

How HCASA can partner with your organisation

HCASA will work with your organisation to design services and projects that enhance evidence-based consumer engagement and consumer-centred care.

Consumer Engagement Strategies

1. Establish and maintain a Consumer Panel/Advisory Committee
2. Develop, implement and monitor an organisational Consumer Engagement Framework / Action Plan
3. Develop and facilitate Consumer Engagement strategies/and projects to achieve organisation goals
4. Establish mechanisms for consumer feedback and complaints to inform quality improvement
5. Provide individual advocacy support

Consumer and Staff Training

6. Provide Consumer Training Programs
7. Provide Board/Executive Training Programs
8. Provide professional development training programs to service managers, direct care staff/clinicians (from 2hrs – 1-day programs)
9. Offer options for Accredited Courses (through a Registered Training Organisation)

Accreditation and Service Excellence

10. Support operations and prepare for accreditation/service excellence against consumer engagement and consumer centred care principles and standards

If you would like to discuss any of the strategies outlined above, please contact HCASA on

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**Consumers at the centre of health
in South Australia**



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Health Consumers Alliance of South Australia (HCASA)

The Health Consumers Alliance of South Australia (HCASA) is the recognised voice of South Australian health consumers and a centre of excellence in consumer and community engagement and individual and systemic advocacy.

Our vision

Consumers at the centre of health in South Australia

We believe

High performing health and community services support consumers to be self-determining and self-managing, so people can achieve what matters to them and respect and share decision-making at all levels: individual health care, services and policy.

Our work

HCASA works in partnership to provide the information, training and services people, services and policy makers need to ensure consumers have a powerful influence on the health services that they pay for, use and expect to support the health and wellbeing of all South Australians.

- HCASA advocates for health and human rights for all South Australians
- HCASA is informed every day by the lived experience of health consumers and carers
- HCASA provides evidence-based consumer representation in health policy and planning
- HCASA trains and supports consumers and professionals to work in collaborative partnerships

HCASA members, partners and stakeholders

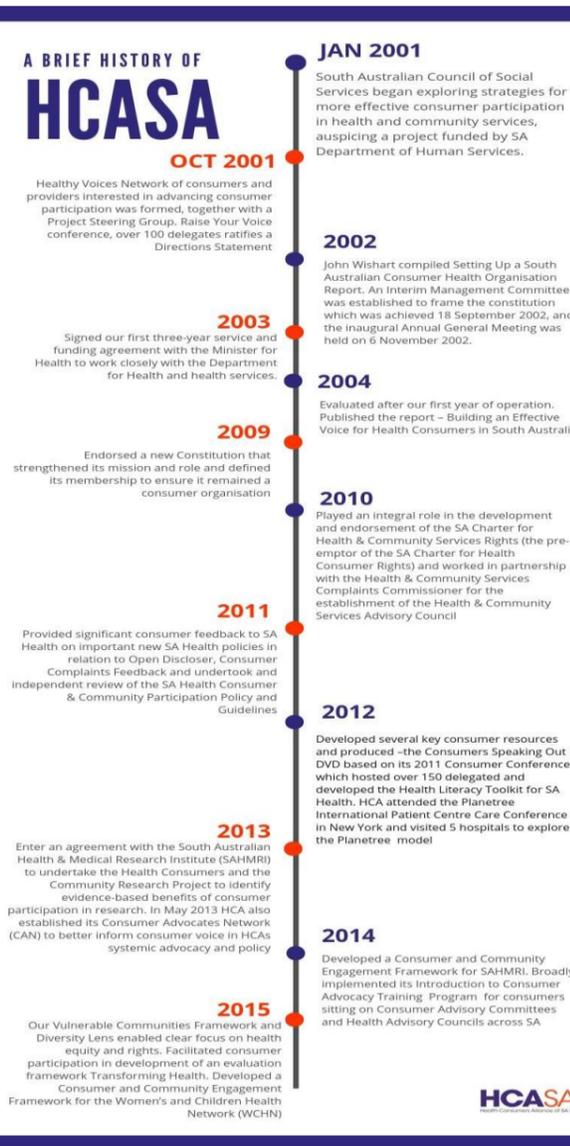
HCASA is a state-wide, member-based incorporated association with no political affiliations. We work with our members, organisational partners and stakeholders to inform our position on key health issues, policy and priorities and to enable health and community services to ensure a culture shift to position consumers at the centre of health

Health care standards and rights

HCASA partners with service providers and consumers to achieve health rights and standards, including:

- *South Australian Charter of Health and Community Services Rights*
- *Australian Charter of Healthcare Rights*
- *Universal Declaration of Human Rights (1948)*
- *Australian Commission on Safety and Quality in Health Care National Safety and Quality Health Service Standards (2019)*
- *Australian Care Quality and Safety Commission Aged Care Quality Standards (2018), in particular*
- *National Disability Insurance Scheme Quality and Safeguarding Framework (2016)*
- *National Standards for Disability Services (2013)*

HCASA recognises and respects Aboriginal and Torres Strait Islander people as the first peoples of Australia and acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.



How HCASA works with you?

HCASA works in partnership with consumers and with health and community services to develop and implement consumer and community engagement strategies and culture in the workplace.

Working in partnership

When HCASA works in partnership with the health and community services systems, policy-makers demonstrate they care about the needs, values and preferences of all South Australians, including those who use health and community services and live every day with the consequences of the services they do – and do not – receive.

Engaged consumers better understand and have more information about their health care, leading to better health service and resource use.

Health and community services must reflect genuine and respectful partnerships between professionals and consumers. Engaging consumers and families in improving health care safety and quality means creating effective partnerships between those who provide care and those who receive it.

Our capacity building approach

HCASA uses a capacity building approach to:

- Empower consumers to have more information about their health and to take control of their own health care
- Support service governance and management to be informed and influenced by people with lived experience
- Work with organisational leaders to drive and embed consumer engagement values, knowledge, understanding, infrastructure and resources
- Support staff to work in different ways to transform organisational culture; articulate and help to embed consumer-centred values and strategic focus

And to enable:

- Consumers to access the health care and outcomes they need, want and value
- Consumers to influence the design, delivery and value placed on health services
- Health professionals to integrate consumer needs, values and perspectives in all they do
- Health and community services to use consumer/patient-reported priorities and outcomes, including complaints, to inform quality improvement
- Health and community policy-makers to use consumer evidence to inform decision-making and give priority to people who have the greatest need

