

# Consumer and Community Engagement

## Resource Directory

## 1. Introduction

As part of the national health reforms, health service districts are currently developing the consumer and community engagement strategies. The Minister for Health has requested that Health Consumers Queensland (HCQ) work with the health service districts and local communities to support the design and development of strategies which promote best practice and meaningful engagement as they transition to Local Health and Hospital Networks. The strategy for each LHHN will be completed within 6 months of transition.

There will be no one size fits all approach to the development of the Consumer and Community Engagement Strategies. Rather each Strategy should reflect the population and characteristics of a particular District and be designed to promote best practice and meaningful engagement. This will ensure consumers and the broader community have an ongoing voice in health governance and planning.

Health Consumers Queensland is currently undertaking work with districts, Queensland Health, HCQ's consumer network, key community agencies, Divisions of General Practice/Medicare Locals, and other key stakeholders to develop a consumer and community engagement framework to support this work.

In supporting the work being undertaken by the districts, HCQ has compiled this resource directory in regards to consumer and community engagement. This resource directory is a starting point and will be further expanded during the course of this work. It outlines a number of key resources on the topic of consumer or community engagement. These selected resources are relevant for both government and community practitioners and decision makers and may be used as a reference by health service districts in the development of consumer and community engagement strategies. All the resources are available to be downloaded free of charge.

## Summary of Resources

This directory contains information about a range of selected resources which have been grouped within the following categories:

- [Consumer or Community Engagement – Principles and methods](#)
- [Approaches to Consumer and Community Engagement](#)
- [Engagement in Practice](#)
- [Queensland Health Policy Documents](#)
- [Other documents](#)

The information for each resource contains:

- [The type of resource](#)
- [Hyperlink to the resource](#)
- [A brief description](#)

## 2. Consumer or Community Engagement – Principles, standards and methods

<b>Title:</b>	<b>Consumer Engagement Framework 2010</b>
<b>Author:</b>	Health Consumers Queensland
<b>Category:</b>	Consumer Engagement
<b>Type of Resource:</b>	Overarching framework document with focus on consumer engagement
<b>Access this document:</b>	Online at <a href="http://www.health.qld.gov.au/hcq/publications/information_papers.asp">http://www.health.qld.gov.au/hcq/publications/information_papers.asp</a>
<b>About this document:</b>	This 36 page document provides a set of principles, a model and an eight step process to guide consumer engagement. It provides a mechanism to guide meaningful and responsive engagement between consumers, and their representatives, community organisations, health practitioners and health agencies. It gives information and an overarching framework, to assist health consumers to better engage with their health care and the health system at an individual, service and broader agency level. The document is targeted towards health consumers and it can also be used by health practitioners and health agencies to guide effective consumer engagement in their organisations.

<b>Title:</b>	<b>Doing it with us not for us: Strategic Direction 2010-2013</b>
<b>Author:</b>	Victorian Government Department of Health (2009)
<b>Category:</b>	Consumer Engagement/Consumer Participation
<b>Type of Resource:</b>	Victorian government's policy on consumer, carer and community participation in the health care system.
<b>Access this document:</b>	Online at <a href="http://www.health.vic.gov.au/consumer/downloads/strategic_direction_2010-13.pdf">http://www.health.vic.gov.au/consumer/downloads/strategic_direction_2010-13.pdf</a>
<b>About this document:</b>	This 44 page document builds upon the previous policy objectives and priority actions and includes new standards, indicators and targets which encompass all the public health sectors in Victoria. The document contains principles and standards to guide consumer participation, objectives and examples of how this can be achieved.

<b>Title:</b>	<b>Doing it with us not for us</b>
<b>Author:</b>	Victorian Government Department of Health (2006)
<b>Category:</b>	Consumer Engagement/Consumer Participation

<b>Type of Resource:</b>	Victorian government's policy on consumer, carer and community participation in the health care system.
<b>Access this document:</b>	Online at <a href="http://www.health.vic.gov.au/consumer/downloads/do_it_with_us.pdf">http://www.health.vic.gov.au/consumer/downloads/do_it_with_us.pdf</a>
<b>About this document:</b>	This 100 page document is the policy prior to the release of the Strategic -Direction 2010-2013. It provides an overview of the principles, drivers and outcomes of consumer participation within health services and systems, and the types of participation. This document also outlines policy drivers, strategic direction and requirements of implementation, monitoring and evaluation.

<b>Title:</b>	<b>Engaging Queenslanders: A guide to community engagement methods and techniques</b>
<b>Author:</b>	Department of Communities Queensland Government 2002
<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	Guide for community engagement practitioners
<b>Access this document:</b>	Online at <a href="http://www.qld.gov.au/web/community-engagement/guides-factsheets/methods-techniques/index.html">http://www.qld.gov.au/web/community-engagement/guides-factsheets/methods-techniques/index.html</a>
<b>About this document:</b>	This 67 page document provides a practical guide in regards to planning community engagement activities, the process of determining techniques, explores different models and the evaluation of engagement activities.

<b>Title:</b>	<b>Community Engagement Manual: A Guide to developing and implementing a strategic community engagement plan</b>
<b>Author:</b>	Queensland Health Queensland Government 2010
<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	Guide for community engagement with focus on Queensland Health
<b>Access this document:</b>	Online at <a href="http://www.health.qld.gov.au/hcg/publications/gh_ce_manual.pdf">http://www.health.qld.gov.au/hcg/publications/gh_ce_manual.pdf</a>
<b>About this document:</b>	<p>The <i>Community Engagement Manual</i> (the manual) provides an overarching framework to support the implementation of the policy and includes a comprehensive set of tools and techniques to enhance consultation and engagement. The manual aims to assist Queensland Health employees undertaking community engagement internally and externally to inform policy development, strategic planning and service and program delivery. The manual outlines:</p> <ul style="list-style-type: none"> <li>• definition and purpose of community engagement</li> <li>• how to plan, design and implement an engagement strategy</li> <li>• the key principles and applications of community engagement</li> </ul>
<b>Title:</b>	Local Government and Community Engagement in Australia. Working Paper No. 5, November 2011

<b>Author:</b>	Australian Centre of Excellence for Local Government and University of Technology Sydney
<b>Category:</b>	Local Government and Community Engagement
<b>Type of Resource:</b>	Working paper
<b>Access this document:</b>	Online at <a href="http://www.acelg.org.au/upload/program1/1320191471_Community_Engagement_web.pdf">http://www.acelg.org.au/upload/program1/1320191471_Community_Engagement_web.pdf</a>
<b>About this document:</b>	<p>This 72 page resource was commissioned by the Australian Centre of Excellence for Local Government (ACELG) to provide a national update on what is taking place across the local government sector in community engagement, and identifying ongoing challenges and questions for councils in engaging communities.</p> <p>This paper explores:</p> <ul style="list-style-type: none"> <li>• the influences on community engagement practice in Australia</li> <li>• an overview of practice – from council policy commitments through to examples of leading practice</li> <li>• the range of community engagement methodologies currently being used</li> <li>• support and guidance available to councils</li> <li>• key issues and challenges identified by practitioners</li> </ul>

### 3. Approaches to Consumer and Community Engagement

<b>Title:</b>	<b>IAP2 Public Participation Spectrum</b>
<b>Author:</b>	International Association of Public Participation
<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	Model and approach to community engagement
<b>Access this document:</b>	Online at: <a href="http://www.iap2.org.au/resources/list/asset_id/36/cid/1/parent/0/t/resources/title/IAP2%20Spectrum">http://www.iap2.org.au/resources/list/asset_id/36/cid/1/parent/0/t/resources/title/IAP2%20Spectrum</a>
<b>About this document:</b>	The Spectrum is designed to assist with the selection of the level of participation that defines the public's role in any community engagement program. The Spectrum shows that differing level of participation are legitimate depending on the goals, time frames, resources and levels of concern in the decision to be made. However, and most importantly, the Spectrum sets out the promise being made to the public at each participation level. The Spectrum is widely used and is quoted in most community engagement manuals. (IAP2)

<b>Title:</b>	<b>Organisation for Economic Cooperation and Development's engagement model</b>
<b>Author:</b>	OECD

<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	Model and approach to community engagement
<b>Access this document:</b>	Online at <a href="http://www.health.qld.gov.au/hcq/publications/qh_ce_manual.pdf">http://www.health.qld.gov.au/hcq/publications/qh_ce_manual.pdf</a>
<b>About this document:</b>	The Queensland Government has adopted the Organisation for Economic Cooperation and Development's engagement model. This model is located on page 7 of the Queensland Health document " <b>Community Engagement Manual: A Guide to developing and implementing a strategic community engagement plan</b> ". It is also contained within other Queensland Government documents in relation to community engagement.

## 4. Engagement In Practice

<b>Title:</b>	<b>Medicare Local – Primary Health Care Organisations. Community Engagement Toolkit</b>
<b>Author:</b>	Jim Cavaye
<b>Category:</b>	Primary Health Care and Community Engagement
<b>Type of Resource:</b>	A guide to engagement for Medicare Locals within the context of national health reforms
<b>Access this document:</b>	Online at: <a href="http://www.agpn.com.au/_data/assets/pdf_file/0004/38443/20110428_pln_Community-engagment-tool-kit.pdf">http://www.agpn.com.au/_data/assets/pdf_file/0004/38443/20110428_pln_Community-engagment-tool-kit.pdf</a>
<b>About this document:</b>	This document is a tool kit that outlines community engagement, principles, approaches and model and has been developed for the audience of Medicare Locals to undertake engagement with their local communities.

<b>Title:</b>	<b>Engaging Queenslanders</b>
<b>Author:</b>	Department of Communities Queensland Government 2002
<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	A series of practical guides for community engagement
<b>Access this document:</b>	Online at: <a href="http://www.getinvolved.qld.gov.au/engagement/guides/index.html">http://www.getinvolved.qld.gov.au/engagement/guides/index.html</a>
<b>About this document:</b>	'The Engaging Queenslanders' series of guides are designed to provide practical advice and information for community engagement practitioners.  Available guides:  • An introduction to community engagement

	<ul style="list-style-type: none"> <li>• Community engagement methods and techniques</li> <li>• Community engagement in the business of government</li> <li>• Engaging people with a disability</li> <li>• Evaluating community engagement</li> <li>• Working with Aboriginal and Torres Strait Islander (ATSI) communities</li> <li>• Working with culturally and linguistically diverse (CALD) communities</li> <li>• An information kit for CALD communities.</li> </ul>
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<b>Title:</b>	<b>Effective Engagement: Building relationships with community and other stakeholders</b>
<b>Author:</b>	State of Victoria, Department of Sustainability and Environment 2005
<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	A series of 3 guides to community engagement
<b>Access this document:</b>	Online at: <a href="http://www.dse.vic.gov.au/effective-engagement">http://www.dse.vic.gov.au/effective-engagement</a>
<b>About this document:</b>	The first document provide a comprehensive introduction to community engagement Book 1:An introduction to engagement

<b>Title:</b>	<b>Medical Engagement: No longer an optional Extra</b>
<b>Author:</b>	John Clarke
<b>Category:</b>	Clinician Engagement
<b>Type of Resource:</b>	This 2 page briefing
<b>Access this document:</b>	Online at: Page 26 and 27 of The Health Advocate the Australian Health and Hospitals Network Magazine December 2011 <a href="http://ahha.asn.au/sites/default/files/magazine/issue-12/index.html">http://ahha.asn.au/sites/default/files/magazine/issue-12/index.html</a>
<b>About this document:</b>	This document outlines the benefits of clinician engagement and methods to support clinicians in engagement.

<b>Title:</b>	<b>LCCHS making gains in Koorie engagement</b>
<b>Author:</b>	Ben Leigh

<b>Category:</b>	Clinician Engagement
<b>Type of Resource:</b>	2 page briefing
<b>Access this document:</b>	Online at: Page 28 and 29 of The Health Advocate the Australian Health and Hospitals Network Magazine December 2011 <a href="http://ahha.asn.au/sites/default/files/magazine/issue-12/index.html">http://ahha.asn.au/sites/default/files/magazine/issue-12/index.html</a>
<b>About this document:</b>	This document outlines the benefits of engagement with the Koorie community. Highlighting the need for time in developing relationships and working with the community to deliver local solutions to problems.

<b>Title:</b>	<b>Understanding Community Development</b>
<b>Author:</b>	Jim Cavaye
<b>Category:</b>	Community Development
<b>Access this document:</b>	Online at: <a href="http://www.communitydevelopment.com.au/Documents/Understanding%20Community%20Development.pdf">http://www.communitydevelopment.com.au/Documents/Understanding%20Community%20Development.pdf</a>
<b>About this document:</b>	This 19 page document is particularly focussed on rural community development. Rural community development builds on five capitals of community - physical, financial, human, social and environment. The paper outlines principles for community development, key elements and a community development process. Identify existing concerns, engagement, self-examination, exploration, prioritisation, planning and action.

<b>Title:</b>	<b>Community Development Handbook – A tool to build community capacity</b>
<b>Author:</b>	Flo Frank and Anne Smith, Human Resources Development Canada
<b>Category:</b>	Community Development
<b>Access this document:</b>	Online at: <a href="http://publications.gc.ca/collections/Collection/MP33-13-1999E.pdf">http://publications.gc.ca/collections/Collection/MP33-13-1999E.pdf</a>
<b>About this document:</b>	This 108 page handbook is designed to support the understanding and effective application of community development. The handbook covers is divided into 6 sections – <ul style="list-style-type: none"> <li>• Understanding the terms - including what is community development and capacity building,</li> <li>• When does community development occur – including community readiness and catalyst,</li> <li>• Developing a process – who should be involved, planning, implementation, and</li> </ul>

	<p>maintaining the momentum,</p> <ul style="list-style-type: none"> <li>• Attitude knowledge, and skills – communication, research, problem solving, management and organisational skills,</li> <li>• Common problems and solutions – not understanding your community, resourcing, evaluation, role confusion.</li> <li>• Conclusion</li> </ul>
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<b>Title:</b>	<b>Guiding Principles of Community Development</b>
<b>Author:</b>	Community Development Queensland
<b>Category:</b>	Community Development
<b>Access this document:</b>	Online at: <a href="http://www.cdqld.org/index.php?categoryid=15">http://www.cdqld.org/index.php?categoryid=15</a>
<b>About this document:</b>	<p>This webpage outlines guiding principles of community development. These principles are</p> <ul style="list-style-type: none"> <li>• working "with" people rather than "for" them</li> <li>• enhancing participation in the community and in decision making especially for the most disadvantaged</li> <li>• focusing on geographic communities as integrated wholes, not just target groups</li> <li>• building on the existing strengths, skills and organisational capacities of communities</li> <li>• providing opportunities for relationship building within and between communities</li> <li>• building relationships between people who have power and resources and those who don't</li> </ul>

## 5. Queensland Health Policy Documents and Resources

<b>Title:</b>	<b>Community Engagement Policy</b>
<b>Author:</b>	Queensland Health Queensland Government 2010
<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	Policy document
<b>Access this document:</b>	Online at <a href="http://www.health.qld.gov.au/hcq/publications/qh_cepolicy.pdf">http://www.health.qld.gov.au/hcq/publications/qh_cepolicy.pdf</a>
<b>About this document:</b>	This document is supported in implementation by the Community Engagement Manual

<b>Title:</b>	<b>Guide to Health Service Planning</b>
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<b>Author:</b>	Queensland Health Queensland Government 2010
<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	Guide to undertaking planning within health services
<b>Access this document:</b>	Online at: <a href="http://www.health.qld.gov.au/hsppanel/docs/guide_hsp.pdf">http://www.health.qld.gov.au/hsppanel/docs/guide_hsp.pdf</a>
<b>About this document:</b>	This Queensland Health document outlines an approach to undertaking consultation within planning process.

<b>Title:</b>	<b>Health Service Planning Consultation Supplement</b>
<b>Author:</b>	Queensland Health Queensland Government 2009
<b>Category:</b>	Community Engagement
<b>Type of Resource:</b>	A supplement to the Guide to Health Service Planning specifically addressing consultation for health service planners.
<b>Access this document:</b>	Online at: <a href="http://www.health.qld.gov.au/hsppanel/docs/consult_supp.pdf">http://www.health.qld.gov.au/hsppanel/docs/consult_supp.pdf</a>
<b>About this document:</b>	This Queensland Health document outlines an approach to undertaking consultation within planning process.

<b>Title:</b>	<b>The Consumer, Carer and Family Participation Framework</b>
<b>Author:</b>	Queensland Health Queensland Government 2010
<b>Category:</b>	Consumer Engagement
<b>Type of Resource:</b>	Policy document
<b>Access this document:</b>	Online at: <a href="http://www.health.qld.gov.au/mentalhealth/ccfpf.asp">http://www.health.qld.gov.au/mentalhealth/ccfpf.asp</a>
<b>About this document:</b>	<p>This document provides a guide to adopting a consumer-driven, recovery-oriented, and carer and family inclusive mental health service model. The framework provides direction to mental health services across the state regarding enhancing consumer and carer participation at a local level.</p> <p>This document is in four sections</p> <ul style="list-style-type: none"> <li>• Background, Consultation, Principles and Definitions</li> <li>• Implementation Framework</li> <li>• Self Assessment Template</li> </ul>

	<ul style="list-style-type: none"> <li>Resources</li> </ul>
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## 6. Other resources

<b>Title:</b>	<b>Australian Charter of Health Rights</b>
<b>Author:</b>	Australian Commission on Safety and Quality in Healthcare
<b>Access this document:</b>	Online at: <a href="http://www.health.qld.gov.au/hcg/publications/charter.asp">http://www.health.qld.gov.au/hcg/publications/charter.asp</a>
<b>About this document:</b>	Community and Consumer Engagement Frameworks are underpinned by the Australian Charter of Healthcare Rights that ensures Access, Safety, Respect, Communication, Participation, Privacy and Comment

<b>Title:</b>	<b>National Safety and Quality Health Service Standards</b>
<b>Author:</b>	Australian Commission on Safety and Quality in Healthcare
<b>Access this document:</b>	Online at: <a href="http://www.health.gov.au/internet/safety/publishing.nsf/Content/com-pubs_PP7-Draft_NSQHSS">http://www.health.gov.au/internet/safety/publishing.nsf/Content/com-pubs_PP7-Draft_NSQHSS</a>
<b>About this document:</b>	Australian Health Ministers endorsed in principle the model national accreditation scheme proposed by the Australian Commission on Safety and Quality in Health Care. This 106 page document outlines the preliminary set of National Safety and Quality Health Service Standards (the Standards).

<b>Title:</b>	<b>Patient-centred care: Improving quality and safety through partnerships with patients and consumers</b>
<b>Author:</b>	Australian Commission on Safety and Quality in Healthcare
<b>Access this document:</b>	Online at: <a href="http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/2D1DB0E58A0E79C0CA2578E900077EB6/\$File/PCC_Paper_August.pdf">http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/2D1DB0E58A0E79C0CA2578E900077EB6/\$File/PCC_Paper_August.pdf</a>
<b>About this document:</b>	This 104 page document was developed following a process of consultation on a discussion paper in 2010. The paper provides an overview of Australian and international approaches to patient-centred care at both the individual, service and system levels. It explores the concept of patient-centred care, definitions, approaches, and uses examples of effective practice throughout the document. The paper also includes 8 system orientated recommendations and a further 14 recommendations that are service-orientated.

<b>Title:</b>	<b>The evidence supporting consumer participation in health</b>
<b>Author:</b>	Consumer Focus Collaboration
<b>Access this document:</b>	Online at: <a href="http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/2D1DB0E58A0E79C0CA2578E900077EB6/\$File/PCC_Paper_August.pdf">http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/2D1DB0E58A0E79C0CA2578E900077EB6/\$File/PCC_Paper_August.pdf</a>
<b>About this document:</b>	This 10 page document was developed by the Consumer Focus Collaboration which was a national body with representatives from consumer, professional and private sector organisations, and all health departments. The paper developed in 2001 is part of a publication series of resource guides, reports and issues papers which aim to provide consumers, and service providers with ideals and information about working together in partnerships. This paper outlines key studies and sources of evidence that supports the value and contribution of consumer participation in the planning, delivery, monitoring and evaluation of health services.

<b>Title:</b>	<b>Exploring the Link Between Public Involvement/Citizen Engagement and Quality Health Care: A Review and Analysis of the Current Literature</b>
<b>Author:</b>	Zena Simces & Associates for Health Canada, Health Human Resources Strategies Division Ottawa
<b>Access this document:</b>	Online at: <a href="http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/2D1DB0E58A0E79C0CA2578E900077EB6/\$File/PCC_Paper_August.pdf">http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/2D1DB0E58A0E79C0CA2578E900077EB6/\$File/PCC_Paper_August.pdf</a>
<b>About this document:</b>	This 50 page document provides a review and analysis of literature which illustrates the link between public involvement/citizen engagement and quality health care. It reviews national and international literature including Canada, the United States, United Kingdom, Australia, and other Organisation for Economic Co-operation and Development (OECD). The report examines what national and international evidence exists to support or refute the notion that public involvement/citizen engagement contributes to quality health care, in what ways and what different types of involvement/engagement might have an impact, and what models, approaches or strategies are most likely to result in improved quality of health care.