

CONSUMER PARTICIPATION

Purpose(s)

1. To ensure access and equity to services that meet the identified needs of the community.
2. To formalise the opportunity for clients to participate in service planning and evaluation.
3. To ensure there are opportunities for Clients/Residents/community members to participate in service development planning.

Policy Statement

Consumer participation in the development and evaluation of services is recognised by Macedon Ranges Health (MRH) as essential to the success of MRH meeting the needs of the community. Consumer participation is encouraged through a variety of methods including:

- Forums and expos
- MRH Consumer Advisory Committee
- Client/Resident surveys
- Opportunity for Improvement program
- 1:1 meetings with Board members, CEO or senior management
- MRH attendance at local/regional community events and network meetings
- MRH management representation at senior levels on regional health working groups and community organisation Boards

MRH ensures consumer participation activities encourage involvement from all members of our local/regional community including but not limited to:

- Seniors or retirees
- Young families
- Adolescents
- Health service users
- Business representatives
- Volunteers
- Health professionals
- Community support groups

MRH offers education and training opportunities to the broader community, client/resident and carer groups.

All members of the MRH Advisory Committee receive an orientation to MRH by the CEO.

MRH facilitates Clients/Residents/community member's access to MRH community participation events/meetings through sensitive scheduling, provision of volunteer transport assistance where required and when available, catering, provision of printed meeting materials and access to interpreters as required.

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MRH0000351	27/08/2013	4.0	13/06/2017	05/05/2020

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A variety of feedback mechanisms are utilised to obtain information from all stakeholders. Examples of feedback mechanisms include OFI's, surveys, event/program evaluations and random questionnaires sent to clients/residents/participants.

Scope

Organisation

Target Audience

All stakeholders

Definitions

OFI – Opportunity for Improvement

References

DHS – Doing it with us not for us: Participation Policy 2006-09

Key Legislation, Acts & Standards

2.1 Common Care Standards

1.6 Equip 6 Standards

1.4 Aged Care Standards

Evaluations

This policy is scheduled for periodical review or exceptional review in response to changes in relevant Standards and guidelines.

Risk

Description of the major risk if this policy IS NOT followed Consumer participation is deemed ineffective by those involved		
Risk Likelihood	Risk Consequence	Risk Rating
Unlikely	Moderate	Medium

Responsible Manager/s

CEO

Manager Community Engagement

Keywords

Nil

Approver

Chief Executive Officer

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