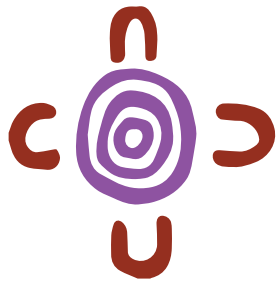




Consumer + Community Engagement Strategy Summary 2020–25



Message from Governing Board Chair

I am excited to present the Northern Adelaide Local Health Network (NALHN) Consumer and Community Engagement Strategy Summary 2020–25. This provides a high level summary of our commitment to working with consumers and community in the north and north-east of Adelaide to contribute to the safety and quality of services we provide.

The strategy provides clear direction on how we will engage with consumers and the community over the five years from 2020–25. It outlines our commitment to build stronger relationships through working in partnership. It recognises that consumer and community engagement is the key in helping us determine the services we deliver, how we deliver them and how we can improve.

A genuine and effective partnership with our consumers and community will ensure NALHN's services remain at the heart of our local community and deliver our strategic vision.

OUR VISION

Our community has the best possible health and wellbeing throughout their life.

OUR VALUES

In NALHN we believe that:

*Everyone has a story; Everyone matters;
Everyone contributes; Everyone grows.*

Why we believe this:

- > **Everyone has a story** – We are compassionate and will walk a mile in your shoes – patients, families and staff.
- > **Everyone matters** – We are welcoming, respectful and inclusive. In NALHN, rank doesn't have its usual privileges.
- > **Everyone contributes** – Everyone builds the culture and makes NALHN better. We listen and learn.
- > **Everyone grows** – We promote recovery, wellbeing, creativity and innovation. We are all on a growth journey – patients, families and staff.

DEFINITIONS

The following definitions enable us to have a shared and common view about who the NALHN consumers and community are:



Consumers

Consumers are recognised as users or potential users of health services and may be referred to as patients, clients and, by association, families, carers and other members of the user's support network. NALHN consciously uses the term consumers.



Community

Community refers to any group of people or organisation that represents or brings a collective voice of health consumers or specific health communities.



Consumer Engagement

Consumer engagement refers to health consumers, their families and carers participating in their own health.

OUR LOCAL HEALTH NETWORK

- > Lyell McEwin Hospital – the major hospital in the north and north-east for emergency care, complex and multi-day surgery, medicine, obstetrics, paediatrics and outpatient services.
- > Modbury Hospital – a general hospital with emergency care, elective surgery, medicine, outpatient and sub-acute services, rehabilitation, geriatric and palliative care.
- > Primary health, sub-acute and transitional care services, including GP Plus Health Care Centre Elizabeth and GP Plus Super Clinic Modbury with a satellite site at Gilles Plains.
- > Watto Purrinna Aboriginal Primary Health Care Service sites Muna Paeindi, Kanggawodli, Maringga Turtpandi and Wonggangga Turtpandi.
- > Northern Mental Health services across community and hospital settings, including adult and older persons' mental health services as well as statewide forensic mental health services.

HOW WILL NALHN ENGAGE WITH CONSUMERS AND COMMUNITY

NALHN has adopted the SA Government's six principles of good engagement called the Better Together principles. We are genuine in our commitment to work in partnership and these principles will ensure our consumers and the community have confidence in our declaration.

We know why we are engaging

- > We are clear about what consumers and the community are being asked to consider and how they can influence decisions.
- > We will give clear timeframes and processes for how decisions will be shared with you.
- > This will help us to meet your expectations.

We know who to engage

- > We will make sure consumers and community know when and how they "can have their say".

We know the history

- > We can build on what we already know and have learned from previous consumer and community engagement.
- > If we need to do this again, we will tell you why.

We start together

- > To work truly with consumers and the community takes time and continued effort to enable your views to be considered when NALHN makes decisions.

We are genuine

- > We will be honest and clear in our intentions to engage with consumers and the community.
- > Our plans and actions will reflect this intention.
- > We will listen to you.
- > We will tell you how you have contributed to NALHN's decisions.
- > We will tell you how your voice has been heard.

We are relevant

- > Consumers and the community are central to everything we do.
- > We need to make sure our partnership with you is relevant, interesting, easy to participate in and to understand.

OUR COMMITMENT TO YOU

We will support consumers and the community to provide feedback, offer new ideas and become part of our decision-making.





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