

Board Position Statement

Transforming Health: Consumer and Community Engagement

October 2017

Purpose

In 2017, SA Health brought its Transforming Health program to a close. It has now committed to ongoing health reform and quality improvement. Health Consumers Alliance SA (HCA) played a key role in Transforming Health through leading the Consumer and Community Engagement Committee and Strategy.

HCA will continue its role in providing independent consumer input into SA Health's health reform program, quality improvement, services and activities. We will do this by remaining consistent with our vision, mission and values and by pursuing the goal of having consumers at the centre of SA's health system.

HCA: Role in Transforming Health 2015-17

HCA partnered with SA Health on Transforming Health from 2015-17 through leading the Consumer and Community Engagement Committee and Strategy. In doing this, we:

- remained consistent with our vision, mission and values
- operated in accordance with National Health and Safety & Quality Standard 2: Partnering with Consumers
- maintained the role of facilitator, seeking at all times to enable and communicate consumer and community views
- partnered strategically with representative consumer and community organisations and groups to maximise reach in our communications
- ensured we engaged partners who represent, and are trusted by, vulnerable consumers
- established and maintained honest, accessible online information and communication
- respected the lived experience of consumers
- used evidence-informed consultation processes to inform planning, activities and recommendations
- openly stated where and how HCA's views as an organisation differed from those identified during public consultation
- publicly identified the scope and limits of consultation and communication possible with the resources available
- sought to ensure consumers and the community informed all aspects of Transforming Health through a strategic approach that went beyond a communication strategy and worked across the Transforming Health governance structure and processes.