

South West Health Community News

Consumer and Community Engagement Strategy update (June 2026)

Consumer and Community Engagement Strategy 2022-2026

Progress update between 1 January to 30 June 2026

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.

Actions within the Strategy, which expired effective 30 June 2026 - combined with further partnership working and co-design through progression of our [First Nations Health Equity Strategy](#), our [Clinician and Employee Engagement Strategy](#) and [Strategic Plan](#) commitments - supported delivery of more integrated care, the further promotion of cultural safety considerations and better overall health outcomes for the communities we serve.

Key highlights within the reporting period included:

- ✓ A range of local co-design, quality improvement and community engagement sessions, including with First Nations People, continued to be held on a regular basis.
- ✓ This included extensive engagement across our communities – and with staff and partners – to complete the preparation of our next three-year commitments under *Our Way – Together*, to inform both our action plan for 2025 to 2028 in addition to the development of a dedicated, place based action plan for the Cunnamulla community – [you can access these documents here](#).
- ✓ We also developed a new Strategic Plan and key values of WECARE (Wellness, Engagement, Courage, Accountability, Respect, Equality) [which commenced from 1 July 2026](#).
- ✓ [Our Board](#) and [our Executive Team](#) also continued to travel across the region, meeting with local community members and partners to better understand how we can all work together to support local needs and aspirations.
- ✓ We reviewed patient bedside information, introducing QR codes as well as paper copies for the convenience of people accessing our services, and their carers / visitors.
- ✓ We continue to host, and participate alongside our partners, a wide range of health promotion and community focused activities across the South West:
 - Approximately 130 events, engaging 8,025 participants, were hosted over the six-month period.
 - Broadly, this meant we continued to host at least one event every 1.5 days – and kept up our trend of delivering at least 5% growth of events year on year.
- ✓ Year to date complaints management continued to be met within key target measures:
 - Overall, 88% of complaints were resolved within 14 days.
 - In total, we received 57 complaints – 19 fewer than the previous six-month period.
 - In addition, we also welcomed 60 formal compliments, most of which related to our levels of caring.
 - We received no complaints regarding Human Rights or racial discrimination.
 - In response to feedback, a range of service improvements were initiated, including: Updating our approach to correspondence; Supporting statewide Patient Travel Subsidy Scheme requirements; Internal procedures reviewed for residential care clients and Medication identification protocol improvements.



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- ✓ We also continued to grow our online presence over the past six months, including:
- [South West HHS website](#)
 - [our careers page](#)
 - our [Facebook](#), [LinkedIn](#) and [Instagram](#) pages – so if you are not a subscriber, join us today!

This is the final update against our current Strategy, which expired 30 June 2026:

- ❖ However, we look forward to continuing to advocate on behalf of South West communities to deliver high-quality, culturally safe, reliable and integrated healthcare by growing our workforce and forging strong community partnerships to ensure equitable health outcomes for all.
- ❖ A new whole of HHS Engagement Framework is currently in development and will be issued shortly
- ❖ In the meantime, you can contact us at SWHHS_Board@health.qld.gov.au
- ❖ And please consider [joining one of our Consumer Advisory Networks](#) or [volunteering your time in support of one of our facilities](#)