

COMMUNITY PARTICIPATION PLAN

2022-2027



**WEST GIPPSLAND
HEALTHCARE GROUP**

Caring for our Community

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Foreword

West Gippsland Healthcare Group (WGHG) continues its commitment to partnering with consumers as part of our vision to improve the health and wellbeing of our community.

Consumers may be patients, their family and/or carers, or community members.

Community participation can cover partnerships between consumers and health professionals when care is provided at an individual level, as well as partnerships with consumers in the planning, design, delivery and evaluation of our services, and our governance.

This plan demonstrates our commitment to engaging with our consumers. It builds upon our previous Community Participation Plan, and on the important work done by our volunteer consumer representatives. This plan is a way to coordinate consumer engagement initiatives and actions across our entire organisation.

We have a long history of strong connection with our local community and are fortunate to enjoy its support in a number of ways. In turn we serve our community and are committed to meeting its changing needs.

Context

This plan builds on years of important work. Our previous Community Participation Plan saw significant work done, including establishing a Community Voices committee and engaging with advocacy groups in our community.

This plan also assists WGHG to meet a number of reporting requirements including:

- The National Safety and Quality Health Service (NSQHS) Standards
- The Aged Care Quality Standards (which cover Residential and Community based Aged Care Services)
- The Victorian Child Safe Standards
- Healthcare That Counts
- Human Services Standards
- The Baby Friendly Hospital Initiative
- The National Disability Insurance Scheme (NDIS)

We also align with Better Safer Care's Partnering in Healthcare framework.



Better Safer Care's Partnering in healthcare framework

Who is West Gippsland Healthcare Group?

West Gippsland Healthcare Group provides acute medical and surgical, obstetric, emergency, community and aged care services, primarily in the Shire of Baw Baw, approximately 100 kms east of Melbourne.

We operate from a number of sites. They are West Gippsland Hospital, Community Health Centres in Warragul, Trafalgar and Rawson, Coinda Lodge and Andrews House aged care residences, and Warragul Linen Service.

Our history dates back to 1888 when the community established a hospital to service the area between Melbourne and Sale. A member of an early settler family, Mary Sargeant, donated the land on which West Gippsland Hospital, the main campus of the Group, now stands.

We have health service delivery responsibilities across a mixture of rural, urban residential and agricultural areas located within the Shire of Baw Baw, and draw clientele from the peripheral east and west of the shire. The Group services a primary catchment population of approximately 52,500. The administrative headquarters are located at West Gippsland Hospital in Warragul, the largest town in the West Gippsland area.

We enjoy close links with other healthcare providers including the Ambulance Service, general practitioners, residential aged care providers, the Baw Baw Shire, other public and private hospitals and a range of other healthcare professionals in private practice.

Vision, Mission and Values

Our Vision

To deliver the best health outcomes for the West Gippsland community.

Our Mission

To improve the health and wellbeing of our community by enabling access to high quality, contemporary, person-centred healthcare.

Our Values

Our behaviours and decision making centres around our values of:

Respect – we treat others as we would like to be treated

Leadership – we role model the desired behaviours and speak out when this is not demonstrated

Accountability – we take personal responsibility for our actions and results

Collaboration – we work effectively with our consumers, staff and community

Improvement – we look for opportunities to improve our services and outcomes

Community Participation Principles

Community participation covers partnerships between consumers and health professionals when care is provided at an individual level, as well as partnerships with consumers in the planning, design, delivery and evaluation of our services, and our governance.

That means we want to partner with our consumers in their care, and we want to partner with our community when we plan what we do.



How have we prepared this Plan?

Preparing our Community Participation Plan has involved:

- Looking at the organisation as a whole,
- Consulting widely with the community through a number of initiatives, and
- Considering strategies and measures to improve community participation and consumer engagement at West Gippsland Healthcare Group.

Initiatives included:

- Consultation with our Community Voices committee,
- Consultation with our Partnering with Consumers Working Group,
- Talking with our workforce directly via Listening Posts, and
- Conversations with various community groups and advocacy groups, including Gippsland Disability Advocacy, Gippsland Women's Health, and Gippsland Pride, with a particular focus on intersectionality, to ensure we were hearing the voices of our community.

In developing this plan, we have also been guided by feedback we've received. This feedback has come via various channels, including:

- Directly via our community to our Feedback Office,
- Through our Consumer Stories program, where people share their experience on video, which is shared with our workforce and decision-makers, and
- Via the Victorian Healthcare Experience Survey.

Person Centred Care and Inclusiveness

This plan aligns with our Strategic Plan, which focusses particularly on person centred care and inclusiveness. To enable positive health and wellbeing outcomes for our community, it is imperative that we foster a person-centred approach and a culture of inclusivity for all, reducing access barriers.

We will:

- engage and listen to our community
- acknowledge the diversity of our community
- reduce the barriers that prevent people from accessing our services
- educate our staff

This work aligns with the actions in our Diversity Plan, Disability Plan and Gender Equality Action Plan.

THE PLAN

Strategy	Action	Outcomes sought	Indicator	Target date
Partnership at Point of Care	Patient-Led Handover pilot	<ul style="list-style-type: none"> Improved communication between consumers and clinicians Improved patient experience 	Patient-Led Handover pilot has been conducted in Paediatrics and reviewed.	Dec 2024
	Parent Wristbands program for parents of paediatric patients	<ul style="list-style-type: none"> Improved patient safety Improved access to REACH patient and family activated rapid response model. 	Parent Wristbands pilot has been conducted in Paediatrics and reviewed.	Dec 2025
	KPIs around person-centred care and inclusiveness	<ul style="list-style-type: none"> Enhanced culture around person-centred care and inclusiveness Improved consumer outcomes Improved consumer experience 	KPIs around person-centred care and inclusiveness have been trialled and reviewed.	Dec 2024
Partnership with Aboriginal Community	Regular yarning session with elders and community representatives	<ul style="list-style-type: none"> Strengthened relationships with Aboriginal community Improved workforce understanding of cultural safety Improved outcomes for Aboriginal consumers 	A system is in place to regularly engage with the Aboriginal community.	Dec 2022
Learning and Development	Patient Journey Video Project	Consumers can be reassured about what to expect before coming to hospital	Patient Journey Video Project has been trialled and reviewed.	Dec 2023

Strategy	Action	Outcomes sought	Indicator	Target date
	Patient Simulation Training	Workforce has access to innovative training approaches with a focus on person-centred care	Patient Simulation Training has been trialled and reviewed.	Dec 2023
	L&D Calendar access for consumer representatives	Consumer representatives are more empowered	Consumer representatives have access to Learning and Development calendar.	Dec 2022
	Continue to provide consumer engagement training opportunities	Workforce has a better understanding of consumer engagement	A system is in place for in-house and external professional development around consumer engagement.	Jun 2022
Auditing and Review	Consent audits	Improved monitoring of consent processes to ensure best practice	A system is in place to conduct consent audits – and evaluate and measure data with purpose and integrity.	Dec 2022
	Bedside / point of care audits	Improved monitoring of processes around the care we provide to ensure best practice	A system is in place to conduct bedside / point of care audits around consumer involvement – and evaluate and measure data with purpose and integrity.	Dec 2022

Strategy	Action	Outcomes sought	Indicator	Target date
Health Literacy	Health Literacy Committee support	Improved ways to use plain and simple language in our written and spoken communication, leading to better outcomes	Health Literacy committee is supported to continue its important work.	Jun 2022
	Health Literate Organisation Audit Recommendations 2020	Improved systems to ensure better, health literate communication	Health Literacy committee is supported to continue to implement the recommendations of the Health Literate Organisation Audit 2020.	Jun 2022
Feedback	Feedback and complaints culture that leads to continuous improvement	Better ways to use our feedback and complaints to lead to continuous improvement	A review has been undertaken and a system is in place to foster an open and receptive culture to feedback and complaints that leads to continuous improvement.	Jun 2022
	Reporting feedback and complaints data relating to Health Literacy	Improved systems for reporting feedback and complaints data to our Health Literacy Committee	A system is in place to report de-identified feedback and complaints data relating to communication / health literacy to the Health Literacy committee.	Dec 2023
	Reporting feedback and complaints data relating to consumer participation	Improved systems for reporting feedback and complaints data to our community	A system is in place to report de-identified feedback and complaints data relating to consumer participation to the Community Voices committee.	Dec 2023

Strategy	Action	Outcomes sought	Indicator	Target date
	Report VHES feedback to Community Voices	Improved systems for reporting VHES data to our community	A system is in place to meaningfully involve the Community Voices committee in Victorian Healthcare Experience Survey (VHES) feedback.	Dec 2022
Community Collaboration	Roll-out Consumer Stories program 2.0	Better ways to hear the voices of our community	Consumer Stories program 2.0 has been rolled out and is being used to improve services and care.	Jun 2022
	Continue to strengthen and foster relationships with diverse consumer groups and high-risk groups as well as the wider community	Strengthened relationships with our community	A system is in place for maintaining strong relationship with community groups and advocacy groups.	Jun 2022
Communication	Report to our community on the work being done	Better ways to tell our community about the work we're doing	A system is in place for reporting to the community on our community participation work.	Dec 2022
Evaluation	Evaluation and assessment	Better ways to evaluate the work we're doing	A system is in place to meaningfully evaluate and assess our community participation work.	Dec 2022

Further reading

West Gippsland Healthcare Group www.wghg.com.au

Health Issues Centre www.hic.org.au

Australian Commission on Safety and Quality in Health Care www.safetyandquality.gov.au

Aged Care Quality and Safety Commission www.agedcarequality.gov.au

Better Safer Care www.bettersafecare.vic.gov.au

Glossary

Consumer	Refers to a person who has used, or may potentially use, our service, or is a carer for a person using our service. A consumer may also act as a consumer representative.
Carers	Families and friends providing unpaid care and assistance to consumers.
Co-design	A method of human-centred design, where new approaches to services are created with the people who use or deliver those services.
Community	A group of people living in the same place or having something in common.
Consumer engagement	An active process where consumers actively participate in their own care and in policy, planning, service delivery and evaluation at all levels.
Consumer representative	A person who provides a consumer perspective, contributes consumer experiences, advocate for the interests of current and potential service users and take part in decision making processes.
Health literacy	The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.
Seldom-heard groups	Sometimes called “marginalised” groups, there are some people whose voices aren’t always heard. Inclusive practice means being responsive to diversity.
Participation	This is when consumers are meaningfully involved in decision making about policy and planning, care and treatment, and the wellbeing of themselves and the community.
Person-centred care	This is about treating the consumer with dignity and respect and involving them in all decisions about their care. When healthcare professionals and services give you person-centred care, it puts you at the centre of your healthcare, and is respectful of and responsive to your preferences, needs and values.



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