

Consumer and Community Engagement Strategy 2019-2022

This Strategy and the Clinician Engagement Strategy support the health service to deliver effective, person centred care to the diverse individuals and the communities we serve.



Our aims

To achieve the Torres and Cape Hospital and Health Service (TCHHS) Vision and Strategic Objectives, the National Safety and Quality Health Service Standards (2nd Edition) and the Health Consumer Queensland Model.

- This Strategy aims to empower:
- Individuals to feel valued, respected and supported to actively partner in their health care.
 - Individuals and communities to be involved in planning and evaluating services so that we are a responsive and innovative health service.
 - TCHHS supports its consumers and communities to influence health related decision making at local, state and commonwealth levels.
 - Improve patient health outcomes through strengthening the capacity of consumers to partner in their health care.
 - Improve patient and community health experiences across the Torres Strait Islands, Northern Peninsula Area and Cape York.
 - Improve accessibility and acceptability of health services through targeted engagement with diverse consumers particularly marginalized groups.

Our vision

“TCHHS is committed to engaging with consumers and the community in a respectful and purposeful manner that embraces diversity. We will work collaboratively with consumers to provide engagement processes that are appropriate for those involved, the issues at hand and the decisions to be made.”

Community Interaction



We recognise that consumer and community engagement interacts at every level of the organisation.

- Consumer Level –engaging with the individual consumer and/or their family/carer as partners in their own health care, support and treatment.
- Community Health Group Level – partnering and engaging with consumers and the community to facilitate input into how programs, services, or facilities are planned, delivered, structured, evaluated and improved.
- Health Service Provider Level –how the organisation engages with consumers and community at the regional level.
- Department of Health Level –how consumers and communities participate to influence and input on health policy, reform and legislation at the system level across local, state and commonwealth jurisdictions.

Measuring success

Action: Enhanced consumer and community engagement processes

- Quarterly Consumer Advisory Committee (CAC) Meetings.
- Outcomes arising from CAC meetings influence service delivery.
- Service level engagement with consumers and community.
- Patient satisfaction and patient experience surveys outcomes.
- Compliments and complaints are acknowledged and completed within required timeframes.

Action: Enhanced participation in health care design and delivery

- Consumer representatives participate in TCHHS strategic planning.
- Health Service planning and review includes consumer, and community participation.
- Consumer/community groups established for specific services.
- Consumer representation on quality safety committees.

Action: Seek membership of peak strategic bodies and influence health and social policy

- Increased and consistent participation with peak strategic bodies.
- Participation in statewide health consumer forums.

Links to our Strategic Plan and Government Objectives

Advance health through strong partnerships

Government objective:
Keep Queenslanders healthy

Partner to optimise health and wellbeing in our communities.

