

## Consumer and Community Engagement Strategy 2022-2026

Progress update as at 30 June 2023

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](http://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:

- ✓ 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, with key highlights including:
  - Development of First Nations Health Equity Implementation Plan
  - Progression of local workforce models of care to supplement primary care clinical services
  - A patient travel subsidy scheme administration questionnaire
  - Opportunities for consumers, carers and community partners to codesign a more culturally appropriate mental health strategy through the South West 3 Seeds initiative
- ✓ Continued progression of Healthy Community, HOPE, TRACC and other key programs in support of health promotion activities
  - Approximately 200 events, attended by over 6,200 participants were held between 1 July 2022 and 30 June 2023. Broadly this means at least one event is held every 1.5 days
- ✓ Year to date complaints management continued to be met within key performance target measures
- ✓ Uplift of 9% and 28% growth in LinkedIn and Facebook social media subscribers against a 5% annual uplift target.
  - Our ambition for 5% uplift of website traffic, we achieved a 2.2% increase over the last 12 months compared to the previous year – during which visits to our website were exceptionally high due to COVID-19 related information.

Key areas for continued focus over the next six months to 31 December 2023 include:

- Increased focus of Cultural Competency and Compassionate Care mandatory training compliance, which were both below our benchmark of 85% (at 78%, and increase of 7% and remaining unchanged at 75% respectively)
- Scheduling our annual Consumer Advisory Network (CAN) Forum in Roma during October
- Development of a further implementation plan to commence a South West Youth CAN

### 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.