

Innovations in Consumer and Community Engagement

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1. Background

South Western Sydney Local Health District (SWSLHD) has been actively involving the community and consumers in its healthcare services for over two decades.

To continue success, its vital to ensure engagement with our community is contemporary and evidence-based.

The COVID-19 pandemic highlighted many challenges and need to ensure we use flexible and adaptable methods to support consumer involvement in healthcare planning and delivery.

Image 1. The inaugural consumers for SWSLHD



Workshop findings and recommendations were co-designed with SWSLHD consumers.

An informal scoping review occurred with other consumer participation managers across NSW, to understand their existing processes, program challenges, opportunities, strengths, and future direction.

4. Results

Nine recommendations were proposed as a result stakeholder consultation and scoping review – these will be used to form the new Consumer and Community Engagement Framework to 2029.

2. Objectives

- Align community and consumer engagement practices with the SWSLHD Strategic Plan.
- Explore opportunities to integrate new technologies.
- Support to short notice accreditation embedding this within staff practices.
- Ensure our workforce accurately meet the needs of the community and are equipped with the skills and resources to effectively engage with consumers.

3. Methods

A stakeholder workshop held in May 2023 identified three key areas for action.

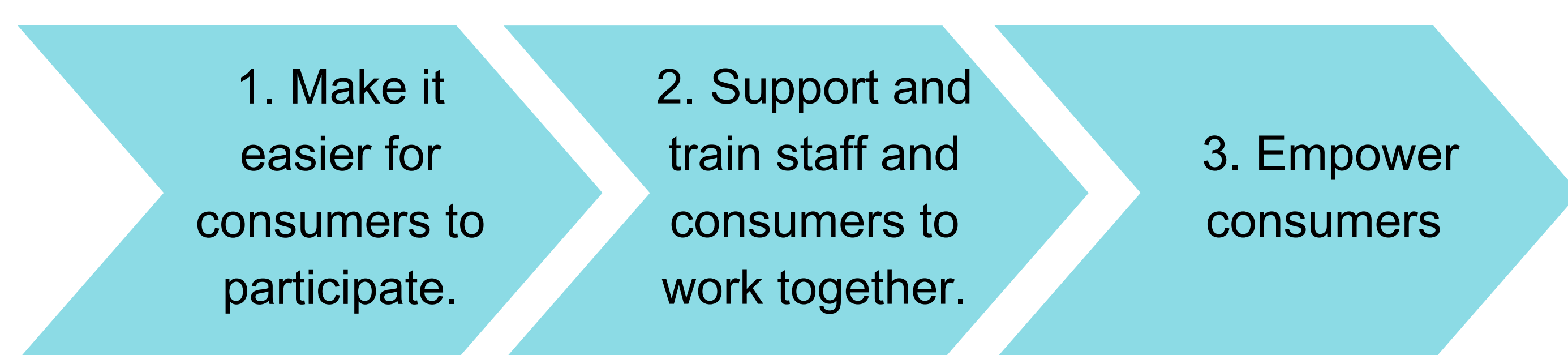


Image 2. Three key areas for action

72 stakeholders from across SWSLHD attended the workshop, including:



64% SWSLHD staff and executives (n=46)



13% External organisations who partner with consumers (n=9)



24% Consumer representatives (n=17)

5. Conclusion



Image 3. Nine recommendations to form the basis of the new Framework

Recognition

SWSLHD would like to acknowledge and thank the many passionate individuals and groups who shared their views, knowledge and expertise for the development of this report.

Contact details

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