



HEALTH CONSUMERS'
COUNCIL

Strategic Plan 2024-2027



VISION

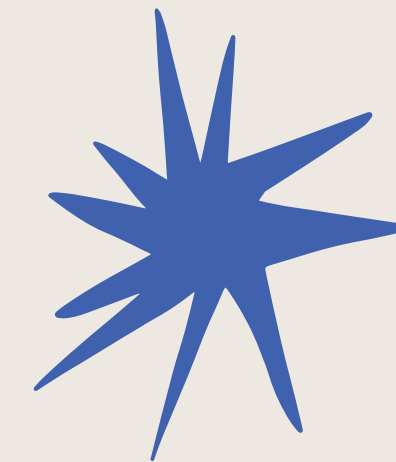
Equitable, person-centred, quality health care,
and improved health outcomes and experiences for everyone in WA

OUR PURPOSE

To amplify and champion the voices of WA health consumers
to drive positive outcomes in health and healthcare

OUR FOCUS AREAS

- Deliver individual advocacy and health rights information
- Advocate for the collective interests of health consumers at a systemic level
- Harness and build people power through consumer partnership and leadership
- Strengthen our financial sustainability
- Ensure a strong and agile organisation



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VALUES

We are proactive at seeking out and elevating the perspectives of people who are disadvantaged by existing structures.

We bring kindness to the work that we do and the way we treat each other.

We prioritise relationships as the key to making change happen.

We seek to bring all voices and experiences into discussions.

We care for our people, supporting them so they can care for others.



Equity and inclusivity



Compassion



Collaboration



Courage



Care



Integrity

We are not afraid to stand up for consumer rights in the face of conflicting views

We take care of the community's perspectives and stories that are shared with us and are careful with the funds that we receive.

As we hold health services to account, we also hold ourselves to account for upholding the highest standards of integrity and ethics in our work

We understand the privilege of doing this work and carry consumer stories into every encounter



OUR FUTURE FOCUS AREAS

- Deliver individual advocacy and health rights information
- Advocate for the collective interests of health consumers at a systemic level
- Harness and build people power through consumer partnership and leadership
- Strengthen our financial sustainability
- Ensure a strong and agile organisation

Some priorities within existing resources

- Explore safe use of AI to support people with self-advocacy

- Increase our physical presence in the community

- Re-establish HCC's Aboriginal Advisory Group

- Increase awareness of HCC with existing consumer committees within WA health services

- Strengthen our alliance with national and state / territory consumer peak organisations

- Invest in our reconciliation journey

- Continue to advocate for safe high quality integrated person-centred care

FACT: our ambition for the future of consumer involvement in health in WA currently outstrips our resources.

We want to grow our impact and reach - and to do that, we need to grow our income.

Added to this, as with many non-Government organisations, our core funding has not kept pace with inflation and mandated pay increases.

This led the Management Committee to specifying that increasing our revenue needs to be a key focus for the duration of our next strategic plan



Priorities that need resources

Deliver more activities in person regionally including individual advocacy

Further develop our self-advocacy tools and run statewide workshops

Roll the Aboriginal Patient Advocacy Training project out statewide

Develop more and tailored materials for migrants about the health system

Establish CaLD and Disability Consumer Reference Groups

Expand the Consumer Leadership Academy to help fill senior consumer roles

Work with technical experts to refine our IT systems to streamline how we work

Expand the use of the Health Engagement Network for the WA consumer community

Improving health outcomes and experiences for everyone in WA by championing and amplifying the voices of WA health consumers at every level of decision-making in health and healthcare

How we are organised to achieve our goals



Advocacy

- Sam Smith, Advocacy Manager
- Chrissy Ryan, Senior Advocate
- Helen Taplin, Senior Information and Advocacy Officer
- Jenni Dlugi, Senior Information and Advocacy Officer
- Jen Rawson, Graduate Advocacy Officer
- Kerrie Mocevic, Senior Advocate
- Advocate (12 mth role) - vacant

Engagement

- Tania Harris, Engagement Manager and Aboriginal and Disability Engagement Lead
- Aimee Riddell, Engagement and Advocacy Coordinator
- Kieran Bindahneem, Engagement Coordinator
- Nadeen Laljee-Curran, Cultural Diversity Engagement Lead
- Rachel Seeley, Marketing and Communications Lead

Strategic Projects

- Rebecca Smith, Head of Strategic Projects

Office and Executive Support

- Office and Executive Support Manager (vacant)
- Project and Program Officer (vacant)

Executive Director

Clare Mullen