Consumers are given opportunities to partner in governance, planning and policy development.



Consumer engagement - going forward

This framework highlights our commitment to engage and support consumers at all levels of the organisation.

What we plan to achieve across Grampians Health:

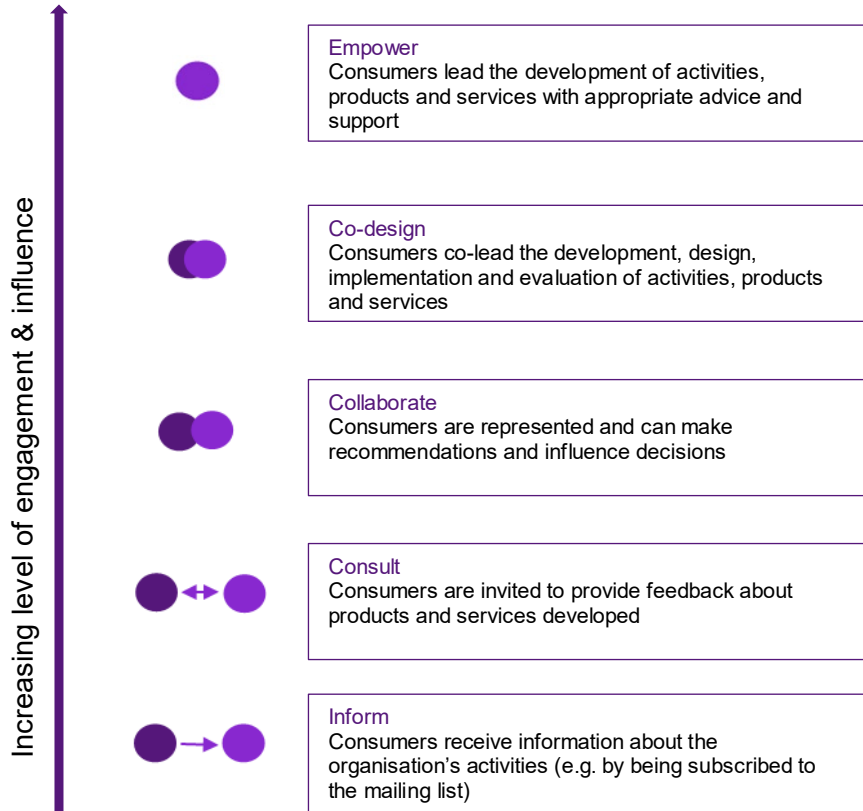
- Staff are provided with training to encourage consumers to participate in their care to the extent they choose
- We have systems designed and used to support consumers to be partners in healthcare planning, design, measurement and evaluation
- Consumers and carers are actively supported to provide feedback to guide our processes for planning, monitoring and improving the quality of services
- Our services respond to the diverse and unique needs of consumers and our communities
- Clear, open and respectful communication exists between consumers and staff at all levels of the health service
- Routine engagement with the public and health service users through an organisation-wide strategy
- Consumers and carers rights and responsibilities are actively promoted and form the basis for partnerships with staff.

What we plan to achieve in the Consumer Partnership Program:

- Recruitment of Consumer Partners throughout the Grampians region
- Facilitate access to a website-based secure information sharing system (SharePoint) for Consumer Partners
- Offer education and training to Consumer Partners
- Consider reimbursement for participation
- Annual celebrations for Grampians Health Consumer Partners.

Consumer Participation Levels

This framework allows flexibility in the ways we engage with our consumers and community. These tables are examples of how Grampians Health will engage with consumers.



Source: Adapted by the ACI with permission from the International Association for Public Participation (IAP2)

Key: Dark purple dots on the figure above represents Grampians Health and the light purple dots represent community members. In lower levels of engagement, both are separate, but with increasing engagement the dots overlap, and with full empowerment the dots merge.

	Grampians Health - Goal	Grampians Health - Methods of engagement	Formal Informal	
Increasing level of engagement and influence	Empower	We will implement what you decide	<ul style="list-style-type: none"> Consumer Partners have delegated decision-making on particular issues Consumer Partners are integrated into the governance structure Shared decision-making in care and treatment planning as an equal partner 	FORMAL
	Co-design	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible	<ul style="list-style-type: none"> Participatory decision-making on projects and service improvement initiatives and community experience Membership on organisational committees Facilitators of team education/training sessions 	FORMAL
	Collaborate	We will work with you to ensure that your concerns and issues are directly reflected in planning and will provide opportunity for you to influence decision making	<ul style="list-style-type: none"> Community forums with set agenda Workshops with target population groups Consultative committees/groups 	FORMAL
	Consult	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influences our decision	<ul style="list-style-type: none"> Focus groups One-on-one interviews Patient forums Resident forums Public comment/Online discussion Public meetings Literature reviews Surveys Workshops 	INFORMAL generally
	Inform	We will keep you informed	<ul style="list-style-type: none"> Brochures Factsheets Flyers Mail outs Media releases Patient information Public displays/presentations Website 	INFORMAL

Definitions

Advocacy: Advocacy is defined as any action that speaks in favour of, recommends, argues for a cause, supports or defends, or pleads on behalf of others.

Carer: Someone who provides care for a family member or friend who has an ongoing illness, disability or condition. A carer can do this in an unwaged capacity or receive government benefit or allowance. People that have been carers in the past can also bring important learnings and insights.

Co-design: Co-design involves partnering with community members from the outset, identifying issues and throughout the design of services, ensuring that the services reflect their needs and preferences for improvement. Co-design should enable community members to become equal partners with managers and clinicians in the improvement process. (*Agency for Clinical Innovation. N.S.W. A Guide to Build Co-design Capability*)

Co-production: Co-production involves consumers and families/ carers at every stage of the process, reinforcing the idea that the people who use the service are best placed to help produce it.

Community: A group of people sharing a common interest (e.g. cultural, social, political, health, economic interests) but not necessarily a particular geographic association. Within this definition, it is important to recognise that different types of communities throughout the Grampians region are likely to have different approaches to participation.

Consumer: Consumers are members of the public who use or are potential users, of healthcare services. This includes patients, clients, residents, participants, consumers, families, carers and other support people such as consumer representatives and advocates. It includes community members and concerned citizens. It includes people with a disability, people from culturally and linguistically diverse backgrounds, diverse socio-economic status and social circumstances, people from LGBTIQ+ communities, Aboriginal and Torres Strait Islander people and any health and illness conditions. The use of the health service can be both direct and indirect in nature.

Consumer Engagement: The process of incorporating consumer and community aspirations and needs into decision making and service planning, delivery and evaluation.

Consumer Experience: The consumer's perspective, understanding and memory of everything they see, feel and hear while receiving care or services across Grampians Health. This includes every interaction, direct or indirect, clinical and non-clinical across the continuum of care or service delivery.

Consumer Participation: A process of meaningfully involving consumers in decision-making about health policy and planning, care and treatment and the well-being of themselves and of the community. This includes obtaining candid feedback about services, identifying community needs, contributing to service planning and policy development, and representing the consumer perspective in all aspects of Grampians Health activity.

Consumer Partner: Someone who has completed the Consumer Partnership Program (CPP) orientation process, has agreed to be on the consumer register and is participating in CPP activities.

Consumer Register: A register of Consumer Partners who are willing to be involved in ongoing participation activities. The register records their interest in particular areas, programs or service delivery models together with their experience, knowledge and preferred method of involvement.

Cultural and Linguistic Diversity (CALD): Refers to the range of different cultures and language groups represented in the population. In popular usage, culturally and linguistically diverse communities are those whose members identify as having a non-mainstream cultural or linguistic affiliation by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home.

Cultural Responsiveness: Describes the capacity of an organisation to respond in a culturally safe manner to the healthcare issues and needs of diverse communities.

Disability - A physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions.

Diversity: Diversity refers to many experiences and attributes that contribute to each person's unique being, regardless of cultural or ethnic heritage or community, such as social class, gender, occupation, income, sexual orientation, ability, disability, religion, spiritual belief or education.

Equal partners: Consumers being partners in their own care, to the extent that they choose to be. Consumer Partners are treated equally to staff in all activities they participate in.

Health Literacy: The Australian Commission on Safety and Quality in Health Care (the Commission) separates health literacy into two components: **individual health literacy** and the **health literacy environment**. The Commission defines these two health literacy components as follows:

1. **Individual health literacy** is the skills, knowledge, motivation and capacity of a person to access, understand, appraise and apply information to make effective decisions about health and health care and take appropriate action.
2. **Health literacy environment** is the infrastructure, policies, processes, materials, people and relationships that make up the health system and have an impact on the way that people access, understand, appraise and apply health-related information and services. (Australian Commission on Safety and Quality in Health Care, 2014)

Inclusion: A universal human right which aims to embrace all people, irrespective of race, gender, disability or other attribute which can be perceived as different.

Inclusive Practice: Refers to the principle that a service must be responsive to the needs of all users and that diversity will be acknowledged and respected. Inclusive practice means the service will not discriminate against people or treat them unfairly on the basis of these differences, and that negative stereotypes will be challenged.

Paid Participation Policy: Paid Participation is defined as an activity whereby a person with experience of a mental health condition, their family member or support person are formally engaged to participate in an activity from which the Mental Health Service will receive a benefit that will assist in the development, provision, and evaluation of holistic, person centred care. This applies to those aged 14 through to 65 years.

Partnership: Working together collaboratively to make decisions, sharing responsibility for decisions and collectively sharing ownership of outcomes.

Person and Family Centred-Care: An approach to the planning, delivery and evaluation of healthcare that is grounded in mutually beneficial partnerships between patients, residents, clients, families, carers and healthcare providers to facilitate individuals making informed decisions about their own healthcare, to the extent that they choose, from all the options available to them.

Victorian Healthcare Experience Survey (VHES): A state-wide survey of people's public healthcare experiences which is funded by the Victorian Department of Health and Human Services.

Contact details

If you would like further information about consumer engagement at Grampians Health, you can contact the Consumer Partnership team via:

Grampians Health Quality team

GHQuality@bhs.org.au

For more information: grampianshealth.org.au

Key Legislations, Acts & Standards

Aged Care Quality and Safety Commission. (2022). *Aged Care Quality Standards. Standard 1: Consumer dignity and choice. Standard 2: Ongoing assessment and planning with consumers*. Retrieved September 8, 2022 from <https://www.agedcarequality.gov.au/providers/standards>

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Appendix 1 – Grampians Health Strategic Plan on a page

Our Strategic Plan on a Page

Our community is vast, diverse and unique. In coming together, we aspire to address the growing health and wellbeing challenges faced by the Grampians community.

Our Future
We are leaders in regional and rural healthcare

Our People
Our people are caring, skilled, highly trained and professional



Our Partners
We engage with our community and network of partners to enhance outcomes and deliver connected care

Our Purpose	Our Vision	Measures of Success	Our Values
To deliver quality care for our community through safe, accessible and connected health services.	Grampians Health will be a trusted, progressive and innovative leader of regional and rural healthcare.	Our progress against our goals will be assessed using meaningful and measurable outcomes.	Collaboration Compassion Accountability Respect Innovation

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



PUBLISHED JULY 2019

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

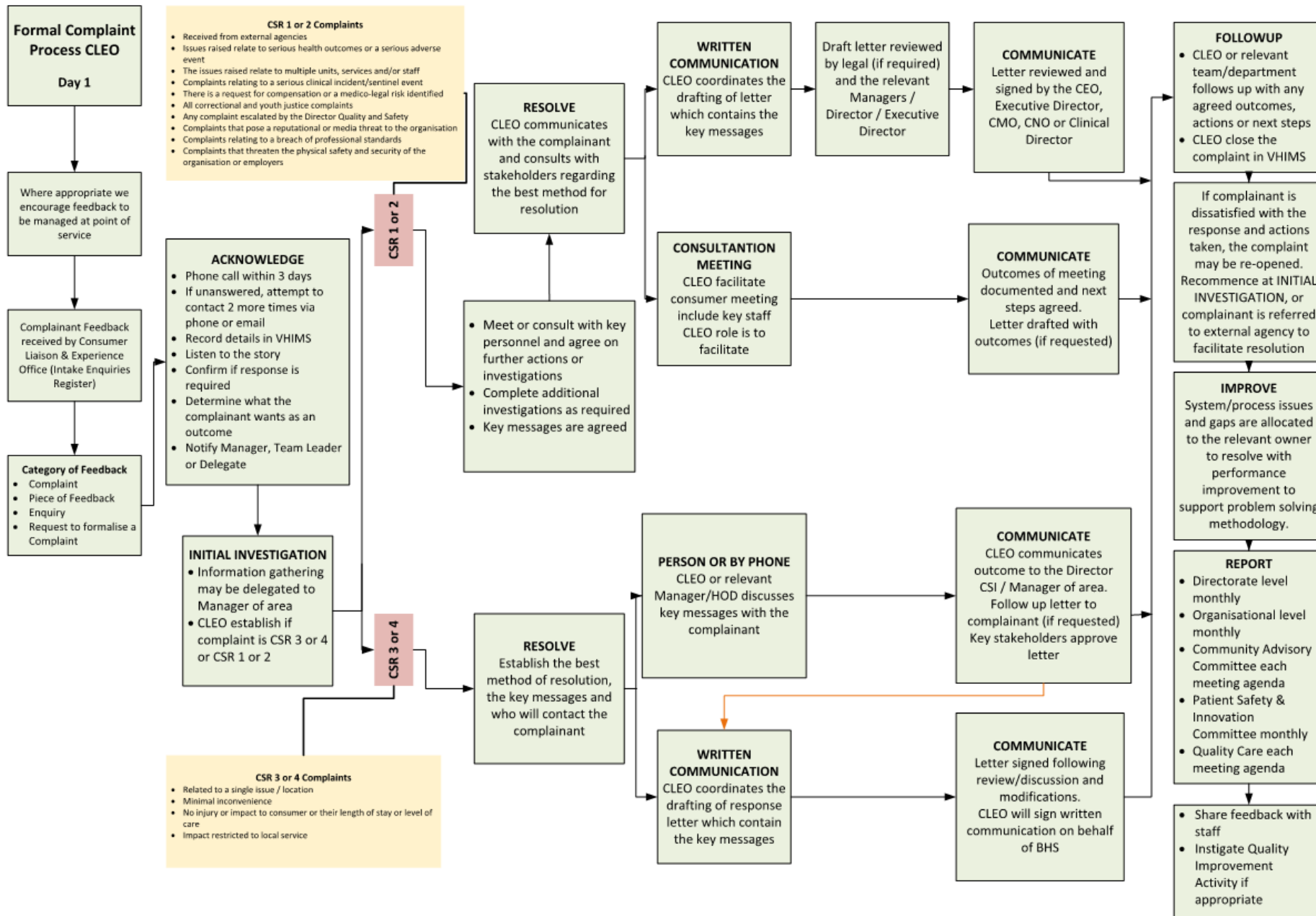
Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

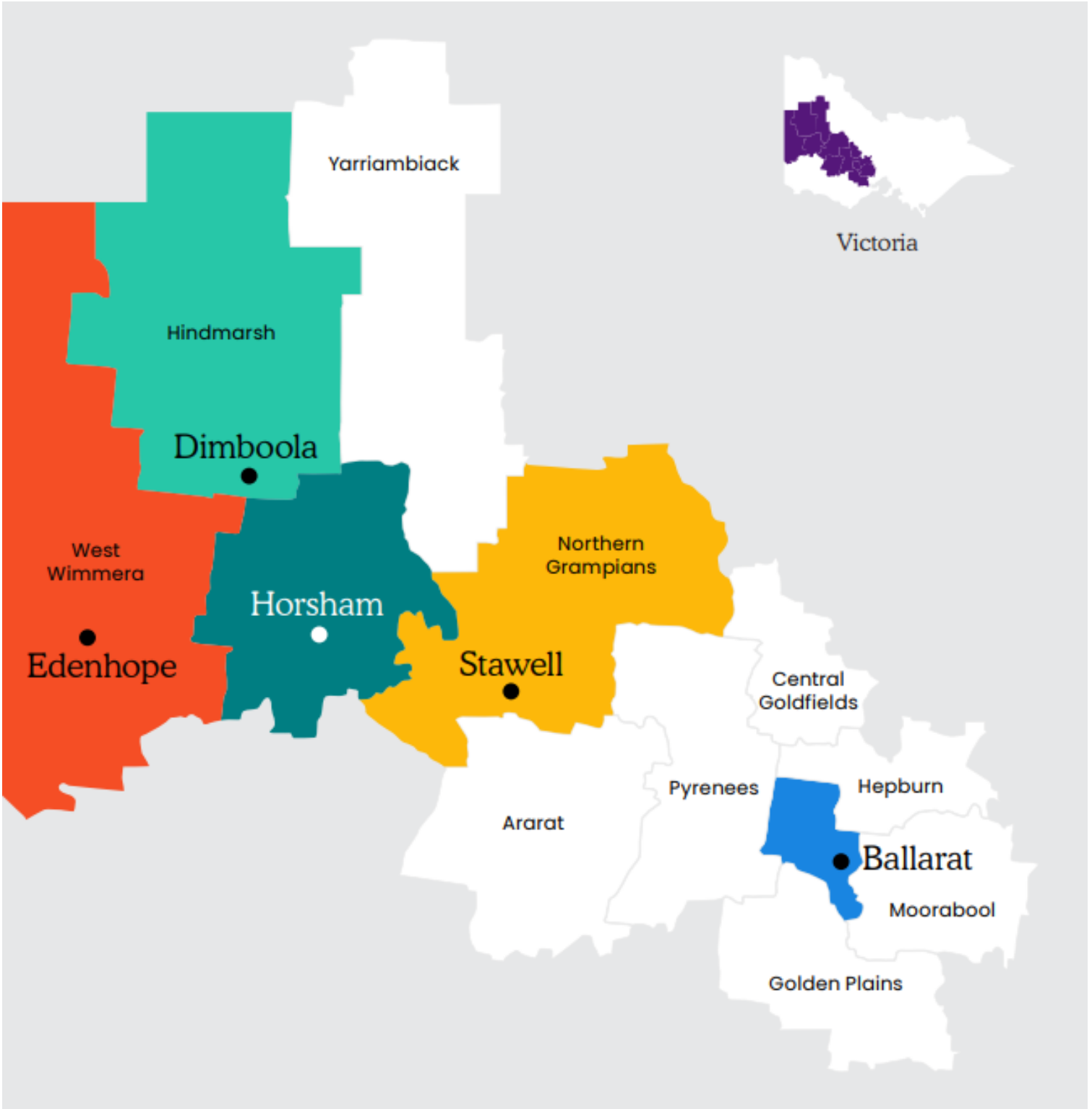
AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Appendix 3 - Feedback process



This is the current feedback process used by the Consumer Liaison & Experience Officers (CLEO). All feedback received is required to follow this process and non-identified data is reported to the appropriate committees. This reporting is to ensure we are meeting our key business objectives within the timeframes required by the Board.



Grampians Health is committed to providing inclusive services and an inclusive working environment. We believe in equity of healthcare for all.

