

'We cannot all do great things, but all we can do small things with great love.'
Mother Theresa

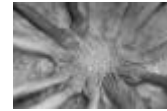
HACC Consumer Engagement Forum 1 'Sharing'

Welcome



A collaboration between:

- HACC Providers
- The HACC Unit (DHHS)
- Health Issues Centre - Melbourne
- TasCOSS (Tasmanian Council of Social Service Inc.) &
- Wonderful Inspiration & assistance from others
- ... many of whom are here today – thank you!!!



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What is today, the series about:

- What we know & explore new ways
- Trust, openness, human interaction
- Understanding ...
- Dialogue – communication - interaction
- In the spirit of sharing our stories
- "Sincerity" in what we do, our work
- Continuous improvement
- Shifting of ownership
- Bringing more care, love, heart & joy into what we do, share



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Why 'Sharing'

- In sharing our story, we are telling a sequence of events & how it has affected us
- Effective research tool in health care settings
- 'Narrative Enquiry' - qualitative research
- Used to understand others better
- To understand better the impact of what we do
- Shared from 'the heart', from a deep point within as transformative energy to assist learning, reducing barriers, etc.



'When you're in touch with your heart, you feel a connection with others & you have access to your wisdom.' Kristine Carlson

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today's program

1. Sharing through Song & Music
2. Consumer Engagement Environment
3. From Consultation to Engagement
4. Sharing Session 1
5. Break – continued Sharing/Networking
6. Sharing Session 2
7. Summary of today & way forward

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Consumer Engagement & HACC

Environment & strategies:

1. Tasmania's Health Plan 2007
2. DHHS Consumer Engagement Strategy 2009 & Strategic Directions 2009-2012
3. Community Sector: Quality and Safety Standards 2009 to 2012 - Standard 2: 'Consumer Focus'
4. Looking at & sharing what Tas HACC does
5. Copying / ignoring / adapting what the rest of Australia & the world does ©



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1. Tasmania's Health Plan 2007

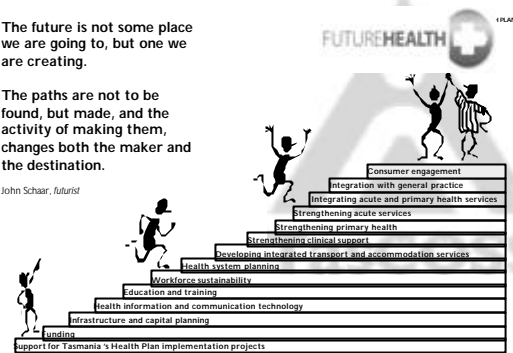
- To re-orient the State's health services
- Current Health Service set-up will struggle to meet future demands. Key issues: aging population & chronic disease epidemic
- Focus on healthy life, prevention & involving all
- Now: 2-3% spent on prevention/health promotion
- 97-98% on intervention/care. Mostly in hospitals
- "... consumer participation in making decision about his/her own health play a key role in improving individual health outcomes"
- "The development of departmental community & consumer engagement policies & processes"

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The future is not some place we are going to, but one we are creating.

The paths are not to be found, but made, and the activity of making them, changes both the maker and the destination.

John Schaar, futurist



TASMANIA'S HEALTH PLAN - PATHWAY TO HEALTH REFORM 8

2. DHHS Consumer Engagement Strategy 'Your care, Your say'

Will apply to all of DHHS. From the Foreword to the strategy

" This paper starts from our firm belief that the people we serve must be a the centre of everything we do – they must come first in every decision we take, everywhere, every time."

David Roberts
Secretary - Department of DHHS
September 2009



DHHS Strategy cont.

Priorities & strategies:

1. Giving consumers an effective role in DHHS
2. Making it real – every day
3. Helping DHHS staff to practice engagement more effectively
4. Building on existing practice
5. Ongoing improvement

Plus:

- Adopting the viewpoints of consumers & the community
- Empowering service users
- Provide feedback to the service
- Engagement to become part of DHHS culture & core activity

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DHHS Strategy cont.

Action Plan - Strategic Priority 3 'Staff':

" Establish an annual consumer and community engagement forum to share knowledge and experience and showcase best practice."



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3. Quality and Safety Standards

Will apply to all community sector organisations:

- Standard 2: Consumer Focus
Consumers receive services that respect their rights & are responsive to their needs & desires
- Standard 5: Governance
... (this standard) also supports consumers ... to contribute towards decision making processes & enables effective communication.

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