



SA Ambulance Consumer Engagement Project

In January 2020 SAAS contracted HCASA in a partnership agreement to establish a new Consumer and Community Advisory Committee. HCASA worked in partnership with SAAS executive, staff and consumers to support an enable them to demonstrate their commitment to the needs, values and preferences of all South Australians requiring SAAS 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.

Through this partnership, HCASA supported SAAS to embed consumer engagement, through the establishment of a consumer advisory group (however named) to better establish effective partnerships between SAAS and its members. HCASA provided training to SAAS consumers, staff and leadership to better understand and explore options for consumer engagement within SAAS.

HCASA used 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 SAAS governance and management to be informed and influenced by people with lived experience
- Work with SAAS leaders and managers to drive and embed consumer engagement values, knowledge, understanding, infrastructure and resources
- Support SAAS 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
- SAAS staff to integrate consumer needs, values and perspectives in all they do
- SAAS staff to use consumer/patient-reported priorities and outcomes, including complaints, to inform quality improvement
- SAAS policy makers to use consumer evidence to inform decision-making and give priority to people who have the greatest need.

Stage 1: Recruitment, selection and nomination of Consumer Advocates for CACAC and other governance committees

Actions

Recruitment of Consumer Advocates for SAAS Consumer Advisory Committee
Recruitment of Consumer Advocates for 5 additional SAAS governance committees
Development of Consumer Advisory Committee Terms of Reference and Code of Conduct
Mentoring and ongoing support for Consumer Committee
Facilitation/support consumer/staff working together/partnering on Committee
Strategic planning workshop with Consumer Advisory Committee to develop key priorities
Development of Consumer Advocate Resources
Consumer Advocate membership on HCASA Consumer Advocacy Network (CAN)

Stage 2: Provide Consumer and Staff Training

Actions

- Introduction to Consumer Engagement (1 Day) Training for all consumer Panel members
- Consumer Engagement: putting it into Practice (1 Day) Program for SAAS staff across all levels and services
- Provide tailored training for Chief Executive/ Senior Management Staff

With the advent of COVID-19 several of the actions required restructuring to accommodate isolation and social distancing. HCASA supported and attended online Consumer and community Advisory Committee meetings and undertook online training for SAAS staff. As the time progressed it was clear that face-to-face training would not be an option in the short term and HCASA provided a recorded training package for SAAS to use for a period of three months. At the end of the project timeline HCASA was able to provide face-to-face training with SAAS executive and senior teams members.

HCASA September 2020