

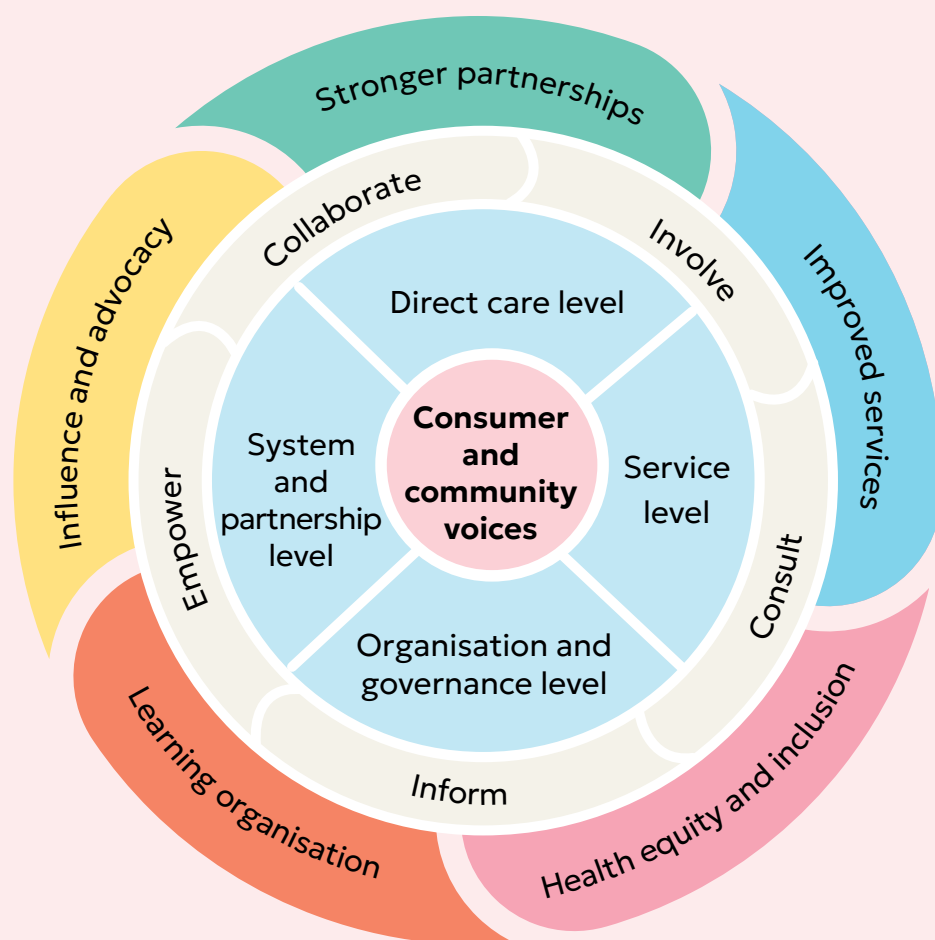
Your voices shaping our care

Consumer and Community Engagement Framework snapshot



Our engagement framework model

Better health outcomes happen when consumers and communities help shape decisions. Our framework shows how we partner with people to improve our care, services and spaces. It reflects our commitment to meaningful, respectful, inclusive engagement, recognising that engagement is not a one-off activity but an ongoing partnership.



Our commitment

- ✓ We provide genuine opportunities to participate
- ✓ We partner for better outcomes
- ✓ We actively seek out diverse voices
- ✓ We act on feedback and communicate what changed
- ✓ We continuously learn and improve

Where we engage

Direct care level

Partner with individuals and families in their own care

Service level

Co-design and improving services and programs

Organisational and governance level

Include community voices in leadership, planning and governance

System and partnership level

Work with partners and communities to influence wider system change

Levels of engagement

We engage in different ways, depending on the activity and purpose:

- Inform** We provide clear, accessible and timely information to support understanding
- Consult** We listen to community views and gather feedback to inform decisions or planning
- Involve** We work directly with consumers and communities to ensure their concerns and ideas are understood and considered
- Collaborate** We partner with communities across the process, including developing alternatives and identifying preferred solutions
- Empower** We place final decision-making in the hands of consumers or communities

What success looks like

- Stronger partnerships**
Built on trust, respect and shared purpose
- Improved services**
Services that are responsive, accessible and effective
- Health equity and inclusion**
Better health outcomes through inclusive, person-led and culturally safe environments
- A learning organisation**
We learn together and use insights to drive improvement
- Influence and advocacy**
Community voices shape change beyond Holstep Health



Find out more

Read the full Framework >



Get involved

Email engage@holstephealth.org.au
or visit:
www.holstephealth.org.au

