

Participation in Your Health Service System:

Victorian consumers, carers, and the community working together with their hospitals and the Department of Human Services

AIM AND OBJECTIVES

The Aim

The project aims to develop and promote the *Participation in Your Health System: Victorian consumers/patients, carers, and the community working together with their hospitals and the Department of Human Services* policy.

The Objectives

1. To develop the policy in consultation with consumers, community members, carers, health service staff, health service boards and other stakeholders.
2. To identify why consumer, carer and community participation is important in the planning, delivery and outcomes of health care.
3. To identify the underlying values of *participation* for the Department of Human Services and Victorian health services, consumers, carers and community members.
4. To identify across the Department of Human Services where the policy will need to link into, including Primary and Mental Health.
5. To define the terms consumer, patient, carer and community for the purposes of the policy and in working with the acute, and subacute health areas of the Department of Human Services.
6. To identify how best to support consumers, carers and community members to participate in decision making across the four key result areas:
 - i. the state (Department of Human Services);
 - ii. health service organisational level;
 - iii. department/ward/program within the health service; and
 - iv. at the individual consumer/patient level.
7. To identify and provide examples and benefits of consumer, carer, and community participation in health services across the four key result areas.
8. To identify key enablers/resources to link to the health services to increase consumer, carer and community participation.
9. To identify the barriers and minimise potential disadvantages resulting from consumer, carer and community participation in health services.
10. To identify the minimum requirements of a *Community Participation Plan* for an acute health service.
11. To develop a review and evaluation process of consumer, carer and community participation in Victorian health services including the development of key performance indicators of participation and those specific to Community Advisory Committees.
12. To implement a promotional strategy of the policy to the health services, consumer and carer support groups, the community and within the Department.