



CONSUMER ENGAGEMENT PROJECT PLAN
CHARTER of HEALTH AND COMMUNITY SERVICES RIGHTS

(HCSCC CHARTER)

PROJECT SCOPE

Health Consumers Alliance

- Design and facilitate a process to inform and consult with various target audiences regarding the HCSCC Charter.
- Produce a report on the process to be forwarded to the Complaints Commissioner and the HCSCC Charter Project Reference Group.
- Support consumer and community engagement in the development of the HCSCC Charter in line with HCA's Corporate Plan 2010.

PROJECT DESCRIPTION

The purpose of the project is to:

- ensure the health consumer voice is heard in the development of the HCSCC Charter:
- engage with HCA's target audience to:
 - inform consumers about the development of the HCSCC Charter.
 - involve consumers in order to ensure that their concerns and aspirations are directly reflected in HCA's Charter response to the Complaints Commissioner and the HCSCC Charter Project Reference Group.
 - provide feedback to consumers on how they have influenced the development of the HCSCC Charter.

TARGET AUDIENCES

HCA target audiences will be different for different proposed HCA activities. Essentially the audiences will include:

- Statewide Clinical Network Consumer Representatives
- Other Consumer Advocates and Representatives
- SA CHF Consumer Representatives
- HCA Board members
- HCA Member Organisations
- SA Health CACs, CAGs and HACs
- Mental Health Consumers / Carer Representatives
- New and Emerging Communities Representatives
- Carers SA and associated groups

PROJECT OBJECTIVES

HCSCC Charter of Rights (IAP2 levels - Inform and Involve)

- As the peak body for health consumers in South Australia, to maximise the influence of the aggregated and diverse experience of health consumers and health consumer organisations.
- As a member of the Project Reference Group, to support consultation on the HCSCC Charter that is as wide as possible.
- To ensure the consumer voice influences the development of the HCSCC Charter.
- To provide background information on the HCSCC Charter.
- To clarify the purpose of the draft HCSCC Charter document.
- To comment on the draft HCSCC Charter document.
- To raise awareness of consumer health rights.
- To facilitate consumer input into the implementation of the HCSCC Charter.

PROJECT OUTCOMES

The expected outcomes of the process are:

- All target audiences have an understanding of the HCSCC Charter;
- HCSCC has significant consumer input into the development of the HCSCC Charter;
- There is particular consideration of the needs of mental health consumers and vulnerable population groups in the development of the HCSCC Charter;
- Mechanisms are established for ongoing interaction with interested consumers in the development of the HCA response to the HCSCC Charter;
- SA Health Safety and Quality forum outcomes will be documented in a report and presented to the HCSCC Complaints Commissioner, Director of Safety and Quality (S&Q) and the HCSCC Charter Project Reference Group;
- Increased awareness of consumer rights and understanding of the role of the Commissioner;
- Consumers / carers engaged in developing ideas to implement the HCSCC Charter in local settings;
- HCA submission response submitted by 9 August 2010.

PROJECT EXCLUSIONS

- Subject to clarification of SACOSS's engagement plan, HCA will not include engagement with the disability sector.
- Similarly, it is assumed that HCSCC will engage directly with the indigenous sector and COTA with the aged sector.

DRAFT PROGRAM

Member Groups: Statewide Clinical Network Reps; Other Consumer Advocates and Reps;

SA CHF Consumer Reps; HCA Board members; HCA Member Orgs; Consumers with a clear understanding of and a willingness to participate with the CH agenda; Mental Health groups, New and Emerging Communities reps; SA Carer Group reps.

ENGAGEMENT ACTIVITY	TARGET GROUP	COMMUNICATION METHOD	PROMOTION
<u>INVOLVE</u>	HCA Board and staff, Sue Jarrad, Russel McGowan, Paul Laris, SACOSS	Test group for initial documents (simplicity and ease of access to the information)	<ul style="list-style-type: none"> • Direct communication with target groups
<u>INFORM AND CONSULT</u> Safety and Quality Forum <u>(June 29, 2010)</u>	SA Health CACs and CAGs	Forum	<ul style="list-style-type: none"> • Direct invitation to Regional Directors of CACs and CAGs • media release
<u>INVOLVE</u> Members policy forum (CH) <u>Week beg July 5 – 2:45pm – 4:45pm. Torrens Building</u>	Member groups	Policy forum	<ul style="list-style-type: none"> • e-bulletin • invitation to member organisations • information on HCA website • media release
<u>INVOLVE</u> <u>Week beg July 12 – 2:45pm – 4:45pm. Torrens Building</u>	Separate Members policy forum for MH consumers / carers.	Policy forum – a review of the processes relevant to MH consumer / carers.	<ul style="list-style-type: none"> • e-bulletin • invitation to MH member organisations • information on HCA website • media release • MHPO to send specific invitations to MH Consumers / Carers
<u>CONSULT</u> Member survey (optional) <u>July – completed by Wed 27 July</u>	Consumers	Survey to consumers requesting: <ul style="list-style-type: none"> • their stories and how they could have been better dealt with in the particular setting. • feedback from those unable to attend member 	<ul style="list-style-type: none"> • e-bulletin • ‘Stop press’ email to all member groups • Include in member section of the HCA website • Survey questionnaire

ENGAGEMENT ACTIVITY	TARGET GROUP	COMMUNICATION METHOD	PROMOTION
		forums	
<p><u>CONSULT</u> Member survey (not optional)</p>	Specific Member Organisations	<p>Survey to member organisations requesting:</p> <ul style="list-style-type: none"> • their stories and how they could have been better dealt with in the particular setting. • specific feedback from member organisations 	<ul style="list-style-type: none"> • e-bulletin • 'Stop press' email to all member groups • Include in member section of the HCA website • HCA staff to invite responses from key partners in New and Emerging Communities
<p><u>INVOLVE</u> Specific meetings with New and Emerging Communities</p> <p><u>Meetings to be completed by 2 August 2010</u></p>	Partnering with MRC on New and Emerging Communities	Initial discussions and talk to the reps of these groups to understand the particular issues for this group to include in HCA's HCSCC Charter position paper...	<ul style="list-style-type: none"> • e-bulletin • Discussions with New and Emerging Communities...

ASSUMPTIONS

- There are consumers / carers who are willing to participate in considerable consultation to contribute to HCA's position paper and submission to the HCSCC Charter.
- There are a considerable number of individuals who know and understand very little about the HCSCC Charter.

PRE-READING

- SA Health Consumer Participation Policy and Guidelines
- Australian Charter of Health Care Rights
- Draft Charter of Health & Community Services Rights

EVALUATION

- Each engagement activity will be evaluated.
- Background information is provided to consumer and consumer organisations on the HCSCC Charter.

- Number and diversity of consumers and consumer organisations attending HCSCC Charter forums.
- Number of survey responses received.
- Evaluation process following each session relating to awareness levels prior to and following forums.
- Identification, in the feedback to the Project Reference Group and consumers, of the number and quality of consumer concerns and comments influencing the development of the HCSCC Charter.
- A network of interested consumers is developed to ensure consumer input is included in the implementation of the HCSCC Charter.