



Government of Western Australia
Child and Adolescent Health Service



Consumer Engagement Strategy 2023 – 2026

Trusting the Partnership

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

Acknowledgement of Country

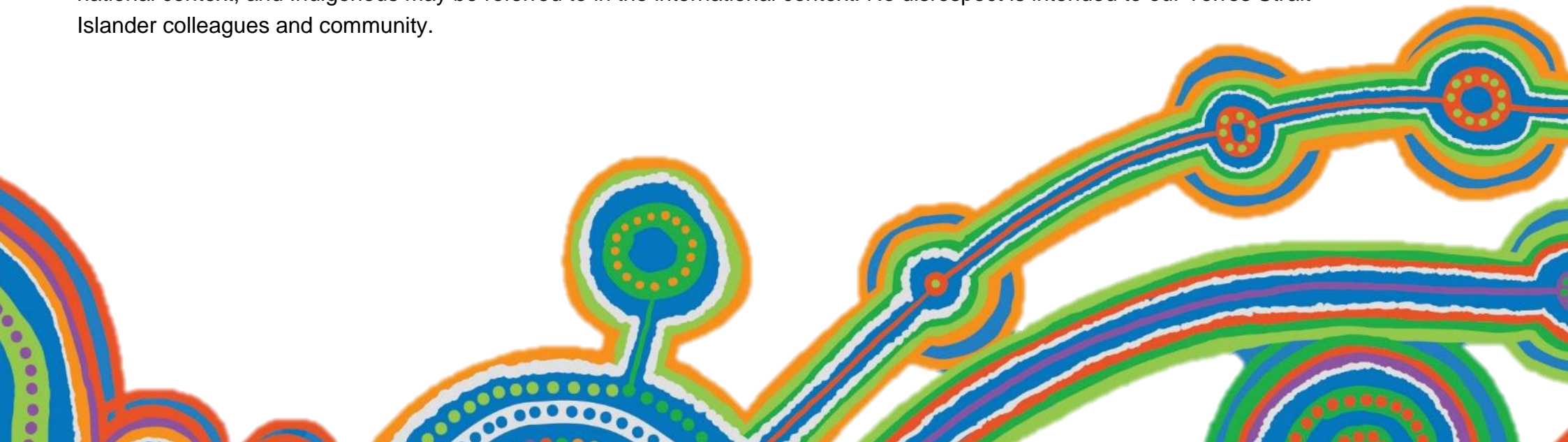
Acknowledgement of Country

The Child and Adolescent Health Service (CAHS) acknowledges the traditional custodians of the land on which our health service is based, the Whadjuk Noongar people (Whadjuk Noongar Country) and the Aboriginal children, young people and families of the many traditional lands and language groups of Western Australia to whom we provide health care.

We acknowledge the wisdom of Aboriginal Elders both past and present and pay respect to them and Aboriginal communities of today. We also acknowledge their continued connection to Country, ceremonies and identity, ensuring that Australia will always be Aboriginal land.

Using the term Aboriginal

Within Western Australia (WA), the term Aboriginal is used in preference to Aboriginal and Torres Strait Islander, in recognition that Aboriginal people are the original inhabitants of Western Australia. Aboriginal and Torres Strait Islander may be referred to in the national context, and Indigenous may be referred to in the international context. No disrespect is intended to our Torres Strait Islander colleagues and community.



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Foreword

Placing the voice of our consumers at the centre of everything we do has been a core focus for the Child and Adolescent Health Service. With the success of our first Consumer Engagement Strategy, we are excited to see the continued growth of our partnerships with children, young people and families and the opportunities they are creating to make our health service the best that it can be.

The 2023 – 2026 CAHS Consumer Engagement Strategy will nurture the foundations that have been well established at CAHS and will move us forward through:

- Capacity building of staff and consumer representatives,
- Stronger inclusion of diverse populations in sharing their voice with CAHS,
- Decision-making that is informed by consumer insights, and
- Services that better meet the needs of the broader population.

We encourage staff and consumers to continue to work together through meaningful partnerships to help us achieve our aim of 'Healthy Kids, Healthy Communities'.

Together we can make a difference! ❤️



Dr Rosanna Capolingua AM
Board Chair



Valerie Jovanovic
Chief Executive



Amber Bates
Consumer Advisory Council
Chair



Amelie Farrell
Youth Advisory Council
Chair



Introduction

At the Child and Adolescent Health Service, we have long believed in the power of partnering with children, young people, parents and carers to:

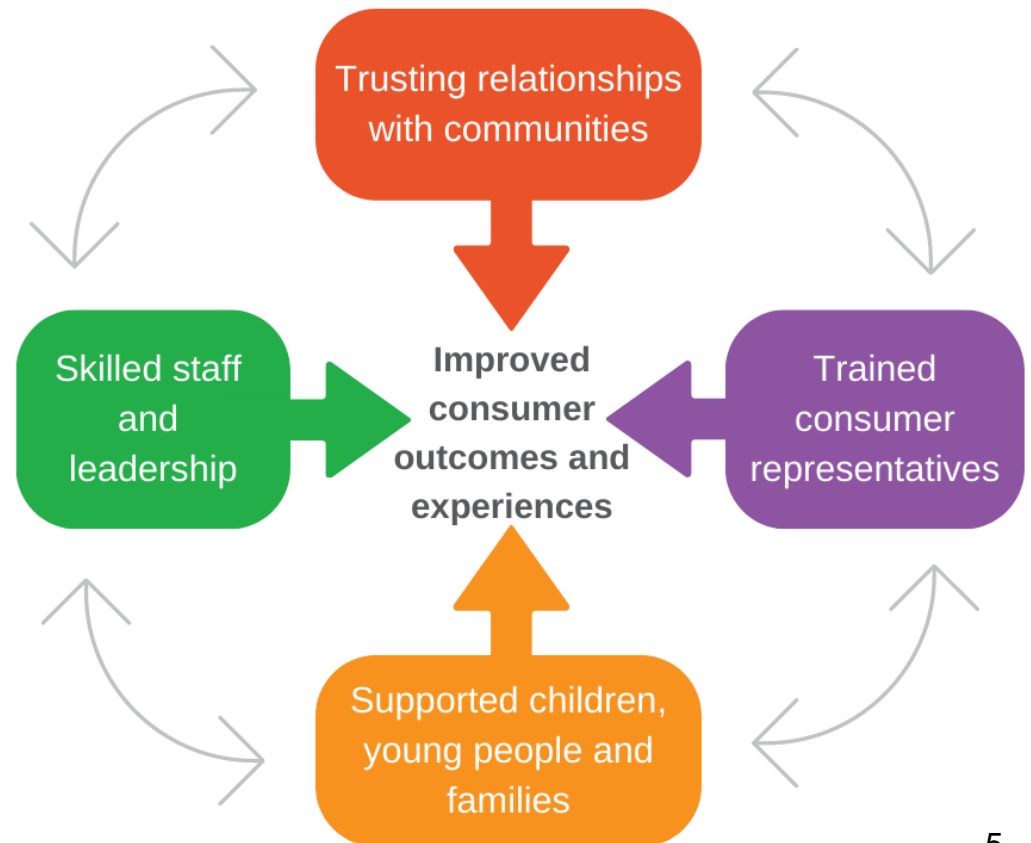
- provide high quality and safe care,
- continually improve consumer experiences, and
- ensure transparency in the management of services.

In 2020, this commitment was realised following the formation of our first service-wide Consumer Engagement Team. While acknowledging that consumer engagement is the responsibility of all staff at CAHS, the Consumer Engagement Team's role has been to provide expertise and dedicated support to all departments for the advancement of well-planned consumer engagement initiatives across the health service.

The achievements of these initiatives were formally recognised in November 2021 during organisation-wide accreditation and continues to grow exponentially as the confidence and skill level of staff to engage with consumers early and throughout projects increases.

Following the foundations that have been established over the past three years, the CAHS Consumer Engagement Strategy 2023 – 2026 recognises that further work is required to truly embed consumer partnerships as a core element of the way the Child and Adolescent Health Service operates.

Four key groups have been identified that strongly influence and support meaningful consumer engagement; Communities; Consumer representatives; Children, young people and families; and Staff and leadership. Importantly, these four groups require consistent support, development and education, through the provision of well-established consumer engagement systems and resourcing, to drive improved consumer outcomes and experiences.



Partnering with consumers

The National Safety and Quality Health Service Standards are an important driver for the growing focus on consumer engagement in Australia. CAHS is accredited against the eight standards that specify the level of care that consumers should expect to receive when using health services.

Standard 2, Partnering with Consumers, requires CAHS to work in partnership with consumers in the planning, design, delivery, measurement and evaluation of systems and services.

 Clinical Governance Standard	 Partnering with Consumers Standard
 Preventing and Controlling Infections Standard	 Medication Safety Standard
 Comprehensive Care Standard	 Communicating for Safety Standard
 Blood Management Standard	 Recognising and Responding to Acute Deterioration Standard

Supporting documents

The following documents are closely linked to the Consumer Engagement Strategy and support its implementation:

- CAHS Strategic Plan 2023-2025
- CAHS Clinical Governance Framework
- National Safety and Quality Health Service Standards 2nd Edition
- National Child Safe Principles/Standards
- National Standards for Mental Health Services
- Western Australian Multicultural Policy Framework 2020
- CAHS Multicultural Action Plan 2022-2027
- CAHS Disability Access and Inclusion Plan 2022-2025
- Youth Health Policy WA
- CAHS Consumer Engagement Hub
- CAHS Consumer Involvement in Healthcare Design and Management Policy
- CAHS Consumer Representative Recruitment and Management Policy
- CAHS Consumer Profile
- Safety and Quality Reports - Consumer Feedback

Teams and Committees involved in this Strategy

CAC: Consumer Advisory Council

YAC: Youth Advisory Council

CET: Consumer Engagement Team

CEC: CAHS Executive Committee

BIU: Business Intelligence Unit

OD: Organisational Development

PCC: People, Capability & Culture

PMO: Project Management Office

ACAG: Aboriginal Community Advisory Group

SPOCC: State-wide Protection of Children Coordination Unit

ICT: Information & Communications Technology

LEG: CAMHS Lived Experience Group

Laying the foundation

The inaugural Consumer Engagement Strategy 2020 – 2022 successfully established a solid foundation that underpins the way CAHS partners with its consumers. This included:

- Setting organisational direction and expectations for consumer engagement at CAHS via the development of new consumer engagement policies.
- Establishing transparent processes for the reporting of consumer inclusion across projects and initiatives at CAHS.
- Developing processes and resources to support staff to meaningfully engage with consumers such as tip-sheets on how to engage with specific consumer groups and a robust consumer representative recruitment process that ensures a consistent and transparent approach to the identification and selection of consumer representatives.
- Ensuring consumers are supported to be involved in a wide variety of consumer engagement initiatives through the introduction of a co-delivered consumer induction.
- Broadening the ways that consumers can engage with CAHS through the establishment of the first CAHS Consumer Engagement Online Network – Engage and implementation of Microsoft Teams access for consumers.

Building on the basics

The CAHS Consumer Engagement Strategy 2023 – 2026 aims to consolidate and extend the approach used by CAHS for consumer engagement activities to ensure representative samples of consumers are engaged. The focus of this Strategy is to identify and support the nuanced engagement needs of the following populations:

- Children (aged 4 – 12)
- Adolescents (aged 13 – 18)
- Consumers with disability
- Aboriginal consumers
- Consumers from culturally and/or linguistically diverse backgrounds*
- Consumers with limited English language proficiency

This Strategy will refine existing engagement approaches to facilitate the strengthened involvement of the above populations in making decisions about the planning, design and delivery of services to ensure CAHS services more equitably meets the broad and diverse needs of the people who use them.

** Groups and individuals who differ according to religion, language and ethnicity and whose ancestry is other than Aboriginal or Torres Strait Islander, Anglo Saxon or Anglo Celtic*

The Spectrum of Engagement at CAHS

The IAP2's Spectrum of Public Participation is internationally accepted as a model that best describes the different levels of influence consumers can achieve in decision making, with '*Inform*' enabling the least influence and '*Empower*' enabling the most influence. It is important to note that the spectrum is not hierarchical and that not all levels of engagement will be suited to all activities. Best practice involves determining the best fit for the activity being conducted which is influenced by multiple factors, which are further detailed in the [CAHS Consumer Involvement in Healthcare Design and Management Policy](#).

Public participation goal

Our promise to consumers



Inform

To provide the community with balanced and objective information to assist them in understanding the problem, alternatives and solutions.

We will provide you with information about your care and our services in ways that you can understand



Consult

To gather consumer input when making decisions, listen to and acknowledge concerns and aspirations and let consumers know how their input influenced decisions

We will actively seek your feedback about our services



Involve

To work directly with the public throughout the process to ensure public concerns and aspirations are consistently understood and considered

We will work with you to understand and consider the needs of all consumers



Collaborate

To partner with consumers in each aspect of decision-making including the development of alternatives and the identification of the preferred solution

We will partner with consumers in the planning & management of health services and co-design services where possible



Empower

To place final decision making in the hands of consumers

We will support consumer-led improvement projects

Our Vision: **Healthy kids, Healthy communities**

We serve all children and young people across WA so they can achieve their best health and wellbeing now and into the future.

About CAHS

The Child and Adolescent Health Service is Western Australia's only dedicated health service provider for children and young people. At CAHS our employees, volunteers, and partners are essential to the way we work and where we want to be. We work together across the organisation's four health service areas to deliver high-quality, safe, and personalised care to a diverse Western Australia community. Our health service is uniquely positioned to ensure all children get the best start in life and receive the best possible care. Our services are delivered at PCH and King Edward Memorial Hospital, and across more than 160 community clinics throughout the metropolitan area, ensuring the many aspects of care we provide are located close to where children and families live.

CAHS has four guiding principles that we apply to everything we do and every decision we make. They will be central to how we implement this strategic plan.

Child first

We place children, young people, and their families first and foremost in everything we do.

Safety and quality

We do not compromise the safety and quality of the care we provide.

Professionalism

We always hold ourselves to the highest possible standards.

Sustainability

We strive to use our resources responsibly.

Community Health

Community Health provides a comprehensive range of community-based early identification and intervention services to children, young people, and their families across the Perth metropolitan area.

Perth Children's Hospital and Neonatology

PCH is WA's only dedicated paediatric hospital, providing inpatient, ambulatory and outpatient service clinical care to children and adolescents who are 16 years old or under. Neonatology provides state-wide specialised neonatal services to meet the needs of newborn babies and infants who need specialist treatment in the first few months of life. Neonatology operates two neonatal intensive care units at PCH and KEMH.

Child and Adolescent Mental Health Services

CAMHS provides specialist public mental health community services across the Perth metropolitan area, and state-wide inpatient and specialised services for children and adolescents with moderate to severe and complex mental health conditions.

Aligning consumer engagement to the CAHS Strategic Plan 2023 – 2025



Person Centred Care

We will train staff to use child and family centred approaches to the delivery of clinical care.



Organisational culture

We will create a culture where consumers are equal partners in service improvement.



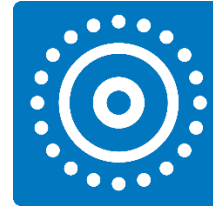
Prevention and early intervention

We will develop guidance for staff to ensure consumer information is accessible to a diverse range of consumers.



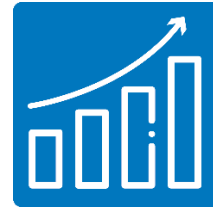
Workforce capability, capacity and development

We will educate our staff to enable them to undertake effective engagement.



Inclusivity, diversity and equity

We will provide opportunities for all voices to be heard at CAHS.



High performance

We will evaluate the effectiveness of our consumer engagement methods.



Contemporary models of care

We will ensure that models of care are co-designed with consumers.



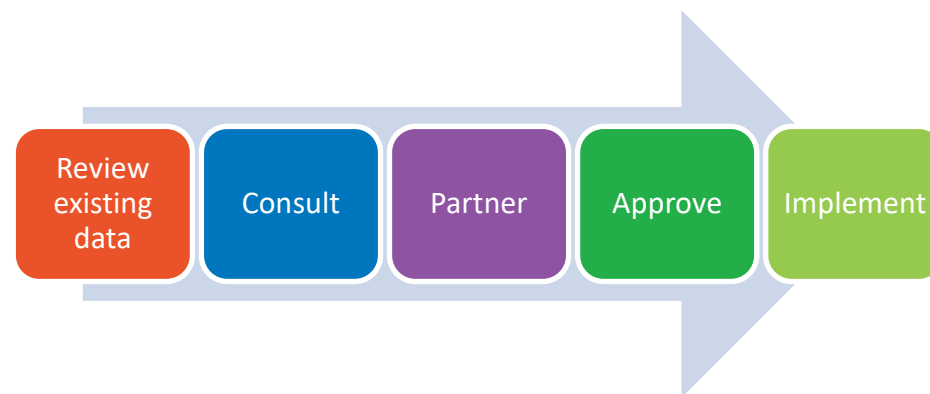
External partnerships

We will build networks and partnerships with consumer organisations and other health services to achieve our goals.



Developing this strategy

The Consumer Engagement Strategy 2023 – 2026 was developed by the CAHS Consumer Engagement Team in close partnership with consumers and staff. A phased process was followed to identify goals and actions that will lead to improved consumer experiences across CAHS. Existing data at CAHS were reviewed to identify areas of need and opportunity for consumer engagement support. Consultations were held with consumer and staff groups to ensure data saturation was achieved and no new themes emerged.



The following image shows the data sources reviewed and stakeholders engaged throughout the development of the Strategy.

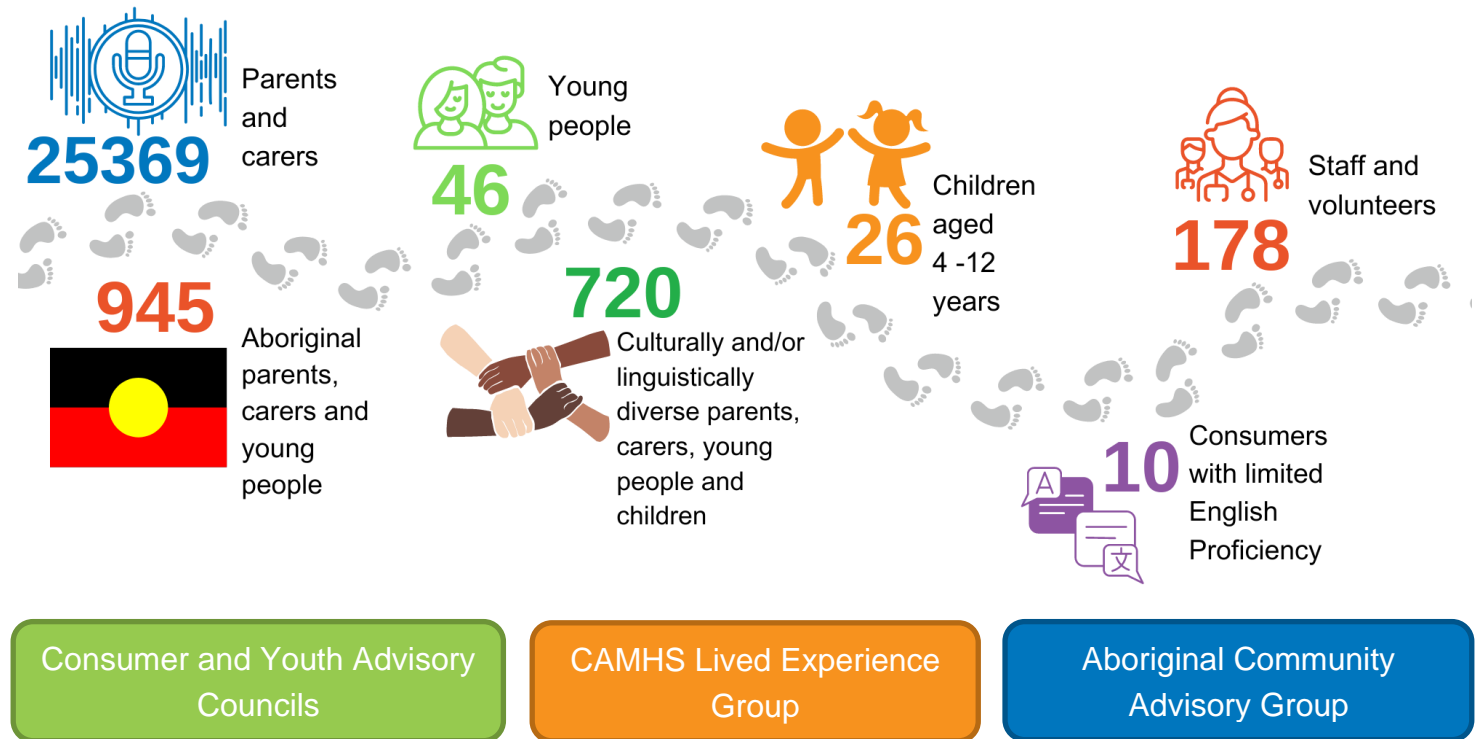
2022 Consumer Engagement Strategy updates	Consumer Experience Moments	Feedback reports	Audit reports	Consumer Experience Surveys PCH	Consumer Rep Survey	Aboriginal Community Advisory Group	Parent survey	Consumer and Youth Advisory Councils	Peak consumer committee support
CAHS Strategic Plan	Consumer Experience Surveys CAMHS	Consumer Experience Surveys Community Health	Leadership survey	Consumer Advisory Council Minutes	Road Map Actions Report	Consultation with Aboriginal families	Child consultations	CEC Review of draft Consumer Engagement Strategy	CAHS Executive Committee Endorsement
Youth Advisory Council Minutes	Lived Experience Group Minutes	Multicultural Action Plan	Disability Access and Inclusion Plan	CAHS Inquiries	Partnering with Children and Families Quarterly Report	Leadership survey	Consultations with consumers with limited English proficiency	Consumer Engagement Strategy consensus workshop	Board Endorsement
CAHS Executive Committee updates	Ministerial Taskforce into Public Mental Health Services Report	Sustainable Health Review	Digital Health Strategy	Feedback project reports	Accreditation monitoring tool	Reconciliation Action Plan	Aboriginal perspectives consultation	Staff survey	Adolescent survey

Following these consultations, five Goals and 27 related Actions were developed. The Actions were reviewed and prioritised in partnership with the peak consumer committees, staff and leadership. Following this process, a further three Actions were identified totalling 30 Actions. The final strategy draft was approved by peak CAHS Consumer Councils before final endorsement at the CAHS Executive Committee and the CAHS Board.

Who helped us develop the Strategy

Feedback from 25441 consumers was analysed to identify existing gaps and opportunities for improvement. The majority of this feedback was received within the last two years from parents and carers who completed a range of consumer experience surveys (n=23323); and the remainder came from a variety of consultations, interviews, consumer committee meeting minutes, complaints and compliments.

Specific consultations using surveys, focus groups, committee meetings and consultations hosted by external NGOs were used to further understand the needs of consumers and staff, and led to the development of the actions and goals. The range of methods employed were tailored to the needs of diverse consumers, including the use of interpreters, visiting community venues rather than expecting consumers to come to CAHS premises, and online and social media methods.



The final list of Goals and Actions were finalised in partnership with members of the peak consumer committees, staff and leadership at a Consensus Workshop. The Consensus Workshop required participants to review and comment on all goals and actions, suggest any missing actions or goals and set the priority order for each action, which was used to determine the timeline for the Strategy.



Goal 1: Create trusting relationships with diverse communities

We recognise the importance of building and maintaining trusting relationships with children, young people and families who use our services. Families have told us that forming trusting relationships is especially important for children, young people and families who are Aboriginal, from culturally and/or linguistically diverse backgrounds (particularly those with refugee experiences or limited English language proficiency), LGBTQIA+, neurodiverse or have disability.

These relationships start in the community so to achieve this goal, we commit to undertaking consumer engagement consultations that are designed with the community in mind, facilitated by community members and hosted in locations that are culturally safe for that community.

Alignment with NSQHS Standards



Alignment with CAHS Plans and Strategies



CAHS commits to investigating other ways to support children, adolescents and families from diverse backgrounds to navigate the health service safely.

Aboriginal Cultural Reference Group



Established in December 2022 Aboriginal Cultural Reference Group was established in response to a key recommendation from the CAMHS Aboriginal Cultural Security Review: Recommendations report.

The Group meets quarterly enabling Elders, consumers and carers with lived experience of mental health to provide expert cultural guidance to CAMHS on strategic and operational matters. The group supports CAMHS to provide a culturally secure service for Aboriginal families.

Both consumers and staff have commented on the importance of these meetings taking place within the community to create a culturally safe environment.

Commitment	Ref	Actions	Responsibility	Timeline	
				2023-2024	2025-2026
Establish a Community Ambassadors Program for recruiting and training community leaders who are Aboriginal; culturally and/or linguistically diverse; LGBTQIA+; neurodiverse; have disability; or who have limited English language proficiency to create a culturally safe link between CAHS and its consumers	1.1	Create formal connections for the purposes of consumer engagement with community service organisations and groups representing families from Aboriginal backgrounds, culturally and/or linguistically diverse backgrounds (including those with refugee experiences and limited English language proficiency), LGBTQIA+ communities, those with disability or those who are neurodivergent	CET	●	
	1.2	Co-develop and host events in partnership with consumers and local communities that celebrate culture and religion or awareness raising	CET, Communications	●	
	1.3	Recruit and train Community Ambassadors who will conduct consultations, supported by CAHS, in their local communities	CET		●
	1.4	Develop appropriate information for consumers, with consideration of additional needs within priority populations, about the scope of CAHS services that can be shared through consumer networks	CET, Communications		●
	1.5	Develop and validate a measure of cultural safety to proactively identify areas of concern for culturally and/or linguistically diverse consumers, including those with refugee experiences and limited English language proficiency	CET		●
Explore opportunities to increase trust through staffing policies/strategies	1.6	Investigate introduction of Multicultural Liaison Officers to support culturally and/or linguistically diverse families who are new to health services	CET, PCC		●

Outcome 1: The broader community is more informed about consumer engagement at CAHS

Deliverables

- 1.1 100 consumer groups active on Engage Consumer Network
- 1.2 Schedule of at least two events per year
- 1.3 Consumer advocates host one consultation for each community identified
- 1.4 Information sheet developed for each community identified
- 1.5 Cultural security measure validated
- 1.6 CAHS position on Multicultural Liaison Officers established

Measures

- Greater diversity of consumers involved in Consumer Engagement activities
- Increased uptake of consumer engagement surveys



Goal 2: Support consumers to be involved in the planning and management of CAHS services

CAHS is committed to supporting all consumers to have a say in the planning, development, measurement, and evaluation of our services. We will achieve this Goal in partnership with our peak CAHS consumer committees and together, identify how we can best meet the unique needs of consumers from all backgrounds to ensure we provide a safe, supportive and welcoming environment, overcoming barriers to participate.

We also recognise that while the recent introduction of a formal consumer induction has supported many new consumer representatives in understanding their role upon commencement, there are ongoing training and education needs as consumers get involved in a broad variety of initiatives during their time with CAHS. This Goal acknowledges that the continued development of consumer representatives is a critical component of their sustained participation.

Alignment with NSQHS Standards



Alignment with CAHS Plans and Strategies



The empowerment of consumers, once established in their roles, will open opportunities for consumer-led quality improvement initiatives, a new area of progression for CAHS.

Child Health Magazine Series



In 2020, Community Health embarked upon a process of reviewing and condensing the multiple information sheets provided to families into a series of four magazines, following feedback the old resources were hard to read and easy to lose.

Ngala Parenting Helpline was approached to identify common areas of concern for parents of young children. Staff and stakeholders reviewed and updated the content. To ensure the articles were appropriate for consumers, they were reviewed by families of young children. Volunteers at Perth Children's Hospital approached families who were in waiting areas and feedback was recorded on iPads, providing valuable feedback to inform the final magazine series. The magazines are now offered to families at their 'Purple Book' appointments.

“ The whole book is a major improvement; 3rd time mum so it's not news as such but it's up to date and wonderfully informative!

Very impressed!

Consumer feedback



Commitment	Ref	Actions	Responsibility	Timeline	
				2023-2024	2025-2026
Promote opportunities for consumers to have a say	2.1	Implement strategies to increase uptake of consumer experience surveys by consumers of diverse backgrounds	CET, Communications, Clinical Service Units	●	
	2.2	Develop a communications plan for consumer engagement that includes celebrating and promoting positive consumer engagement initiatives	CET, Communications	●	
Ensure consumer representatives can access CAHS-wide education, resources, and support	2.3	Partner with consumers and stakeholders to identify or develop a range of training opportunities for consumer representatives	CET	●	
	2.4	Identify a suitable online portal for consumer representatives to access resources about consumer engagement	CET, ICT		●
	2.5	Establish a regular networking meeting for CAHS consumer representatives, that includes both members from internal and external committees	CET	●	
Support consumers to identify and champion service improvement projects	2.6	Aboriginal-led improvement project: In partnership with the Aboriginal Community Advisory Group, implement an improvement initiative that is derived from feedback and experiences of Aboriginal families	Aboriginal Health Directorate CET, ACAG		●
	2.7	Parent and carer-led improvement project: In partnership with the CAHS Consumer Advisory Council, implement a consumer-led improvement initiative that is derived from consumer feedback and experiences	CET, CAC		●
	2.8	Young person-led improvement project: In partnership with the CAHS Youth Advisory Council, implement a consumer-led improvement initiative that is derived from consumer feedback and experiences	CET, YAC		●

Outcome 2: Community are more informed about consumer engagement at CAHS

Deliverables

- 2.1. Minimum 5% increase of consumer engagement surveys across CAHS
- 2.2. Communications plan documented for consumer engagement across CAHS
- 2.3. Consumer training opportunities promoted on website
- 2.4. ICT and procurement review and approval process initiated
- 2.5. Schedule of network meetings and record of outcomes available to staff
- 2.6. – 2.8. Deliverables defined by consumers

Measures

- Increased uptake of consumer representative survey
- Number of trained consumers and improvement in training evaluation



Goal 3: Enable staff to involve consumers in the planning and management of CAHS services

Delivering high quality consumer engagement requires skilled staff across CAHS who enable consumers to be involved in the planning, development, measurement and implementation of services. While significant growth in this space has been achieved since the inaugural Strategy, ongoing staff development is recognised as vital to ensuring that staff are equipped to apply their understanding of ‘building meaningful partnerships’ with consumers across the continuum of involvement.

Whilst co-design principles are often discussed in the government sector, it is acknowledged that they are challenging to apply and achieve, but what is seen of greater importance is the level of confidence and skill that staff have to plan and implement genuine consumer involvement that supports consumer representatives to fully participate in a safe and welcoming environment.

Alignment with NSQHS Standards



Alignment with CAHS Plans and Strategies



The CAHS Consumer Engagement Team is well placed to help staff realise the benefits of well-planned consumer engagement and to facilitate opportunities for growth.

PCH Sepsis Pathway



In 2022, the CAHS Sepsis Program established a consumer advisory group to help to bring people together, share stories and guide the Sepsis Program priorities. Members were either parents of children affected by sepsis or who had personal experience of childhood sepsis. Consumers had input into the development of the consumer information pack; communications written for consumers and the public, including sharing their experience in videos; and the sepsis survivorship program.

Although having extensive experience of working with consumers in delivery of their care, the Sepsis Clinical Nurse Consultant had never previously engaged with consumers in this way. With the support of experienced staff and resources, a meaningful partnership was formed.

“ Consumer advisory group meetings were the ones that I was most afraid of getting wrong. I had no previous experience and it was a leap into the unknown, but they were the most rewarding and something I would definitely do again. ”

Staff feedback

Commitment	Ref	Actions	Responsibility	Timeline	
				2023-2024	2025-2026
Increase staff formal and informal education opportunities for staff	3.1	Develop a training package for CAHS staff about how to involve consumers in healthcare service design and management using co-design principles	CET, OD	●	
	3.2	Establish and implement a Consumer Engagement Staff Ambassador model to provide peer support opportunities to staff undertaking consumer engagement activities	CET		●
	3.3	Pilot a system of a 'consumer buddy' whereby consumer representatives get allocated to specific clinical divisions and work closely with them on numerous improvement initiatives	CET, Clinical Service Units	●	
Ensure staff have access to the guidance needed to implement best practice consumer engagement	3.4	Develop a clear pathway for managers to access and utilise existing sources of consumer feedback and experience data as part of their service design initiatives and quality improvement projects	CET, PMO, BIU		●
	3.5	Review, update and consolidate Consumer Engagement Intranet Hub to improve staff access to guides and resources to support meaningful engagement	CET	●	
	3.6	Develop a guideline for how to undertake service design using co-design principles in a public service setting	CET, Clinical Service Units		●
	3.7	Develop a guideline for conducting consultation with children, that includes child safeguarding principles	CET, SPOCC	●	

Outcome 3: Staff have increased understanding and skills to implement consumer engagement

Deliverables

- 3.1. Training package details available on CAHS Intranet
- 3.2. Minimum of 50 Staff Ambassadors registered across CAHS
- 3.3. Consumer Buddy process piloted, and evaluation report published on CAHS Intranet
- 3.4. Pathway for utilisation of existing data sources defined and promoted to staff
- 3.5. Updated CAHS Intranet
- 3.6. Guidelines for co-design published
- 3.7. Guidelines for children's consultations published

Measures

- Staff consumer engagement survey demonstrates staff have:
- Increased usage of relevant data sources
 - Increased awareness and experience of consumer engagement methods
 - Improved understanding of trauma informed care



Goal 4: Strengthen consumer engagement processes to remove barriers to partnering with consumers

Significant growth has been achieved over the past three years in enabling staff at CAHS to meaningfully engage and involve consumers at all levels of the organisation, due in part to the establishment of formal consumer committees, the availability of guidance provided by the CAHS Consumer Engagement Team and the framework of supporting documents made available via the Consumer Engagement Intranet Hub.

However, barriers (including capacity, human and financial resourcing) still exist that make meaningful engagement difficult for some areas of the health service to achieve. While these challenges will be addressed over time, it is recognised that there is an opportunity for CAHS to make better use of the consumer feedback it broadly receives and to make this information more accessible across the health service.

Alignment with NSQHS Standards



Alignment with CAHS Plans and Strategies



The intention of this goal is to review and enhance existing consumer engagement structures to overcome the challenges that may prevent departments from meeting the requirements of National Standard 2.

Consumer Representative Recruitment



In late 2020 a centralised consumer representative recruitment process was established across CAHS in direct response to barriers and difficulties identified by staff. The consumer recruitment process implemented now consists of:

- Standardised advert template to ensure consumers are provided with appropriate information
- Distribution through the Engage Consumer Network
- A single EOI form and applicant record
- An applicant review and scoring sheet.

Since its inception over 350 consumers have applied to be part of 41 different projects.

“ *The process was comprehensive and helped us find high quality consumer representatives.*

Staff feedback



Commitment	Ref	Actions	Responsibility	Timeline	
				2023-2024	2025-2026
Ensure consumer engagement structures at CAHS are relevant and continue to meet the needs of CAHS	4.1	Review existing consumer committee structure to ensure it is consistent with and aligned to CAHS's overarching committee structure	CET, CEC	●	
	4.2	Identify roles, responsibilities, and satisfaction measures for CAHS's consumer committees	CET	●	
Use technology to support the collection, storage and sharing of consumer engagement data	4.3	Create a consumer profile dashboard to ensure staff better understand the profile of consumers accessing their services, and to inform future service improvement initiatives	BIU, CET	●	
	4.4	Develop accurate, transparent, and centralised reporting for CAHS consumer engagement activities	CET	●	
	4.5	Establish a database of outcomes from consumer engagement activities undertaken across CAHS to reduce duplication and to broadly share learnings	CET, ICT		●
Integrate consumer engagement into corporate functions	4.6	Formally integrate consumer involvement into training and education development and review processes	OD	●	

Outcome 4: Increased staff awareness and utilisation of consumer perspectives

Deliverables

- 4.1. Consumer committee structure reviewed and published
- 4.2. Clear roles and responsibilities for consumer committees defined and published
- 4.3. CAHS Consumer Profile Dashboard available to staff
- 4.4. Reporting framework and schedule published to Intranet
- 4.5. Consumer Engagement database search function available to staff
- 4.6. Consumer engagement activities outlined in Learning and Development processes and documentation

Measures

- Increased staff and leadership awareness of consumer engagement
- Utilisation rates for consumer profile dashboard, consumer engagement reports and outcomes database
- Increased number of consumer engagement activities



Goal 5: Strengthen partnerships between consumers and staff to ensure delivery of safe and high-quality care

Most children, young people and families in Western Australia engage with CAHS services whilst receiving direct clinical care. While CAHS has always been committed to providing staff with the tools to effectively provide safe and high-quality care, it is acknowledged that a formal education and training framework for the delivery of care through a child and family centred approach will strengthen the consistency of consumer experiences across CAHS's various services.

It is also recognised that some consumers, particularly those from culturally and linguistically diverse backgrounds, may not feel comfortable to play a role as an active participant in the care being received or know that they have a right to.

Alignment with NSQHS Standards



Alignment with CAHS Plans and Strategies



Therein lies an opportunity for CAHS to enhance the health literacy of its consumers and their awareness and understanding of their health care rights and how they practically apply in acute and community settings.

Supporting Dads in Neonatology



The Neonatal Intensive Care Unit (NICU) Dads Group, established in 2021, is supported by medical and nursing staff and focuses on the often-hidden needs of fathers at this stressful time.

During meet ups the NICU Dads Group has expressed their difficulty in receiving support, being engaged in the care of their baby, and coping with the emotional stress of their baby's condition.

In 2022, a survey developed in partnership with staff, consumers and researchers was sent to parents of babies in NICU to understand how dads can be best supported. The survey identified fathers' need for mental health support, resources to support care and opportunities to meet and discuss their experiences with each other. The Neonatal Unit has prioritised meeting these needs.

Commitment	Ref	Actions	Responsibility	Timeline	
				2023-2024	2025-2026
Support families and staff to partner in the direct care of children and young people	5.1	Implement a formal knowledge and skills framework for the delivery of child and family centred practice across all CAHS clinical streams, that involves consumer stories and videos	CET, OD	●	
	5.2a	Develop culturally appropriate guidance to support Aboriginal consumers to be actively involved in their or their child's care	CET		●
	5.2b	Develop culturally appropriate guidance to support culturally and/or linguistically diverse consumers to be actively involved in their or their child's care	CET		●
Recognise the impact paediatric care has on the life-long health journey	5.3	Explore and recommend trauma minimisation techniques that can be adopted across CAHS	CET, Clinical Service Units, OD		●

Outcome 5: Consumers feel safe and listened to, and understand their right to be an active participant in their care

Deliverables

- 5.1. Knowledge and skills framework endorsed and published
- 5.2. Resources aimed at Aboriginal consumers and culturally and/or linguistically diverse consumers promoted to consumers and staff
- 5.3. Evidence-based trauma minimisation techniques identified

Measures

- Increase in staff awareness and understanding of consumer experience surveys
- Consumer experience survey results
- Increase in staff understanding and application of trauma informed care techniques

Monitoring and reporting

Oversight	▶ CAHS Executive Committee and Board Safety and Quality Committee	Long-term strategic thinking and identified influence of consumers on organisational decision-making
Monitoring	▶ Safety & Quality Performance & Planning Executive Committee	Six-monthly progress updates provided by the CAHS Consumer Engagement Team and identification of actions where support is needed
Reporting	▶ Progress updates provided to CAHS Executive Committee and CAHS Board Safety and Quality Committee	Provision of progress updates to Executive and Board level committees to ensure transparency and accountability
Review	▶ This Strategy is not designed to be static. Outcomes will be measured over time and actions will be reviewed every two years by the CAHS Consumer Engagement Team for relevancy to ensure outcomes are able to be achieved.	



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