

## Consumer and Community Engagement Strategy 2022-2026

Progress update between 1 January and 30 June 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 110 events, engaged around 6,100 participants in the six months to 30 June 2024. Broadly, we continued to host at least one event every 1.5 days.
- ✓ Year to date complaints management continued to be met within key target measures:
  - During 2023-2024, we received 115 complaints and 227 compliments – compared to 212 complaints / 299 compliments in the previous year.
  - However, we were marginally below our expectation to fully complete all complaints within 35 days of receipt, achieving 94% in time overall – due to some complaints requiring further investigation and follow up to inform response.
  - Despite this, our performance was almost 10% above the statewide target.
- ✓ An average of 5,364 people per month [accessed the South West HHS website](#) over the past 12 months, [including our careers page](#).
- ✓ Achieved a 14% increase in our [Facebook](#) and 28% growth in [LinkedIn](#) followers over the year, against a 5% annual uplift target. Originally launched in July 2023, our [Instagram](#) following is currently 600 accounts – so if you are not a subscriber, join us today!

### **Key areas of focus over the next six months to 31 December 2024 include:**

- ❖ Catching up with our Community Advisory Networks online at a CAN Link-Ins, and further local engagement meetings with local communities as part of scheduled Board meetings around the South West – in addition to our annual CAN Forum.
- ❖ 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](mailto: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.