

Consumer and Community Engagement Strategy 2022-2026

Progress update as at 31 December 2022

To promote consultation with health consumers and members of the community about provision of health services, the *Hospital and Health Boards Act 2011* requires South West Hospital and Health Service to develop and publish a Consumer and Community Engagement Strategy.

You can access the current document here: www.southwest.health.qld.gov.au/about-us/publications-and-reporting/consumer-and-community-engagement-strategy-2022-2026.

Actions within the Strategy - combined with further progression of our [First Nations Health Equity Strategy](#), our [Clinician and Employee Engagement Strategy](#) and [Strategic Plan](#) commitments, alongside partnership working and co-design - will deliver more integrated care, further promotion of cultural safety considerations and better health outcomes for the communities we serve.

Key highlights delivered within the reporting period against our four year Strategy include:

- ✓ Scheduled completion of scheduled reviews of our Consumer Publication Governance Framework and supporting patient bedside information
- ✓ A range of local co-design, quality improvement and community engagement sessions, including with First Nations People, continue to be held on a regular basis
- ✓ Continued progression of Healthy Community, HOPE, TRACC and other key programs
- ✓ Year to date complaints management met within key performance target measures
- ✓ Website visits and social media subscribers currently tracking to meet 5% annual uplift.

Key areas for continued focus over the next six months to 30 June 2023 include:

- Increased focus of Cultural Competency and Compassionate Care mandatory training compliance, which were both below our benchmark of 85% (at 71% and 75% respectively), noting it has previously been difficult to schedule face to face training during COVID-19 response
- Scheduling of a second consumer and community engagement forum, to supplement our annual Consumer Advisory Network (CAN) Forum
- Revitalisation of our Consumer's Register of Interests
- Development of a further implementation plan to commence a South West Youth CAN
- Completion of Year 1 baseline data registers for events, health promotion and other activities.

Further information

If you would like further information about our Consumer and Community Engagement Strategy, [joining one of our Consumer Advisory Networks](#) or [volunteering your time in support of one of our facilities](#), we would love to hear from you.

You can contact us at: [SWHHS Board@health.qld.gov.au](mailto:SWHHS_Board@health.qld.gov.au).

You might also like to [follow us on Facebook](#) to stay up to date with key community updates and activities.