



2021-23 Strategy



HEALTH CONSUMERS'
COUNCIL

Kindness connection community -
see the whole person

Our Vision	Equitable, person-centred, quality health care for all West Australians		
Our Purpose	To increase the capacity of all people to influence the future direction of health care and to make informed choices		
Pillars 1-3	Support individuals and community through advocacy and health literacy	People are able to access support to ensure diverse lived experience voices drive positive change	Identify and communicate health trends and awareness to key stakeholders
Our Approach	We operate on a pure advocacy model, and are committed to supporting health consumer rights	We facilitate respectful partnerships and inclusive, meaningful engagement at all stages and all levels. We take calculated risks and incorporate lessons as we go.	We reflect the system back to itself, bringing the voices of lived experience to the policy table and creating momentum for positive change
Our strategic priorities 1-3 years	<ul style="list-style-type: none"> Expand the reach of independent and self-advocacy services to support equity of access to complaints procedures and redress Develop and maintain robust data to identify and inform issues for health consumers and create systemic impact 	<ul style="list-style-type: none"> Continue to widen our circle by proactively reaching out to groups that experience health inequities Building capacity and amplifying good practice in engagement in health and social care Building productive relationships to inspire and achieve lasting, positive change 	<ul style="list-style-type: none"> Respond to key initiatives by seeking everyday voices on health issues to shape effective policy, program and practice Set the agenda on issues that are pressing for everyday people rather than the system. Maintain focus on equity to ensure diverse voices inform major policy decisions
Operational priorities 12 months	<ul style="list-style-type: none"> Continue to fine-tune the intake of calls and partnerships to address consumer enquiries Prepare for the Mental Health Commission tender as well as the WA Health contract renewal to ensure expanded capacity wherever possible Help shape the Advocacy Training project and participate in the training Scope a LotteryWest grant or similar to develop online self-advocacy tools and workshops to empower people to make informed choices and seek redress 	<ul style="list-style-type: none"> Build networks to champion implementation of the Sustainable Health Review Work together with key partners to develop a Lived Experience Leadership pipeline program Continue to expand our networks and build relationships with Aboriginal people and consumers from culturally and linguistically diverse backgrounds to enable these perspectives to be amplified across WA Health. Explore new ways to build capacity of more consumers to influence healthcare, including trialling the delivery of online training. Continue to extend our reach through social media. 	<ul style="list-style-type: none"> Develop more robust partnership networks with disease and condition-related NGOs and self-help support groups. Work with this network plus other key partners to explore options for maintaining a focus on the implementation of lasting, positive change [Recommendation Watch] Scope options for identifying agenda-setting issues.

Our Values



Respect



Kindness



Integrity



Working Together



Equity



Empowerment

Pillar 4	SUSTAINABLE ORGANISATION – We ensure we have the resources to provide a stable, impactful service for consumers, and a safe, supportive environment for our people
Our strategic priorities	<ul style="list-style-type: none"> • Continue to develop new business systems to drive efficiency, facilitate growth and support our people. • Explore and investigate new streams of income to ensure sustainability. • Continue to develop organisational health to enhance employee experience and create a healthy work environment.
Operational priorities (pillar 4)	<ul style="list-style-type: none"> • Develop an integrated, user friendly system to track activities and help prioritise workflows. • Develop a framework for HCC services to inform the re-design of our core contract and apply for the MHC Tender to enable HCC to sustainably provide services. • Progress the social enterprise project. • Develop capacity within the team to continuously improve and handle change related activities. • Develop a Reconciliation Action Plan. • Establish post-COVID work environment, space and amenities. • Undertake an IT review and submit a LotteryWest grant to undertake further development on CRM system (or other solution as identified) and buying of hardware. • Undertake a collaborative approach to develop a strategy for enhancing employee experience.

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