

2. Service Standards

2.6 Consumer Engagement and Participation Policy

2.6.1 Policy Connections

NDIS Quality and Safeguards Commission, NDIS Practice Standards and Quality Indicators, Version 4 2021 - 2 Provider Governance and Operational Management; Aged Care Quality and Safety Commission Aged Care Quality Standards 2019 – 8 Organisational Governance; Australian Commission on Safety and Quality in Health Care 2017, National Model Clinical Governance Framework; EverAbility Stakeholder Engagement Plan 2020; International Association for Public Participation Model (2007)

2.6.2 Policy Statement

EverAbility values the expertise, knowledge and experience that consumers, their families and carers contribute to our organisation, and aim to harness this to ensure the best informed decisions are made in relation to our strategic priorities, policies and operations.

EverAbility is committed to working effectively with consumers, their families and carers and form genuine partnerships with them at governance, operational, and individual levels.

2.6.3 Values

The Organisations values of Collaboration, Excellence and Respect apply holistically to all stakeholders, especially consumers.

Collaboration: We achieve more when we work together

- Empowering our clients to partner in their services, treatment and support
- Enabling consumers and staff to share their expertise with each other
- Creating shared goals to work together to improve services

Excellence: we continually grow and develop through expanding our capabilities whilst striving to be our best

- Engaging with consumers to ensure services are the best they can be
- Demonstrating that consumers have been listened to when they do give feedback, and that this has been incorporated in improving services
- Giving consumers choices in their participation with the organisation

Respect: we respect our stakeholders, who are at the centre of everything we do

- Listening to consumers and showing they have been respected in their services, treatment and support, and in service improvement
- Valuing the expertise and experiences consumers bring to services
- Considering cultural and other diversity requirements and preferences of consumers

2.6.4 Opportunities for Engagement

Consumers engage with the EverAbility Organisation in three main ways:

1. Partnering in services, treatment and support
 - attending appointments or receiving care and support from staff
2. Sharing all feedback
 - by filling in a form, calling, emailing or speaking face to face with a representative from the organisation
3. Participating in improving services
 - having a say in how services are planned, delivered, reviewed and monitored through a variety of means, for example:
 - engaging in further discussion of feedback they have provided;
 - surveys;
 - focus and/or working groups; and/or
 - being representatives on committees and panels (e.g. recruitment of staff and volunteers, training, etc.).

2.6.5 Implementation

To ensure that the benefits of consumer engagement are realised, consumer engagement must be embedded within the culture of the organisation and its core functions.

To embed consumer engagement within its culture, EverAbility will:

- Make a public commitment to consumer engagement and participation, through publishing this policy on its website
- Use the Relationship/Influence Stakeholder engagement approach, which is based on the International Association for Public Participation Model (2007), when determining how to engage with its consumers, their families, and carers
- Teach the Board, management and staff about the value of consumer engagement, and how they can use the Relationship/Influence Stakeholder engagement approach to ensure best informed decisions are made in relation to our strategic priorities, policies and operations
- Report annually to the Board and the organisation on the consumer engagement activities undertaken at the governance and operational levels and the impact they have had
- Require the Board and managers of each service area to proactively:
 - identify decisions, policies, activities and initiatives that would benefit from consumer engagement
 - assess the level of engagement required using the Relationship/Influence Stakeholder Analysis Tool
 - determine appropriate strategies to achieve this engagement
 - organise and complete the engagement
 - reflect and report on outcomes

2.6.5.1 Relationship/Influence Stakeholder Analysis Tool

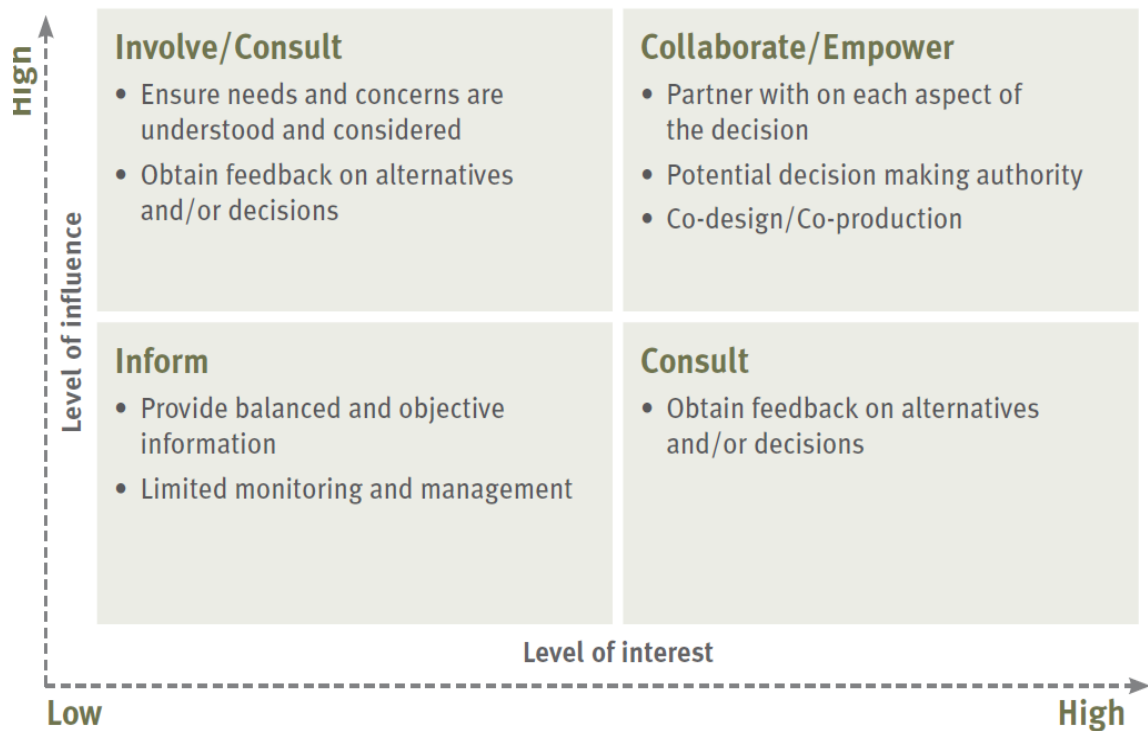


Figure 1: International Association for Public Participation Model (2007)

Policy Management and Review History

Owner	CEO
Approver	Board
Frequency	2 yearly
Version	v2.0
Date Ratified	December 2022
Next Review	December 2024

Review History

v1.0 2020