

Consumer and Community Engagement Strategy 2022-2026

Progress update between 1 July and 31 December 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.

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, with key highlights including:
 - Launched our [First Nations Health Equity Implementation Plan](#) in at the Cunnamulla Shire Hall on 24 July 2023.
 - Held the inaugural meeting of the First Nations Health Equity Committee, on 1 December 2023, comprising Chief Executive Officers of our key partners.
 - Progression of further workforce models of care to supplement primary care clinical services and meet local need.
 - Hosted community Town Hall meetings at Cunnamulla (July), Dirranbandi (August), Injune and Morven (Sept) and Surat (November).
 - Held our annual Community Advisory Network Forum in Roma during October, coinciding with our annual Staff Awards celebration.
- ✓ Through our Healthy Community, HOPE, TRACC and other key programs, such as Dental Mobile Van, continued to run a wide range of health promotion activities:
 - Approximately 265 events, attended by over 10,000 participants were held between 1 July 2023 and 30 December 2023 which was approximately 65 more events, and 3,800 more people, than the whole of the 2022-23 Financial Year. Broadly, this also meant we continued to host at least one event every 1.5 days over the six month period. This pleasing uplift is also potentially due to a wider collation of data.
- ✓ Year to date complaints management continued to be met within key target measures:
 - In the reporting period, we received 64 complaints and 115 compliments.
 - However, we were marginally below our expectation to fully complete all complaints within 35 days of receipt, with three matters requiring additional time to obtain additional information to ensure full resolution.
 - Despite this, at 95% completion, our performance was still one of the highest rates across Queensland - and 10% above the statewide target.
- ✓ Achieved 9% Facebook and 28% growth in LinkedIn and Facebook social media followers in the last six months, against a 5% annual uplift target.
- ✓ An average of 5,290 people per month [accessed the South West HHS website](#) over the past six months, which also indicates we are on track to increase use compared to the previous 12 months.
- ✓ Received positive feedback from assessors as part of organisation wide accreditation, undertaken during late October, who were most impressed by our focus on compassionate, person centred-care and collective willingness to providing the very best of service.

Key areas for continued focus over the next six months to 30 June 2024 include:

- ❖ Increased focus on Cultural Competency and Compassionate Care mandatory training compliance, which remained below our benchmark of 85% (at 75%, a decrease of 3% from 30 June 2023, and a 1% uplift to 83% respectively).
- ❖ In the meantime, catching up with our Community Advisory Networks online at a CAN Link-In, to be held in February, and continuing to schedule further local catch up and engagement meetings with local communities as part of scheduled Board meetings around the South West.
- ❖ Development of a further implementation plan to commence a South West Youth CAN.
- ❖ Undertaking a routine update of our supporting CAN Handbook and other supporting documentation.
- ❖ Looking forward to the completion of key infrastructure projects across the South West – including works at Charleville, Morven, St George and upgrades to Augathella, Surat, Injune and Cunnamulla Multipurpose Health Services – in addition to other service improvements across South West facilities.
- ❖ Further progression of First Nations Health Equity Strategy commitments, including:
 - Welcoming establishment of two new First Nations Health Equity Committees – the First Nations Peak Advisory Committee and Health Equity Stakeholder Committee.
 - Further work to progress a zero tolerance statement for racial discrimination and / or institutional racism, including supporting communications and staff awareness.
- ❖ Alongside our CAN and wider valued partners continue 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, 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.

You can also 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.