



## SA Health Consumer Engagement and Complaints Strategic Frameworks (2019-2020)

In 2019-20 SA Health contracted HCASA to undertake two significant projects to codesign and develop two statewide strategic frameworks that will influence the obligations and practices of health services to ensure effective and meaningful consumer and community engagement in South Australia into the future.

### Consumer, Carer and Community Engagement Strategic Framework

#### Project Purpose

This Strategic Framework outlines the responsibilities of all SA Health staff to strengthen and improve the practice of consumer and community engagement across South Australia. It identifies SA Health's position and values regarding the significance and value of partnering with consumers and community. It provides a Strategic Framework to support LHNs and Statewide Services to meet their national, state and local, legislative and standards responsibilities

#### Project Scope

In consultation with stakeholders, undertake a review and revision of the SA Health consumer and community engagement suite of policies including:

- *Framework for Active Partnership with Consumers and the Community (2013)*
- *Guide for Engaging with Consumers and the Community (2013)*

And review accompanying resources principally including

- *Consumer and Community Advisory Committee/Group (CACAC/CAG) Policy Guideline and Toolkit (2015)*
- *Sitting Fees and Reimbursement for External Individuals Policy (2015)*
- *Partnering with Consumers eLearning Module (2015)*

This work was cognisant of the parallel piece of work being undertaken by Aboriginal Health Division SA Health on the *SA Health Guide for Engaging with Aboriginal People (2013)*

This Framework was consistent with the *Health Care (Governance) Amendment Bill 2019* responsibilities of Governing Boards pertaining to consumer and community engagement including;

*s33 Governance and management arrangements*

- *2(e)(iii) to prepare and review strategies to promote consultation with health consumers and community members about provisions of health services*

*s33A Engagement Strategies*

- *1(b) to promote consultation with health consumers and members of the community about the provision of health services*
- *2(b) to consult consumers and members of the community in the development of strategies for them*
- *2(b) to publish consumer and community engagement strategies in a way that was accessible to the public*
- *3(3) complete a review of a consumer and community engagement strategy within 3 years after publication*

Project Objective

- Review and revise the Framework in consultation with health service and consumer and community organisations in line with current best practice
- Support the work of Local Health Network Governing Boards in their obligation to actively partner with consumers and the community in the planning, decision-making, delivery and evaluation of health services
- Support the development of mechanisms for the monitoring, evaluation and reporting of consumer and community engagement

The Draft Framework was completed in August 2019 and at the time of writing this document, was sitting with the Minister for final endorsement. Once endorsed this was the first time an SA Health policy has identified consumer outcomes, rather than service delivery outcomes, as its measure for success.

## Consumer, Carer and Community Feedback & Complaints Strategic Framework

### Project Purpose

In line with the Health and Wellbeing Strategy 2020-2025, the Framework aims to improve community trust and experience of the health system supported by a safe and high quality feedback and complaints management system that informs service improvement and minimises risk

The Framework outlines the responsibilities for all of SA Health to strengthen and improve consumer, carer and community feedback and complaints management to drive safety and quality improvement. It identifies SA Health's principles, core values and goals around the importance of consumer, carer and community feedback. The Framework supports DHW, LHN Governing Boards and SAAS to meet national, state and legislative responsibilities and demonstrate transparency and accountability to the public.

### Project Scope

In consultation with stakeholders, undertake a review and revision of the SA Health consumer feedback suite of policies including

- *Consumer Feedback Management Policy Directive (Dec 2011)*
- *Consumer Feedback Management Policy Guideline and Toolkit (Dec 2011)*

To Develop the

- *Consumer Feedback and Complaints Management Strategic Framework*  
Aligned to the *Australian and New Zealand Standards Guidelines for complaint management in organizations (2014)*

Review and make recommendations

- *Independent Commissioner Against Corruption (ICAC) report on Oakden Older Persons Mental Health Service Recommendation 11 – role of Consumer Advisors*

Project Objectives

- Review and revise the *Policy* in consultation with Local Health Networks (LHNs) and consumers in line with current best practice
- Support the work of Local Health Network (LHN) Governing Boards in their obligation to actively seek and gain consumer feedback as part of their mandatory responsibility and evidence for quality improvement
- Review and revise the *Complaints Management Strategic Framework*

The Draft Framework was completed by HCASA in August 2020 and at the time of writing this document the draft was with SA Health for finalisation and endorsement.

**HCASA September 2020**