

What have we done so far?

As an initial step, DHHS released the *Your Care, Your Say: Consumer and Community Engagement Consultation Paper* on 3 April 2009 to seek community views about consumer and community engagement.

DHHS received 25 written submissions as part of this consultation process and gathered more comments through face-to-face meetings. These comments are included in a summary report in the position paper.

Through this consultation process consumers, staff, community members and their representatives raised the following key issues:

- meaningful consumer engagement is important and valuable for all involved and must be a major priority for DHHS
- DHHS must improve and build on existing engagement practices
- DHHS must recognise the challenges and opportunities of rolling out engagement across the whole of health and human services
- consumer and community engagement must be based on flexible approaches
- relationship-building is central to meaningful consumer engagement
- capacity-building is a key aspect of implementation
- DHHS must put appropriate structures, policies and processes in place at every level to ensure consumers and the community can play an effective role.

Have your say!

DHHS wants to hear your views on consumer and community engagement and your ideas about how it can best involve you in decisions about your services. A number of specific questions have been included in this document. Please respond to as many or as few of these as you wish.

For a copy of the *Your Care, Your Say: Consumer and Community Engagement Consultation Paper*, or to provide your comments and ideas, please email

susan.stipcevic-webb@dhhs.tas.gov.au

or post to:

Susan Stipcevic-Webb
Manager Community Engagement and Stakeholder Relations
PO Box 125
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If posting, please include your address if you wish us to acknowledge receipt of your contribution or if you wish us to keep you informed on consumer and community engagement.

Please provide your feedback by Friday 9 October



your care, your say

consumer and community engagement

POSITION PAPER – AT A GLANCE

September 2009

The Department of Health and Human Services (DHHS) is committed to engaging Tasmanians in decisions about their health and wellbeing. To support this DHHS is developing a consumer and community engagement strategy.

By engaging Tasmanians in decisions about their health and wellbeing, and that of their communities, DHHS believes it can serve the community better. People enjoy greater quality of life when they have more control over their personal situations. Consumer and community engagement leads to a more integrated approach to health and care.

Service standards improve when consumers and the community monitor safety and quality. Service providers and policy makers get a richer view of their service system and the community gains a better understanding of how services perform.

“Working together we’ll improve the health and wellbeing of all Tasmanians”

Consumer and community engagement: At a glance

