

Consumer and Community Engagement Strategy 2022-2026

Progress update between 1 July and 31 December 2024

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

Key highlights 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.
- ✓ Through our Healthy Community, HOPE, TRACC and other key programs, including Oral Health, continued to host and participate in a wide range of health promotion activities:
 - Approximately 185 events, engaging around 6,715 participants, were hosted. Broadly, we continued to host at least one event every 1.5 days across the South West.
- ✓ Year to date complaints management continued to be met within key target measures:
 - During the six months, we received 51 complaints and 203 compliments – compared to 63 complaints / 122 compliments in the previous six months.
 - Overall, 94% of complaints were resolved within 35 days – well above the statewide target of 80%.
- ✓ An average of 4,637 people per month [accessed the South West HHS website](#) over the past six months, [including our careers page](#).
- ✓ Achieved a 3% increase in our [Facebook](#) membership and are continuing to grow our [LinkedIn](#) and [Instagram](#) pages – so if you are not a subscriber, join us today!

Key areas of focus over the next six months to 30 June 2025 include:

- ❖ Keeping in touch with our Community Advisory Networks across the South West and also online during CAN Link-In sessions, in addition to other local engagement opportunities – including during scheduled Board meetings around the South West.
- ❖ Further progression of [First Nations Health Equity Strategy commitments](#), including developing a zero tolerance statement for racial discrimination and / or institutional racism.
- ❖ Alongside our CAN and wider valued partners continuing to advocate on behalf of South West communities to ensure safe, effective, responsible and sustainable health services that people trust and value.

Further information

If you would like further information about our Consumer and Community Engagement Strategy, you can also 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](#) – we would love to hear from you.