

# Service Agreement



Government of South Australia  
SA Health

## SERVICE AGREEMENT

Between

MINISTER FOR HEALTH

("Minister")

And

THE HEALTH CONSUMERS ALLIANCE OF SOUTH AUSTRALIA  
INCORPORATED

(ABN 90 295 720 079)

("Service Provider")

FOR THE TERM COMMENCING ON 1 July 2016 to

AND EXPIRING ON 30 June 2019

*Peak Body for Health Consumers in South Australia*

*DHA file no. 2016-02103*

## **SERVICE AGREEMENT**

### **BETWEEN:**

**MINISTER FOR HEALTH** a body corporate pursuant to the *Administrative Arrangements Act 1994* (SA) of 9th Floor, Citi Centre Building, 11 Hindmarsh Square, ADELAIDE South Australia 5000 ("**Minister**")

### **AND**

**HEALTH CONSUMERS' ALLIANCE OF SOUTH AUSTRALIA INCORPORATED** (ABN: 90 294 720 079) a body corporate pursuant to the *Associations Incorporation Act 1985* of 1/12 Pirie Street Adelaide South Australia 5000 ("**Service Provider**")

### **STATEMENT OF INTENT**

This Agreement reflects the Parties' commitment to a relationship in which both have rights and responsibilities that are to be upheld and respected.

A co-operative approach will incorporate agreed values, mutual respect for the roles and responsibilities of government and the community services sector and a commitment to participate and adhere to agreed processes for policy development, planning, resource allocation, service monitoring and review and accountability. It recognises the importance of taking the long term view as well as responding to immediate and urgent need. It recognises that social and environmental outcomes are as important as financial outcomes.

The ultimate vision is for service provision that supports a democratic, fair, accountable body of services, which accommodate and value diversity, which address the particular needs of vulnerable and marginalised people, which recognises regional and rural differences and which contributes to demonstrable high quality outcomes in accordance with agreed standards.

### **THE PARTIES AGREE AS FOLLOWS:**

In consideration of the payment by the Minister of the Allocated Funds pursuant to the Master Agreement between the Minister and the Service Provider and this Service Agreement, the Service Provider must provide the Services on the terms and conditions set out in the Master Agreement and this Service Agreement.

This Service Agreement must be read in conjunction with the Master Agreement, and the terms and conditions of the Master Agreement are incorporated into this Service Agreement.

**1. COMMENCEMENT DATE:**

1 July 2016

**2. EXPIRY DATE:**

30 June 2019

**3. EXTENSION OF THIS AGREEMENT:**

Not Applicable

**4. NAME OF THE SERVICES:**

Peak body for health consumers in South Australia

**5. FUNDING PROGRAM:**

System Performance and Service Delivery Division

**6. ADDRESS FOR NOTICES:**

**6.1 Minister's address for notices**

PO Box 287, Rundle Mall, Adelaide SA 5000

Facsimile no 8226 6277

**6.2 Service Provider's address for notices**

1/12 Pirie Street, Adelaide SA 5000

Fax: 8410 5276

**7. ALLOCATED FUNDS:**

\$440,559 (GST exclusive) per annum

Indexation will be calculated in accordance with clause 1.1 of the Master Agreement.

**8. TIME AND MANNER OF PAYMENT OF ALLOCATED FUNDS:**

The Minister must pay the Allocated Funds quarterly in advance in accordance with the funds allocated to each period outlined in clause 7.

**9. MINISTER'S CONTRACT MANAGER:****Department Liaison Officer**

Name: Michele McKinnon  
Title: Director, Safety and Quality  
Address: Level 10, CitiCentre Building  
11 Hindmarsh Square  
Adelaide SA 5001

PO Box 287, Rundle Mall  
Adelaide SA 5000  
Telephone: 8226 6971  
Email: [michele.mckinnon@sa.gov.au](mailto:michele.mckinnon@sa.gov.au)

**10. SERVICE PROVIDER'S CONTRACT MANAGER:**

Name: Michael Cousins  
Title: Chief Executive  
Address: 1/12 Pirie Street  
Adelaide SA 5000  
Telephone: 8231 4169  
Email: [MCousins@hcasasn.au](mailto:MCousins@hcasasn.au)

**Service Provider's Liaison Officer**

Name: Michael Cousins  
Title: Chief Executive

## 11. SERVICES:

### 11.1 Service Description

In this Agreement:

- "LHN" means SA Health's Local Health Network
- "LHNs" means SA Health's Local Health Networks
- "HCA Representative" means a person who represents, and is authorised to speak on behalf of the Service Provider
- "HCA Consumer Advocate" means a person who advocates the consumer perspective and has the requisite training and experience to speak as an informed consumer
- "HCA Nominee" means a person nominated or endorsed by the Service Provider for a specific consumer representative opportunity.

The Service Provider must provide the following Services:

- 11.1.1 The Service Provider will operate as the peak body for health consumers in South Australia. It will build the capacity of South Australian health consumers to support effective partnerships between consumers and health care providers and organisations at all levels of health care provision, planning and evaluation.
- 11.1.2 The Service Provider will provide strategic policy advice to the Minister for Health and Ageing and SA Health, promoting the unique perspectives of health consumers, generated from evidence informed practice to enhance statewide planning, effective policy making and service development, and evaluation of health service performance.
- 11.1.3 The Service Provider will assist SA Health to:
  - 11.1.3.1 achieve safe, high quality, consumer centred health services consistent with the SA Health Care Plan, the Australian Safety and Quality Framework for Health Care, National Safety and Quality in Health Service Standard 2 – Partnering with Consumers, National Safety and Quality Goal 3 – Partnering with Consumers
  - 11.1.3.2 partner with health consumers, consistent with these national goals and standards;
  - 11.1.3.3 implement best practice in consumer and community engagement in SA Health.
- 11.1.4 The Service Provider will provide SA Health with a broad, strategic and representative consumer and community engagement as the peak consumer and community advisory body for Transforming Health.
  - 11.1.4.1 The Transforming Health Peak Consumer and Community Engagement Committee through the



Service Provider, will work with the Local Health Network Governing Councils, and Consumer and Community Advisory Councils / Groups, and the Health Advisory Councils to consult with consumers, consumer representatives and communities to be the key mechanism for enhanced consumer and community consultation and engagement in Transforming Health.

- 11.1.5 The Service Provider will provide, for the period 1 July 2016 to 30 June 2019, the services described in Schedule 1 ("General Description of Services 2016-2019") in accordance with the requirements described in Schedule 2 ("Deliverables 2016-2019").

## 11.2 **Service Provision Principles**

The Service Provider must comply with the following Service Provision Principles:

- 11.2.1 continue to address the need for health consumers to have a strong, independent and effective voice.
- 11.2.2 collaborate with others interested in health consumer issues to develop alliances and partnerships.
- 11.2.3 facilitate the promotion of greater public discussion about health priorities, services and relevant legislation.
- 11.2.4 focus on an equitable distribution of health resources to achieve population health outcomes that contribute to improving the health and wellbeing of disadvantaged and vulnerable health consumers.
- 11.2.5 ensure services are accessible to all health consumers, allowing for culturally specific assistance to people from Aboriginal and culturally and linguistically diverse backgrounds, and vulnerable consumers.

## 11.3 **Service Provision Framework**

The Service Provider will collaborate with the Department to develop services that meet the strategic directions of a range of relevant Departmental policies and service frameworks as they are promulgated including, but not limited to, the:

- South Australia's Strategic Plan (<http://www.sahealth.sa.gov.au>)
- South Australia's Health Care Plan
- The Australian Safety and Quality Framework for Health Care, National Safety and Quality Health Service Standard 2 – Partnering with Consumers, and the National Safety and Quality Goal 3 – Partnering with Consumers.

- SA Health Framework for Active Partnership with Consumers and the Community and Guide for engaging with Consumers and the Community.
- Any other relevant framework documents.

#### **11.4 Hours of operation**

The Services will be provided Monday to Friday during 9am-5pm, excluding South Australian public holidays.

### **12. TARGET GROUP:**

- 12.1 Primary Target Group: All health consumers within South Australia, with a dedicated focus on vulnerable health consumers as identified and prioritised through the Service Provider's "Vulnerable Communities Engagement Plan" and the "Vulnerable Communities Framework and Diversity Lens" development process.
- 12.2 Secondary Target Group: SA Health service providers, policy makers and decision makers.

### **13. GEOGRAPHICAL COVERAGE:**

The Services will be available across the state of South Australia.

### **14. OUTCOMES:**

In providing the Services, the Service Provider must seek to achieve the following outcomes for clients:

- 14.1 The Target Groups identified at Clause 12 will gain increased awareness, understanding and knowledge of health literacy and health consumer rights.
- 14.2 Health policy and practice is more consumer centred.
- 14.3 Consumer advocates report improvements in partnering for planning, design and evaluation of health services.
- 14.4 The Service Provider's relations with its stakeholders will have improved.

### **15. OUTPUTS, KEY PERFORMANCE INDICATORS AND DATA:**

- 15.1 The appropriate Outputs, Key Performance Indicators and Data that have been identified and agreed in relation to the Services are detailed in Schedule 2.
- 15.2 The following have been identified and agreed as appropriate Outputs in relation to the Services:
- 15.2.1 The Service Provider will work with health consumers, communities and other stakeholders to promote health education and health literacy, equity and rights

- 15.2.2 The Service Provider will lead health consumer and community engagement and collaboration.
- 15.2.3 The Service Provider will provide policy leadership and systemic advocacy to inform, shape and sustain consumer centred care.
- 15.2.4 The Service Provider will build capacity, learn and develop people, culture, systems and resources to be an effective and thriving organisation.
- 15.2.5 Any additional outputs specified in Schedule 2.
- 15.3 The following Key Performance Indicators have been identified and agreed as appropriate Key Performance Indicators in relation to the Services:
  - 15.3.1 Increased consumer and provider awareness, understanding and knowledge of health literacy and health consumer rights
  - 15.3.2 Continued Service Provider engagement with policy leadership
  - 15.3.3 Consumer-centred health policy and practice
  - 15.3.4 Improvements in partnering for service planning, designing care, service measurement and evaluation of health services
  - 15.3.5 Stakeholder satisfaction with the Service Provider's activities
  - 15.3.6 LHNs have identified opportunities for partnering with consumers.
- 15.4 The following have been identified and agreed as appropriate Data to be provided in relation to the Services:
  - 15.4.1 Number of visits to the Service Provider's public internet website
  - 15.4.2 Documented evidence and records of attendance of education and training of participants (consumers and stakeholders), and satisfaction with Service Provider
  - 15.4.3 Policy activity documentation as specified in Schedule 2 Annual deliverables
  - 15.4.4 Copies of the Minutes of Service Provider's meetings of the HCA Policy Council and with HCA Consumer Advocates
  - 15.4.5 Records of partnering with consumers, advice, presentations and training on consumer and community engagement
  - 15.4.6 Records of Service Provider Board and Staff training attendance.

## **16. SERVICE MONITORING AND EVALUATION / REPORTS:**

- 16.1 The Service Provider must provide written quarterly and annual Activity Reports.



16.1.1 The Activity Reports are to be received by the last day of the month immediately following the close of the reporting period.

16.1.2 All quarterly Activity Reports are to report against:

- the data requirements listed in clause 15.4 and
- any additional quarterly reporting requirements specified in schedule 2.

for the quarterly reporting period along with accumulative totals for the corresponding financial year.

For the avoidance of any doubt, the reporting dates for the quarterly Activity Reports are

<b>Quarterly Reporting Period</b>	<b>Accumulative Total</b>	<b>Due Dates</b>
1 July to 30 September	1 July to 30 September	31 October
1 October to 31 December	1 July to 31 December	31 January
1 January to 31 March	1 July to 31 March	30 April
1 April to 30 June	1 July to 30 June	31 July

16.1.3 All annual Activity Reports are to report against:

- the data requirements listed in clause 15.4 and
- any additional annual reporting requirements specified in schedule 2.

for the applicable financial year

For the avoidance of doubt, the reporting dates for the annual Activity Reports are

<b>Annual Reporting Period</b>	<b>Due Date</b>
1 July to 30 June	31 July

16.1.4 Provide such other information to the Minister as is negotiated and agreed by the Parties from time to time.

16.2 Reports must be labelled with the information listed in clause 21 of this Agreement and must be submitted to the address outlined in that clause.

## **17. FINANCIAL ACCOUNTABILITY AND REPORTING MEASURES:**

17.1 The Service Provider must provide written quarterly Financial Reports to the Minister detailing the receipt and expenditure of the Allocated Funds ("Financial Report").

17.1.1 The Financial Reports are to be received by the last day of the month immediately following the close of each quarter. All Financial Reports should separately show the receipt and expenditure of the Allocated Funds for the quarterly reporting

period along with accumulative totals for the corresponding financial year.

- 17.1.2 For the avoidance of doubt the reporting dates for the Financial Reports are:

Reporting Period	Accumulative Total	Due Dates
1 July to 30 September	1 July to 30 September	31 October
1 October to 31 December	1 July to 31 December	31 January
1 January to 31 March	1 July to 31 March	30 April
1 April to 30 June	1 July to 30 June	31 July

- 17.1.3 The final Financial Report for the year ending 30 June in each year of the term of this Service Agreement must be certified by at least two (2) authorised senior officers of the Service Provider, who are to affirm and sign the following statement:

*"We hereby certify that the expenditure of the Allocated Funds was in accordance with the provisions of the Master Agreement and Service Agreement and in particular with clause 7 of the Master Agreement."*

- 17.2 The Service Provider must provide such other financial information in relation to the provision and administration of the Services, at such times, including such information and in such form as is reasonably required by the Minister and must make the financial records relating to the provision of the Services available for inspection by the Minister within ten (10) Business Days of a written request to that effect by the Minister.
- 17.3 The Service Provider must ensure that all financial statements prepared in respect of the Allocated Funds are prepared in accordance with Australian Accounting Standards and are signed by an appropriate senior officer of the Service Provider.
- 17.4 Where the Allocated Funds are in excess of ONE MILLION DOLLARS (\$1,000,000.00) (GST exclusive) over the term of the Service Agreement or where the total Allocated Funds the Service Provider receives from the Department on behalf of the Minister or any other Minister to whom the Department is responsible pursuant to any Service Agreement or otherwise are in excess of ONE MILLION DOLLARS (\$1,000,000.00) (GST exclusive) in any one financial year, the Service Provider must prepare its financial statements in the nature of a general purpose financial report.
- 17.5 The Service Provider agrees the Minister may direct the Service Provider to arrange for the financial accounts relating to the Allocated Funds to be audited at the Service Provider's expense and the Minister may specify the minimum qualifications to be held by the person appointed to conduct the audit.
- 17.6 Reports must be labelled with the information listed in clause 21 of this Agreement and submitted to the address outlined in that clause.

**18. ADDITIONAL TRANSITION REQUIREMENTS:**

Not applicable

**19. ADDITIONAL INSURANCE REQUIREMENTS:**

Professional Indemnity Insurance in the amount of \$10 million in respect to any one claim.

**20. SPECIAL CONDITIONS:****20.1 Alleged Sexual Assault**

The Service Provider must prior to providing the Services have:

- 20.1.1 developed best practice systems, policies and procedures ("Procedures") to ensure that any incidents of actual, alleged and suspected sexual abuse of patients or visitors within any SA Health hospital or health service ("Alleged Sexual Assault") are responded to and reported appropriately by the Service Provider's Staff;
- 20.1.2 set out the Procedures in a document clearly expressed;
- 20.1.3 if requested by the Minister, make a copy of the document setting out the Procedures available for the Minister to inspect;
- 20.1.4 develop and provide ongoing specific training and information to all the Service Provider's Staff outlining the process, the documentation required and the steps they must take to respond to and report any Alleged Sexual Assault appropriately and in accordance with the Procedures; and
- 20.1.5 inform the CEO/Executive Director of the relevant SA Health hospital or health service in writing of any 'Alleged Sexual Assault' of which the Service Provider's Staff become aware as soon as reasonably practicable (within 24 hours) after awareness of an Alleged Sexual Assault.

**20.2 Smoke Free Policy At Events**

During the term of this Agreement in respect of any event held using the Allocated Funds or as part of the Services that may be attended by persons who are not members of the Service Provider's Staff, including any outdoor event, the Service Provider must:

- 20.2.1 ensure that the event is completely smoke-free;
- 20.2.2 not sell, and must use its best endeavours not to permit the sale of, any tobacco products or smoking paraphernalia at the event;
- 20.2.3 use its best endeavours not to enter into any arrangements (whether commercial or otherwise) with any persons or

bodies who encourage or support the use of tobacco products or smoking paraphernalia in any way; and

- 20.2.4 ensure that at all times while the Service Provider's Staff are in staff uniform or are acting in an official capacity they comply with these conditions and also refrain from smoking in the sight of others.

### 20.3 **Code of Fair Information Practice**

The Service Provider must ensure that the Service Provider's personnel:

- 20.3.1 comply with the '[Code of Fair Information Practice](#)' or any other information privacy obligations determined by SA Health, and as amended from time to time.;
- 20.3.2 implement as far as practicable the Code of Fair Information Practice, related policies, principles and guidelines or such directions as reasonably requested by the Minister; and
- 20.3.3 use reasonable measure to prevent a breach of the Code of Fair Information Practice to the satisfaction of the Minister,
- 20.3.4 as the Code of Fair Information Practice relates to personal information held or acquired under this Agreement

### 20.4 **Respectful Behaviour**

- 20.4.1 The Service Provider acknowledges the Minister's zero tolerance towards men's violence against women in the workplace and the broader community.
- 20.4.2 The Service Provider agrees that, in performing the Services, the Service Provider's Staff will at all times:
- 20.4.2.1 Act in a manner that is non-threatening, courteous, and respectful; and
- 20.4.2.2 Comply with any instructions, policies, procedures or guidelines issued by the Minister and/or a representative of the Minister regarding acceptable workplace behaviour.
- 20.4.3 If the Minister believes that the Service Provider's staff are failing to comply with the behavioural standards specified in this clause, then the Minister may in their absolute discretion:
- 20.4.3.1 Prohibit access by the relevant Service Provider's staff to the Minister's and/ or SA Health premises; and
- 20.4.3.2 Direct the Service Provider to withdraw the relevant Service Provider's staff from providing the Services.



## 20.5 **Agreed Planning Mechanisms**

- 20.5.1 The Minister's Contract Manager and the Service Provider's Contract Manager will aim to complete by 31 March 2017 a review of the requirements (if required) for the services described in Schedule 1 ("General Description of Services 2016-2019") which will be provided by the Service Provider during the period 1 July 2017 to 30 June 2018.
- 20.5.2 The Minister's Contract Manager and the Service Provider's Contract Manager will aim to complete by 31 March 2018 a review of the requirements (if required) for the services described in Schedule 1 ("General Description of Services 2016-2019") which will be provided by the Service Provider during the period 1 July 2018 to 30 June 2019.
- 20.5.3 Any reviews undertaken under clauses 20.3.1 and 20.3.2 are to provide for the respective service delivery period a new schedule of requirements which is to be accepted in writing by each of the Parties and which:
- 20.5.3.1 incorporates the strategic priorities, opportunities and deliverables agreed between the Parties, and which
  - 20.5.3.2 is consistent with Schedule 1 "General Description of Services 2016-2019".

## 21. **SUBMISSION OF REPORTS:**

Unless specified otherwise, all reports detailed within this Agreement are to be submitted in hardcopy format to:

Director, Safety and Quality  
Department for Health and Ageing  
PO Box 287, Rundle Mall SA 5000

OR by email to:

[michele.mckinnon@sa.gov.au](mailto:michele.mckinnon@sa.gov.au)

To enable reports to be properly identified, each report is to clearly detail:

- Health Consumers Alliance of South Australia
- Peak body for health consumers in South Australia
- the name of the report
- the reporting period
- DHA file number 2016-02103
- Queries to: Michael Cousins Chief Executive, HCA, Tel: 8231 4169



**EXECUTED AS AN AGREEMENT****SIGNED** for and on behalf of the  
**MINISTER FOR HEALTH**

By

*L. Richards*who is duly authorised in that regard  
in the presence of:)  
)  
)  
)  
)  
) *LEN RICHARDS**Melissa* Date: *2/9/16*  
WitnessPrint Name: *MELISSA GEISLER***SIGNED** for and on behalf of **HEALTH CONSUMERS ALLIANCE OF SOUTH**  
**AUSTRALIA INCORPORATED** (ABN 90 294 720 079)Signed: *Debra* Date: *29th August 2016*  
(having been duly authorised in that regard)Name: *Debra M.A. KAY* Title: *Board Chair*

In the presence of:

Signed: *Michael Cousins* Date: *Chief Executive*  
Name: *Michael Cousins* Title: *29/8/16* *no*

# **SCHEDULE 1**

## **GENERAL DESCRIPTION OF SERVICES**

### **a) Overview**

The Service Provider (referred to as 'HCA' in this section) operates as the peak body for health consumers in South Australia. HCA's membership includes health consumers and health consumer organisations. HCA assists SA Health to partner with health consumers, implement best practice in consumer and community engagement, and achieve safe, high quality, consumer centred health services consistent with the SA Health Care Plan, the Australian Safety and Quality Framework for Health Care, National Safety & Quality Goal 3 – Partnering with Consumers, and the National Safety and Quality Health Service Standards, including Standard 2 – Partnering with Consumers.

HCA builds the capacity of South Australian health consumers in order to support effective partnerships between consumers and health care providers and organisations at all levels of health care provision, planning and evaluation.

HCA provides strategic policy advice to the Minister for Health and Ageing and SA Health promoting the unique perspectives of health consumers to enhance statewide planning, effective policy making and service development, and evaluation of health service performance.

### **b) HCA's Aims and Objectives**

HCA aims to put consumers at the heart of health care by providing a strong and effective voice for the promotion and protection of health consumer wellbeing and rights. HCA is committed to promoting and supporting the voice vulnerable consumers.

These aims are supported by HCA's four Strategic Directions for 2012-16:

#### **1. Health equity and rights**

HCA works with health consumers, communities and other stakeholders to promote health equity and rights.

#### **2. Policy leadership and systemic advocacy**

HCA provide advocacy to inform, shape and sustain consumer centred care across the health system.

#### **3. Engagement and partnerships**

HCA lead health consumer and community engagement and collaboration.

#### **4. Organisational strength and innovation**

HCA will develop its people, culture, systems and resources to be an effective and thriving organisation.

HCA will review and update its vision, mission and strategic directions in 2016.

### **c) HCA's Governance Arrangements**

HCA is an Incorporated Association and is consumer-led, with a Board comprising up to ten members elected from membership and three individuals appointed by the Board. Membership of HCA is open to health consumers and health consumer organisations.

HCA's affairs are governed by the Board which is supported in that role by the Chief Executive. The Board is accountable to members, funders and other stakeholders for HCA's operation in carrying out its aims on behalf of South Australia's health consumers.

HCA will work with the Department for Health and Ageing (DHA) to ensure a coordinated and complementary approach between the entities.

HCA is responsible for meeting all its contracted services milestones and deliverables within budget and in a timely manner.

### **GENERAL DESCRIPTION OF SERVICES 2016-2019**

**The Service Provider will provide the following services:**

#### **1. Consumer engagement at all levels.**

HCA supports consumer engagement to influence health at all levels.

#### **2. Policy leadership and systemic advocacy.**

HCA provides policy leadership and systemic advocacy to support health services to provide quality, safe, consumer centred care.

#### **3. Information, learning and development.**

HCA provides information, learning and development to support and build the skills of consumer representatives and health services.

## **SCHEDULE 2**

### **DELIVERABLES 2016 - 2019**

#### **1. Consumer engagement at all levels.**

**HCA supports consumer engagement to influence health at all levels.**

Actions:

- 1.1 HCA will provide engagement opportunities for health consumers and consumer organisations including through surveys, forums, working groups, and workshops (in person and electronically).
- 1.2 HCA will support consumers to partner with SA Health in the planning, design, delivery, measurement and evaluation of care.
- 1.3 HCA will recruit consumer representatives to participate on SA Health committees.
- 1.4 HCA will work with the Local Health Network Governing Councils, Consumer Advisory Councils, and Health Advisory Councils to support them to partner with consumers.
- 1.5 HCA will lead and support the Transforming Health Consumer and Community Engagement Committee to provide broad, strategic and representative consumer engagement to identify and communicate concerns and solutions through Transforming Health Work Groups and to the Ministerial Clinical Advisory Group.

#### **2. Policy leadership and systemic advocacy.**

**HCA provides policy leadership and systemic advocacy to support health services to provide quality, safe, consumer centred care.**

Actions:

- 2.1 HCA will provide advice to the Minister for Health and Ageing and SA Health on key health policy issues including plans, inquiries, critical incident reviews, legislation, and policy proposals.
- 2.2 HCA will meet with the Minister for Health and Ageing and the Chief Executive, SA Health on a regular basis.
- 2.3 HCA will provide consumer nominees for consideration by the Minister for Health and Ageing.
- 2.4 HCA will support consumer representatives to participate on SA Health committees.
- 2.5 HCA will engage with consumers in the development of its policy positions and systemic advocacy.
- 2.6 HCA will work with the SA Health Partnering with Consumers and Community Advisory Group to assist health services to provide quality, safe, consumer centred care.

- 2.7 HCA will work with the Australian Commission on Safety and Quality in Health Care to assist health services to provide quality, safe, consumer centred care.
- 2.8 HCA will work with key stakeholders including research institutes, professional bodies, state and national peak bodies, to assist health services to provide quality, safe, consumer centred care.

### **3. Information, learning and development.**

**HCA provides information, learning and development to support and build the skills of consumer representatives and health services.**

Actions:

- 3.1 HCA will provide information on the health system, consumer consultation and representation opportunities through an eNews, website and social media.
- 3.2 HCA will develop and implement a health literacy strategy.
- 3.3 HCA will develop its work with vulnerable communities to address inequities in health.
- 3.4 HCA will develop and provide consumer training aligned to the National Safety and Quality Health Service Standards, the SA Health Safety and Quality Work Plan and Local Health Network needs.
- 3.5 HCA will train consumer representatives to participate on SA Health committees.
- 3.6 HCA will build the capacity of consumers through forums, networking and development opportunities.
- 3.7 HCA will develop and provide health service training aligned to the National Safety and Quality Health Service Standards, the SA Health Safety and Quality Work Plan and Local Health Network needs, on a fee for service.