



# HEALTH ENGAGEMENT NETWORK

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## CONSUMER/CARER ENGAGEMENT COMMUNITY OF PRACTICE HEALTH ENGAGEMENT NETWORK

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### STATEMENT OF AIMS

#### PURPOSE

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The purpose of this Community of Practice is; ***to promote best practice and build capability in Consumer/Carer engagement and participation across the health sector in WA.***

#### OBJECTIVES

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The objectives of the Community of Practice (CoP) will vary over time, but will include:

- Fostering a community of like minded people committed to the same purpose of developing the practice of consumer, carer and community engagement;
- Providing each other with online and live forums or other activities that add value to the purpose and inspires and sustains our work;
- Sharing information, resources and experiences with other members of the community, to develop understanding and improve practice;
- Supporting the reduction of duplicated process and systems and improved coordination of activities where appropriate;
- Exploring opportunities for collaborative projects among community members;
- Providing recommendations on ways to improve consumer and clinician engagement within the health system



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## MEMBERSHIP

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A Community of Practice (CoP) is: “A group of people who share a concern or a passion for something they do and a desire to learn how to do it better as they interact regularly.”<sup>1</sup>

CoPs are usually informal, self-organising groups whose members are distributed throughout an organisation, system or beyond.

Membership of this CoP is open to anyone with an interest in developing the practice of consumer, carer and/or community engagement in the WA health sector, or shares similar interests, goals, and or objectives to the community. Clinicians, staff of health services providers, consumers and carers are all equally welcome to contribute to this community.

Membership to the CoP is for individuals only. Members of the community are not seen to be representing their organisation, or the views of others, when participating in activities of the CoP, whether face to face or online.

The online platform, [www.healthengagement.org.au](http://www.healthengagement.org.au) hosted on the [Mighty Networks](#) platform, will be used for communication across the community and will be used in the registration of members. That platform is free for members to access.

## CODE OF PRACTICE FOR MEMBERS

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We are a community of people interested in the practice, importance and benefit of consumer, carer and community engagement in the Health sector. First and foremost, we are people, there is no hierarchy, qualification or life experience that makes any member of the group more or less.

We each take responsibility for the tone and content of our communication at all times and acknowledge if we have reacted or mis-interpreted someone else’s communication. We are also responsible for the accuracy of anything we say or share and for ensuring we have the permission to share any information that is not our own.

Different views and experiences are welcome and we are all responsible for setting the standard for how the groups supports, explores and learns from these different ideas and experiences.

As a community we do not tolerate behaviour and communications aimed to:

- Denigrate, belittle and/or disrespect other participant’s opinions and comments
- Discriminate, bully or be derogatory towards others

We each take responsibility for supporting others to maintain these standards.

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<sup>1</sup> Étienne Wenger, "Communities of practice: A brief introduction"



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The working group can elect to remove someone from the community if they feel that someone continues to communicate and interact in a way that detracts from the purpose of the community. A 75% majority of working group members would be required to agree to this action, and would only be considered for significant breaches of the code of practice.

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## WORKING GROUP

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The purpose of the working group will be:

- *Encouraging genuine collaboration and sharing of ideas through events and activities that support and promote an active community of practice\**
- *Providing coordination and support to sustain the community*
- *Leading and supporting the development and sharing of engaging online content*
- *To model coordination, inclusion and transparent communication at all time*

There are no formal requirements or limits on the number of members of the working group. The working group is formed of people committed to contribute time and energy to sustain the community of practise.

The group will self-manage its membership to ensure it retains credibility and representativeness.

A coordinator is appointed each year based on collective consent. The meeting roles are rotated periodically (Facilitation, note taker).

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## RESOURCES

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There are no ongoing resources for this community as such people participate at their own cost.

The Community of Practice relies on the spirit of generosity and reciprocity to remain active, engaging and of benefit to all members.

The community may seek to source funds to support the involvement of consumer and carer representative participation at the working group level. Consumer and carer participation in events and online would be unpaid.