



HEALTH CONSUMERS'
COUNCIL
YOUR VOICE ON HEALTH

District Health Advisory Councils Community Engagement workshop

21 August 2019 - Perth, WA

Session aims/desired outcomes:

That DHAC Chairs/Deputy Chairs

- Have an opportunity to develop or refine an outline for a stakeholder engagement plan
- Have the opportunity to share and brainstorm ideas for engaging with key stakeholder groups including Aboriginal people, people from culturally and linguistically diverse backgrounds and people with disabilities

Agenda

- Welcome and introductions
- What engagement are DHACs already doing?
- Stakeholder identification and mapping
- Key messages/feedback sought
- Methods/channels of communication
- Communicating with key groups – people can participate in one of the three groups
 - Aboriginal people – Tania Harris
 - Culturally and linguistically diverse people – Karen Lipio
 - People with disability – Clare Mullen
- Conclusion

Presented by Health Consumers' Council staff:

- Clare Mullen, Engagement Manager (clare.mullen@hconc.org.au)
- Tania Harris, Aboriginal Engagement Coordinator (tania.harris@hconc.org.au)
- Karen Lipio, Cultural Diversity Engagement Coordinator (karen.lipio@hconc.org.au)



What are DHACs already doing in community engagement?

- Members using own networks to engage
 - Golden Oldies
 - Men's Sheds
- Articles in local newsletters such as local population health newsletters (both electronic and hard copy)
 - About the DHAC
 - Health information
- Articles in school newsletters
- Attending expos and having stalls at community events
 - Banners and stalls
 - DHAC contact information on Patient Opinion banners
- Questionnaire at community events
 - 5 questions
 - Plus "If you could ask 1 question to the health service...?"
 - Feedback results to the community via the local paper
- Giving talks to other community groups
 - Patient First
 - Patient Opinion
- Going on excursions to other groups to learn and share
 - Royal Flying Doctor Service
 - Homeless groups (such as Communicare) – these were identified as part of work looking at vulnerable groups
- Content on DHAC Facebook page
 - Noted that not all DHACs have access to their own page. Some are trying to include content on the local "MyHealthy[region]" page but some are finding this difficult
- Articles in hospital newsletter – featuring achievements
- Planning a pop-up café on site
- SW Quality in Partnership
 - Monthly survey undertaken by DHAC members of 8-10 wards
 - Based on content from national safety and quality health service standards
 - Responses fed back to Execs and to community (through My Healthy region page)
 - DHAC survey consumers; staff are also surveyed
 - This also involves talking to ward clerks to identify lonely patients, who DHAC members then reach out to.
- SW community cafes – 8-10 held so far
 - Initiated by regional director
 - Co-facilitated by DHAC and regional director
 - Informal structured discussion
 - Includes speakers, but emphasis is on listening to consumer stories. Approaching with curiosity is important.
 - Follow up after the event is very important
 - Good opportunity to recruit to DHACs
 - Important for staff to be able to hear criticism without being defensive – works well in this region
- SW planning forums



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- Example – forum including WA Health; WAPHA; DHAC; local government; community – 94 participants. Fed into the WACHS strategic plan.
- Hope Café – DHAC member attends community café run by local church. Focus on just listening.
- Being available to talk and listen to people
- Local Health Advisory Groups (LHAGs) – as a local “spoke” from the DHAC “hub”. Each DHAC member will also lead an LHAG. Discussion feedback to DHAC through reports and at meetings.
- DHAC members sit on the Eastern Management Team (consisting of health service managers)
- Business cards with DHAC official email address on one side, and contact details for Patient Opinion, Facebook etc on the other
- Site visits to hospitals
- 15 Step Challenge
 - DHAC members involved in assessing safety and quality within 15 steps of arriving at site
 - Recommendations are giving to the local Ops Manager for action
- Getting out and walking around

Engaging with Aboriginal and Torres Strait Islander people

What kind of engagement DHACs already do:

- Participation and attendance at NAIDOC events at the hospital
- Relationship building with Aboriginal staff at the health service
- Visiting Aboriginal community centres as a DHAC group

Other ideas for engaging with Aboriginal and Torres Strait Islander people:

- **Requesting WACHS provide Cultural Awareness Training for all DHAC members**
- Engaging with the Aboriginal Regional Planning Forums
- Ensure Acknowledgement of Country is done before each meeting
- Consider looking into a RAP for the DHAC
- In the absence of Aboriginal consumers, consider consulting with Aboriginal staff from the health service

Resources discussed

- WA Health Cultural Awareness Training for staff
- Joleen Hicks – Aboriginal Insights <https://aboriginalinsights.com.au/>
- Reconciliation WA <https://www.recwa.org.au/>

Engaging with people from culturally and linguistically diverse communities

What kind of engagement DHACs already do:

- Participation in community shows – having a stall to share information about DHAC
- Members sit on various committees in town
- Bringing in speakers from organisations
- Consumer cafés
- Business cards with extra information
- 15 Step Challenge – giving feedback on how you feel, any changes you would make and follow-up
- Site visits – meeting staff and viewing specialty areas – don't just stay in meeting rooms
- Excursions to RFDs, St. John's
- My Healthy FB pages
- Attend other courses to upskill and network

Other ideas for engaging with people from CALD backgrounds:

- The presence / display of local languages in health services including the use of universal symbols
- Promoting the use of interpreters to the community; making interpreter cards available at reception. Interpreter cards are accessible through <https://www.tisnational.gov.au/en/About-TIS-National/Materials-to-help-you-access-an-interpreter/TIS-National-promotional-materials-catalogue>
- Working with Community Resource Centres (CRCs) and multicultural groups to disseminate and gather information about cultural groups
- Attending cultural group events – going where people meet.
- Building trust and relationship one person at a time specially in smaller communities
- Having CALD representatives on the DHAC
- Talking to religious leaders e.g pastors, priests, imams
- Engaging with employees / workplaces is a strategic way to engage



Engaging with people with disabilities

People with disability are not a homogenous group – people with different disabilities may have different needs. Some people may have multiple disabilities including sensory, physical, intellectual, psycho-social. One in five people in Australia have a disability and one in three people are impacted by disability.

Access

- Hold meetings in accessible locations
- Make sure information is accessible
 - Font size
 - Versions that can be read by screen readers or other assistive technology
 - Consider access to Auslan versions – English may not be the first language for someone who is an Auslan speaker
 - Write in plain English
 - Consider producing materials in Easy English – this involves more pictures and basic English
 - See the materials on the Health Consumers' Council website at <https://www.hconc.org.au/projects/empowering-consumers-with-a-disability/>

Ways to reach people

- Assign someone on the DHAC to liaise with disability groups
- Organise a community conversation tailored to people with disability – go to where people are, don't necessarily expect them to come to you
- Be prepared to make mistakes
- Host a Disability Diversity Dialogue session – involving a panel of people with disability talking to staff about their experiences

Channels/avenues for connecting with people with disability

- Work with your Health Service's Disability Access Inclusion Plan Coordinator (each site or region will have one) about connecting with people with disabilities
- Promote information through the WA Disability Health Network https://ww2.health.wa.gov.au/Articles/A_E/Disability-Health-Network
- Promote through relevant organisations
 - People With disability WA www.pwdwa.org.au
 - Contact local disability service providers – find them on the Disability Services service directory <http://www.disability.wa.gov.au/individuals-families-and-carers/for-individuals-families-and-carers/directory-of-service-providers/>

Possible topics of interest (from the HCC/PWDWA project)

- Access to health services
- Access to information about health and health services
- Experience while using health services
- Integration between primary, community and hospital services
- Getting your needs met while using health services
 - For example, using a "care board" where information that's important can be made visible to staff