



Health Consumers Alliance of South Australia & Health Partners

Partnering with Consumers Revised Proposed Partnership Agreement

Health Consumers Alliance of South Australia (HCASA) is the recognised voice for health consumers in South Australia. We enable services and consumers to work in partnership to achieve better health outcomes through consumer engagement and consumer centred care.

Health Partners is South Australia's largest open health fund and has been providing services for over 80 years. Health Partners, as a not-for profit organisation, is driven to perform solely for the benefit of its members.

18 May 2020

Health Consumers Alliance of South Australia (HCASA)

The Health Consumers Alliance of South Australia (HCASA) is the recognised voice of South Australian health consumers and a centre of excellence in consumer and community engagement and individual and systemic advocacy.

Our vision

Consumers at the centre of health in South Australia

We believe

High performing health and community services support consumers to be self-determining and self-managing, so people can achieve what matters to them and respect and share decision-making at all levels: individual health care, services and policy.

Our work

HCASA works in partnership to provide the information, training and services people, services and policy makers need to ensure consumers have a powerful influence on the health services that they pay for, use and expect to support the health and wellbeing of all South Australians.

- HCASA advocates for health and human rights for all South Australians
- HCASA is informed every day by the lived experience of health consumers and carers
- HCASA provides evidence-based consumer representation in health policy and planning
- HCASA trains and supports consumers and professionals to work in collaborative partnerships

HCASA members, partners and supporters

HCASA is a state-wide, member-based incorporated association with no political affiliations. We work with our members, partners and supporters to inform our position on key health issues, policy and priorities and to enable health and community services to ensure a culture shift to position consumers at the centre of health.

Health and community care standards and rights

HCASA partners with service providers and consumers to achieve health rights and standards, including:

- *South Australian Charter of Health and Community Services Rights*
- *Australian Charter of Healthcare Rights*
- *Universal Declaration of Human Rights (1948)*
- *Australian Commission on Safety and Quality in Health Care National Safety and Quality Health Service Standards (2019)*
- *Australian Care Quality and Safety Commission Aged Care Quality Standards (2018), in particular*
- *National Disability Insurance Scheme Quality and Safeguarding Framework (2016)*
- *National Standards for Disability Services (2013)*

How HCASA will work with Health Partners

HCASA will work in partnership with HEALTH PARTNERS executive, staff and consumers to support and enable them to demonstrate their commitment to the needs, values and preferences of all South Australians requiring HEALTH PARTNERS services, including those who use health and community services and live every day with the consequences of the services they do – and do not – receive.

HEALTH PARTNERS is committed to genuine and respectful partnerships between professionals and consumers, its members. Through this partnership, HCASA will support HEALTH PARTNERS to embed consumer engagement, through the establishment of a consumer advisory group (however named) to better establish effective partnerships between Health Partners and its members. HCASA will also provide training to HEALTH PARTNERS consumers, staff and leadership to better understand and explore options for consumer engagement within HEALTH PARTNERS.

HCASA will use a capacity building, strengths-based approach to:

- Empower consumers to access more relevant information about their health and to take control of their own health care
- Support HEALTH PARTNERS governance and management to be informed and influenced by people with lived experience
- Work with HEALTH PARTNERS leaders and managers to drive and embed consumer engagement values, knowledge, understanding, infrastructure and resources
- Support HEALTH PARTNERS staff to work in different ways to transform organisational culture; articulate and help to embed consumer-centred values and strategic focus

And to enable:

- Consumers to access the health care and outcomes they need, want and value
- Consumers to influence the design, delivery and value placed on health services
- HEALTH PARTNERS staff to integrate consumer needs, values and perspectives in all they do
- HEALTH PARTNERS staff to use consumer/patient-reported priorities and outcomes, including complaints, to inform quality improvement
- HEALTH PARTNERS policy-makers to use consumer evidence to inform decision-making and give priority to people who have the greatest need.

Project Leads

HCASA: Allison Willis Principle Advisor: Policy and Strategy
Bernadette Barrett Project Support Officer

HEALTH PARTNERS: Anika Johnstone Customer Experience Manager

Project Agreement

HEALTH PARTNERS has engaged HCASA to undertake the following strategies for consumer engagement;

Stage 1: Recruitment and selection, of Consumers \$9 000

Actions:

- Recruit 8-10 Consumer Advocates for HEALTH PARTNERS Consumer Advisory Committee (includes developing Expression of Interest and application, information program and selection process/interviews, nomination of recommended consumers)
- Facilitate /support consumer and staff working together/partnering on Committee (for term of project)
- Consumer Advocate membership on HCASA Consumer Advocacy Network (CAN) (1year pro rata)

Stage 2: Consumer & Staff Training \$3 000

Actions;

- Provide *Introduction to Consumer Engagement (1 Day) Training* for all consumer committee members (quoted at 8-10) consumer advocates
- Provide *Consumer Engagement: putting it into Practice (1 Day) Program* for HEALTH PARTNERS staff across all levels and services

HCASA will support HEALTH PARTNERS to recruit 8-10 Consumer Advocates. These Consumer Advocates will be recruited across a range of HEALTH PARTNERS committees (outlined in the Action Plan). Decisions will be made regarding their membership and/or reporting structure to the Consumer Advisory Committee.

HCASA will support HEALTH PARTNERS through this process by developing Committee Terms of Reference and working with the new Committee structure to facilitate its ongoing role. HCASA will facilitate the first few meetings (as negotiated) and orientation process to mentor and support the committee and staff working with the committee, forward.

A Consumer Advisory Committee is defined as;

an advisory group (however named) established by a health care service which comprises of consumers, community members and / or carers including those from diverse and hard-to-reach groups who use the organisation's services. The consumer advisory committee provides a structured partnership between consumers and the organisation using a co-design approach to service planning, delivery, mentoring and evaluation as identified in its terms of reference. Consumer Advisory Groups are not comprised of corporate organisational representatives.

A Consumer Advocate is defined as;

a person who supports, promotes and defend the interests of a consumer or community by supporting an individual or standing up for a just cause. A consumer advocate is able to provide the perspective and/or direct needs, goals and expectations of the person or cause for which they advocate, based on what they have negotiated with the person with whom they are advocating, or their informed position about equity and fairness on a matter.

Consumer Advocates require a sound understanding of their role and responsibilities. Training provides consumer advocates with a broad understanding of key topic areas such as;

- Role of Consumer Advocates including responsibility for confidentiality, declaring conflict of interest etc

- Principles of consumer-centred care and consumer engagement
- Obligations for consumer engagement – legislation, National Standards and health Consumer Rights
- Benefits of engaging with consumers

Service and leadership/management staff require a sound understanding of the role of consumer engagement and how to partner with consumers in a meaningful and purposeful way. Training provides staff with a broad understanding of key topic such as;

- Understanding of consumer engagement and participation
- Benefits of engaging with consumers
- Working effectively with consumers
- Barriers to consumer engagement
- Embedding consumer engagement into systems and service

Action Plan – timeframe to be determined

Dates	Actions	Responsibility
	Prepare recruitment flyer, Expression of Interest/Application Forms for recruitment	HCASA HEALTH PARTNERS
	Advertising and recruitment of consumers (8-10) HCASA network, HEALTH PARTNERS network	HCASA HEALTH PARTNERS
	Consumer Selection process/Interviews Review/Draft Consumer Advisory Committee TOR	HCASA
	Consumer Advocate Training Consumer Advocate membership with HCASA Consumer Advocacy Network (CAN)	HCASA
	Consumer Advocates welcome and induction meeting (date to be determined)	HEALTH PARTNERS HCASA
	Develop HEALTH PARTNERS Consumer Advocate Resources (to be negotiated as part of the contract)	HCASA
	HEALTH PARTNERS Staff Training 1 Day Program	HCASA
	Inaugural CAC Meeting HCASA to attend and mentor first meeting	HEALTH PARTNERS

Quoted Cost

Stage 1: Recruitment: \$9 000

Stage 2: Training: \$3 000

Sub Total: \$12 000

GST: \$1 200

Total: \$13 200