

# Consumer Participation Engagement Strategy



Northeast Health Wangaratta's Consumer Participation Engagement Program Strategy is designed to strengthen the connection between our organisation and our community. This strategy outlines our commitment to actively involving consumers in shaping our services, policies, and decision-making processes.

By implementing our Consumer Participation Engagement Program Strategy, we will foster a collaborative environment where consumer input is central to our decision-making processes. Through active participation and engagement, we will aspire to continuously improve our services, enhance our patient experiences and strengthen our connection with the community we serve.

Consumer Participation within Northeast Health Wangaratta encompasses various strategies, which include:

## **Direct Level:**

Where our consumers participate in their own healthcare and treatment. Northeast Health Wangaratta enables and supports consumers to be equal partners in their care through shared decision making.

## **Health Service Level:**

Where our consumers participate in service design, delivery and quality improvement. Our health service partners with consumers in decisions about the design and delivery of services through community advisory committees and working groups, as well as quality and safety committees. Consumers are empowered to provide feedback, ideas and personal experiences to drive change.

## **Systems Level:**

Where our consumers, carers and community are encouraged to participate in system-wide quality and safety improvement initiatives. We partner with our consumers in both the planning process and through participation in various hospital committees.



2023-2025

# Consumer Participation at NHW

## Achievements so far...

### In 2023 NHW implemented:

- ✓ Aboriginal Cultural Safety Plan
- ✓ Gender Impact Assessments
- ✓ Discharge Planning Improvements

### By 2025 NHW aims to:

- Have enhanced its feedback mechanisms and publicly shared improvements
- Increase diverse consumer participation by 25%
- Increase consumer participation by 50%

### 2020

- ✓ LGBTQIA+ Action Plan

### 2021

- ✓ Reflect Reconciliation Action Plan

### 2022

- ✓ Disability Action Plan
- ✓ Gender Equality Action Plan

### By 2024 NHW aims to:

- Increase response rates to the Victorian Health Experience Survey by 25%
- Have an action plan implemented for improving its disability referral process
- Have developed and implemented a key suite of performance indicators for consumer participation at NHW

For more information visit:  
[www.nhw.org.au/consumer-participation](http://www.nhw.org.au/consumer-participation)

