



Children's Health Queensland

Consumer and Community Engagement Plan 2024-2028



Queensland
Government

Children's Health Queensland
Consumer and Community
Engagement Plan 2024 – 2028.

Published by the State of
Queensland (Queensland Health),
April 2024.

An electronic version of this
document is available at
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Acknowledgement of Country

Children's Health Queensland Hospital and Health Service pays respect to the Traditional Custodians of the lands on which we walk, talk, work and live. We acknowledge and pay our respects to Aboriginal and Torres Strait Islander Elders past, present and emerging.

We acknowledge the historical and contemporary impacts of Queensland's history of colonisation on the health and wellbeing of Aboriginal and Torres Strait Islander peoples. We recognise the ongoing intergenerational trauma and racism experienced by members of the community.

In the development of this *Consumer and Community Engagement Plan 2024-2028* we were grateful to have Aboriginal and Torres Strait Islander people share their knowledge and experiences with us. In considering the consumer and community voice, we also took guidance from the *Children's Health Queensland Aboriginal and Torres Strait Islander Health Equity Strategy 2022-2025*.

We respect and acknowledge the lived experiences of Aboriginal and Torres Strait Islander peoples and thank them for their contribution to our pursuit of health equity.



Message from the Board Chair and Chief Executive

We are proud to present our *Consumer and Community Engagement Plan 2024-2028*. This plan represents our commitment to promoting person-centred care across all domains of our state-wide service. We believe engaging with our consumers and communities is fundamental to understanding shared needs and working together to improve our services.

The *Consumer and Community Engagement Plan 2024-2028* builds on the previous CHQ Consumer and Community Engagement Strategy. It outlines our objectives, actions and measures and is informed by the *CHQ Engagement Framework* ensuring consumers and communities remain at the heart of everything we do.

We are relentless in our pursuit of health equity for Aboriginal and Torres Strait Islander peoples and we are grateful for their important contributions to this strategy. We are eager to be guided by their lived experiences and will work hard to better support their communities through initiatives included in this engagement plan.

CHQ's Planetree International designation is a recognition of our excellence in person-centred care. Planetree is acclaimed internationally as setting the standard for patient-centred excellence and drives

quality across the healthcare continuum. We continue to strive for the highest standards of patient, family and health worker engagement, clinical outcomes, and high-value care.

Through our four priorities — making engagement easier, valuing diverse voices, sharing information and working together — we will encourage active participation of consumers and community partners in our engagement activities to ensure the best outcomes for all Queensland children, young people and their families regardless of where they live across our expansive state.

Frank Tracey

Chief Executive

Heather Watson

Board Chair



Introduction

Children’s Health Queensland (CHQ) is committed to leading life-changing care for children and young people for a healthier tomorrow.

The Consumer and Community Engagement Plan 2024-2028

This plan sets our direction for enhancing engagement with consumers and the community, to help fulfil our purpose to improve the health and wellbeing of children and young people through world-class care, research, advocacy and leadership. Priorities in the plan align with those in the *CHQ Strategic Plan 2024-2028* and the *CHQ Aboriginal and Torres Strait Islander Health Equity Strategy 2022-2025*.

CHQ consumers and community

Consumers and community members are key influencers of health policy, services and care.

- **Consumers** are people who use health services and information, including children, young people and their families and carers.
- **Community** refers to groups of people or organisations with a shared interest in children’s health, such as residents, community organisations, cultural groups and consumer advocacy groups.

Why we engage

CHQ connects and works collaboratively with consumers and community partners to improve and maintain health services, patient experiences and health outcomes, to provide better care for Queensland children and young people. We support consumer participation through information sharing, consultation, collaboration and empowerment. Our approach is to actively listen, understand, respond to and co-design with the people who use our services, to form the foundation for safe, responsive and person-centred healthcare.

Alignment with the CHQ vision, purpose and values

This plan is part of *CHQ’s Engagement Framework* which supports our **vision** of putting children and young people first, our **purpose** to empower generations through trusted healthcare. The plan will be activated through the *CHQ Leadership Framework*, using our **values** of Respect, Integrity, Care and Imagination.



Informed by CHQ’s consumers and community

The *Consumer and Community Engagement Plan 2024-2028* was developed through consultation with consumers and community partners.

We reviewed two years of patient feedback received from children, young people, parents and carers across our services.

We held in-person forums and workshops across clinical and community locations and with a range of consumer representatives, advisory groups and health workers.

We hosted online surveys and forums to connect with people across the state.

A highlight was a special ‘Kids Chat Day’ which provided children at CHQ with the opportunity to respond creatively about topics important to them using drawing and colouring activities.

Collectively the consultation activities provided over 11,000 responses which informed the priorities outlined in this plan.

Consumer engagement occurs at multiple levels

Consumer and community engagement with CHQ and the broader health system occurs in various forms and at multiple levels. Building partnerships that enable consumers and communities to participate in organisational decision-making leads to improved person-centred service experiences and high-quality health outcomes.

The importance of, and requirement for consumer and community engagement, is outlined in:

- [Convention on the Rights of the Child](#)
- [The Australian Charter of Healthcare Rights](#)
- [The National Safety and Quality Health Service Standards](#)
- [The Queensland Hospital and Health Boards Act 2011](#)

These frameworks emphasise the rights of consumers to be heard and considered in their care and the obligations of healthcare organisations to develop, implement and maintain systems to partner with consumers in planning, design, delivery and evaluation of services.

Engagement occurs across a range of levels within a health system and all are important to engage effectively:

Individual level

This involves direct interaction between clinicians and patients or their families and focuses on engaging with consumers as partners in their healthcare, support and treatment.

Service level

This gives consumers and the community input into the delivery, structure, evaluation and improvement of health programs, services and facilities.

Network level

This involves partnerships with health organisations such as Hospital and Health Services, Primary Health Networks, and non-government community services networks. It encompasses engagement with consumers and the community at the regional level, which is important for a state-wide service like CHQ.

System level

This involves engagement at a local, state or commonwealth government level and focuses on partnering to influence health policy, reform and legislation.





Level of influence

Elements of engagement occur along a spectrum of increasing levels of participation, from providing information to placing decisions directly into the hands of consumers.

Effective engagement incorporates multiple levels and elements to achieve the best outcomes.

Strategies must be flexible, inclusive and tailored to meet the diverse backgrounds, values and lived experiences of the CHQ community.

Increasing level of consumer engagement in decision-making

Inform

Provide information

- Newsletters
- Social media
- Presentations

Consult

Obtain feedback

- Surveys
- Workshops
- Interviews

Involve

Work with consumers

- Focus groups
- Committees
- Forums

Collaborate

Share decision-making with consumers

- Co-design projects
- Project groups
- Selection panels

Empower

Consumers have direct input into decision-making

- Governance committees
- Consumer-led projects

Consumer and Community Engagement Plan 2024-2028

This plan-on-a-page summarises how we will address our four priority areas: making engagement easier, valuing diverse voices, sharing information, and working together. These four priorities reflect a stepwise approach to engaging with our consumers and communities, beginning with recruitment and onboarding, through consultation, and the co-creation and review of effective service delivery, and the provision of timely and meaningful feedback. This reflects our process to achieve excellence in person-centred care.



Making engagement easier

Simplify processes to connect health workers with consumers and community members for consumer engagement activities

Simplify processes to onboard new consumer representatives for CHQ engagement activities

Empower consumers and health workers with knowledge and skills to create opportunities to work together more easily



Valuing diverse voices

Involve consumers and community groups with lived experiences as partners in service design and review initiatives

Involve children and youth in consumer engagement activities in age-appropriate and meaningful ways

Involve Aboriginal and Torres Strait Islander consumers and community groups in service design and evaluation to ensure cultural safety and health equity focus areas are addressed

Involve consumers and community groups who represent disability or diversity groups as partners in service design and review initiatives



Sharing information

Consult regularly with consumers and community groups through in-person and digital platforms

Connect consumers and community groups with CHQ leaders to provide direct opportunities to share healthcare experiences and recommendations

Inform consumers and community groups on the outcomes of consumer engagement by providing timely, accessible and meaningful feedback

Collaborate with consumers and community groups through regular and ongoing consultation and feedback processes for service planning, design and evaluation activities



Working together

Empower health workers with the knowledge and skills to develop and deliver consumer co-design activities to inform clinical practice and research

Collaborate with consumers to develop health information resources that apply health literacy principles and are accessible and appropriate for children, Aboriginal and Torres Strait Islander families, culturally and linguistically diverse populations and individuals with complex communication needs

Respond to consumer consultation and use feedback to improve design, delivery and evaluation of clinical services improvement projects and research programs

Achieve excellence in person-centred care through authentic and enduring partnerships with consumers and community groups



Priority 1: Making engagement easier

What we heard	What we will do	We know we are successful when
Consumers want easy ways to get involved with engagement opportunities	<i>Simplify</i> processes to connect health workers with consumers and community members for consumer engagement activities	<ul style="list-style-type: none"> • Health workers have access to an <i>easy-to-use</i> solution for facilitating connections with consumers for engagement activities • Health workers <i>report confidence</i> with how to make connections with consumers for engagement activities
Consumers and health workers want easier processes for onboarding and remuneration of consumer representatives	<i>Simplify</i> processes to onboard new consumer representatives for CHQ engagement activities	<ul style="list-style-type: none"> • Consumers and health workers have access to an <i>easy-to-understand</i> consumer engagement framework and an <i>easy-to-implement</i> onboarding program for consumer engagement activities • Consumers and health workers report <i>positive experience</i> with onboarding and remuneration processes
Consumers and health workers value collaboration and want to plan for this around their busy lives	<i>Empower</i> consumers and health workers with knowledge and skills to create opportunities to work together more easily	<ul style="list-style-type: none"> • Consumers and health workers have access to a person-centred care and consumer engagement <i>information package</i> to guide planning for consumer engagement activities • Consumers and health workers report <i>positive experiences</i> with learning about consumer engagement processes



Priority 2: Valuing diverse voices

What we heard	What we will do	We know we are successful when
Consumers with a lived experience have valuable perspectives that they want to contribute	Involve consumers and community groups with lived experiences as partners in service design and review initiatives	<ul style="list-style-type: none"> Consumers with a lived experience are engaged across services in consultation, design and review CHQ peer mentorship models are expanded Consumers with a lived experience report positive experiences with consumer engagement
Children and young people want opportunities to contribute	Involve children and young people in consumer engagement activities in age-appropriate and meaningful ways	<ul style="list-style-type: none"> Children and young people are engaged across services in consultation, design and review A youth advisory group is established An annual youth summit is hosted Children and young people report positive experiences with consumer engagement
Consumers, community groups and health workers are committed to an ongoing pursuit of health equity	Involve Aboriginal and Torres Strait Islander consumers and community groups in service design and evaluation to ensure cultural safety and health equity focus areas are addressed	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander consumers and community groups are engaged across services in consultation, design and review The CHQ Aboriginal and Torres Strait Islander Advisory Group is renewed and enhanced Aboriginal and Torres Strait Islander consumers report positive experiences with consumer engagement
Consumers and health workers want disability, diversity and inclusion represented in consumer partnerships	Involve consumers and community groups who represent disability and diversity groups as partners in service design and review initiatives	<ul style="list-style-type: none"> People with a disability, and those diverse in gender, sexuality, culture and language are engaged across services in consultation, design and review People with a disability and those diverse in gender, sexuality, culture and language report positive experiences with consumer engagement



Priority 3: Sharing information

What we heard	What we will do	We know we are successful when
Consumers want to share their ideas through a range of creative and innovative tools	Consult regularly with consumers and community groups through in-person and digital platforms	<ul style="list-style-type: none"> Consumers and community members share their ideas with CHQ health workers through a range of in-person and contemporary digital platforms Consumers and community members report positive experiences in using these tools and platforms
Consumers and leaders want to connect in-person to share their experiences	Connect consumers and community groups with CHQ leaders to provide direct opportunities to share healthcare experiences and recommendations	<ul style="list-style-type: none"> Consumers and community members share their experiences with CHQ leaders through a range of in-person and contemporary digital platforms Consumers and community members report high satisfaction with the process of sharing their experiences with CHQ leaders
Consumers want increased feedback on the outcomes of consultation activities	Inform consumers and community groups on the outcomes of consumer engagement by providing timely, accessible and meaningful feedback	<ul style="list-style-type: none"> Consumers and community members are provided with feedback from CHQ health workers about the outcomes of consumer consultation, connection and collaboration Consumers and community members report high satisfaction with the content and timing of feedback that is shared
Consumers want their voice to be strengthened across the organisation	Collaborate with consumers and community groups through regular and ongoing consultation and feedback processes for service planning, design and evaluation activities	<ul style="list-style-type: none"> Each CHQ service develops connections with consumer and community representatives who engage in regular and ongoing consultation, connection and collaboration Each CHQ service develops a register of current and upcoming opportunities for consumer engagement across engagement levels Consumer and community representatives report high satisfaction with the type and frequency of consumer engagement activities



Priority 4: Working together

What we heard	What we will do	We know we are successful when
Health workers want to optimise their collaboration with consumers and the community in service co-design	Empower health workers with the knowledge and skills to develop and deliver consumer co-design activities to inform clinical practice and research	<ul style="list-style-type: none"> Health workers are empowered to use a consumer co-design toolkit and education package to guide design, delivery and evaluation of consumer co-design activities Consumers, community groups and health workers report high satisfaction and positive experiences when working together on consumer co-design activities
Consumers want to be involved in the development of health information resources for patients, families and the community	Collaborate with consumers to develop health information resources that apply health literacy principles and are accessible and appropriate for children, Aboriginal and Torres Strait Islander families, culturally and linguistically diverse populations and individuals with complex communication needs	<ul style="list-style-type: none"> Consumers share their expertise to develop health information resources that are accessible and appropriate for children, Aboriginal and Torres Strait Islander families, culturally and linguistically diverse populations, and individuals with complex communication needs and apply health literacy principles Consumer contribution to health information resources is formally acknowledged Consumers, community groups and health workers report high satisfaction and positive experiences when working together on health information resource activities
Consumers want to see evidence of their feedback informing improvements in healthcare	Respond to consumer consultation and use feedback to improve design, delivery and evaluation of clinical services improvement projects and research programs	<ul style="list-style-type: none"> Health workers collect, record, utilise and report data from consumer and community consultation for continuous quality improvement in clinical services and research Health workers complete quality improvement activities that seek to address feedback themes raised during consumer and community consultation Health workers provide feedback to consumers and community groups about how consultation has informed continuous quality improvement and research Consumers and community groups report high satisfaction and positive experiences when working together quality improvement activities and research
Consumers want a high standard of person-centred care	Achieve excellence in person-centred care through authentic and enduring partnerships with consumers and community groups	<ul style="list-style-type: none"> CHQ maintains high standards of clinical governance in consumer partnerships aligned with the National Safety and Quality Health Service Standards CHQ maintains excellence in person centred care aligned with contemporary Planetree International recommendations for best practice in person-centred care



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