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1. Acknowledgment of traditional owners

We acknowledge the Aboriginal and Torres Strait Islander people as the Traditional Custodians of this land, and pay our respects to their culture, their people, and Elders past, present, and emerging.

* 1. Aboriginal health

Aboriginal health services are provided in partnership with the Aboriginal community and local stakeholders.

* 1. Community health services

A broad range of health services are often delivered in community-based settings.

1. Message from the governing body
2. About us
   1. Overview of our community services profile
   2. Our charter
   3. Our values
3. Consumer engagement

History:

* 1. Our aim:

**Objectives**

**Meeting the needs of our Demographic:**

**Outline Demographic:**

* 1. Engaging with consumers and community

The Continuum of Participation: Source: Brager & Specht45, and Queensland Health

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|  | | Description | Examples |
| Information | Lower  Higher | The organisation develops or adopts a policy, plan or program, and provides information about this to consumers, carers and the community | Giving:  Flyers, mail-outs, fact sheets, press releases, brochures, newsletters, public displays, websites, public meetings Gathering: Surveys, phone-ins, focus groups, indepth interviews, suggestion boxes |
| Consultation | The organisation identifies an issue and proposes a policy, plan or program that responds to the issue. It provides information to consumers, carers and the community on that proposal, and seeks views and comments to maximise acceptance | * Workshops * Consumer representatives on management committees or advisory groups * Public meetings or patient forums * Online discussion groups Circulation of proposal for comment Conferences or seminars * Evaluation surveys |
| Partnerships | The organisation identifies an issue and presents a tentative policy, plan or program that responds to the issue. The organisation seeks active involvement and feedback from consumers, carers and the community, which is incorporated into the plan | Strategic alliances built using a combination of methods (including those in Information and Consultation), such as:  • Workshops  • Consumer representatives on committees or advisory groups  • Roundtables  • Patient forums  • Surveys  • Focus groups |
| Delegation | The organisation identifies an issue and presents this to consumers, carers and the community for them to make decisions or propose actions to deal with the issue | Shifting some, or all of the decision making on particular issues to consumers. For example: spending on specific budget items, management of particular programs by consumers (e.g. Mental health consumer advisory groups) |
| Control | The organisation asks consumers, carers and the community to identify an issue, and they make all the key decisions on the development of solutions to deal with the issue. The organisation supports them to accomplish this | Community-appointed management committees (e.g. Aboriginal community controlled health organisations) |

List Key Areas of engagement:

* 1. Consumer advisory committee

Outline committee

1. Consumer and community engagement plan

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| **Key Result** | **Objective** | **Action** | **Strategy** | **Time** |
| **Clinical governance and quality improvement systems to support partnering with consumers** | | | | |
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| **Key Result** | **Objective** | **Action** | **Strategy** | **Time** |
| **Partnering with patients in their own care** | | | | |
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| **Key Result** | **Objective** | **Action** | **Strategy** | **Time** |
| **Health Literacy** | | | | |
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| **Key Result** | **Objective** | **Action** | **Strategy** | **Time** |
| **Partnering with consumers in organisational design and governance** | | | | |
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1. Diversity and high risk populations

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| **Key Result** | **Objective** | **Action** | **Strategy** | **Time** |
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1. Measuring and tracking success