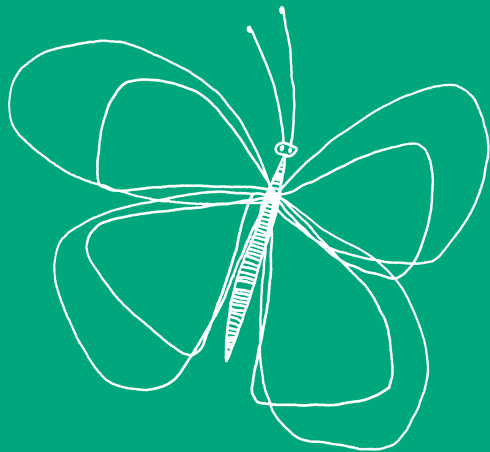




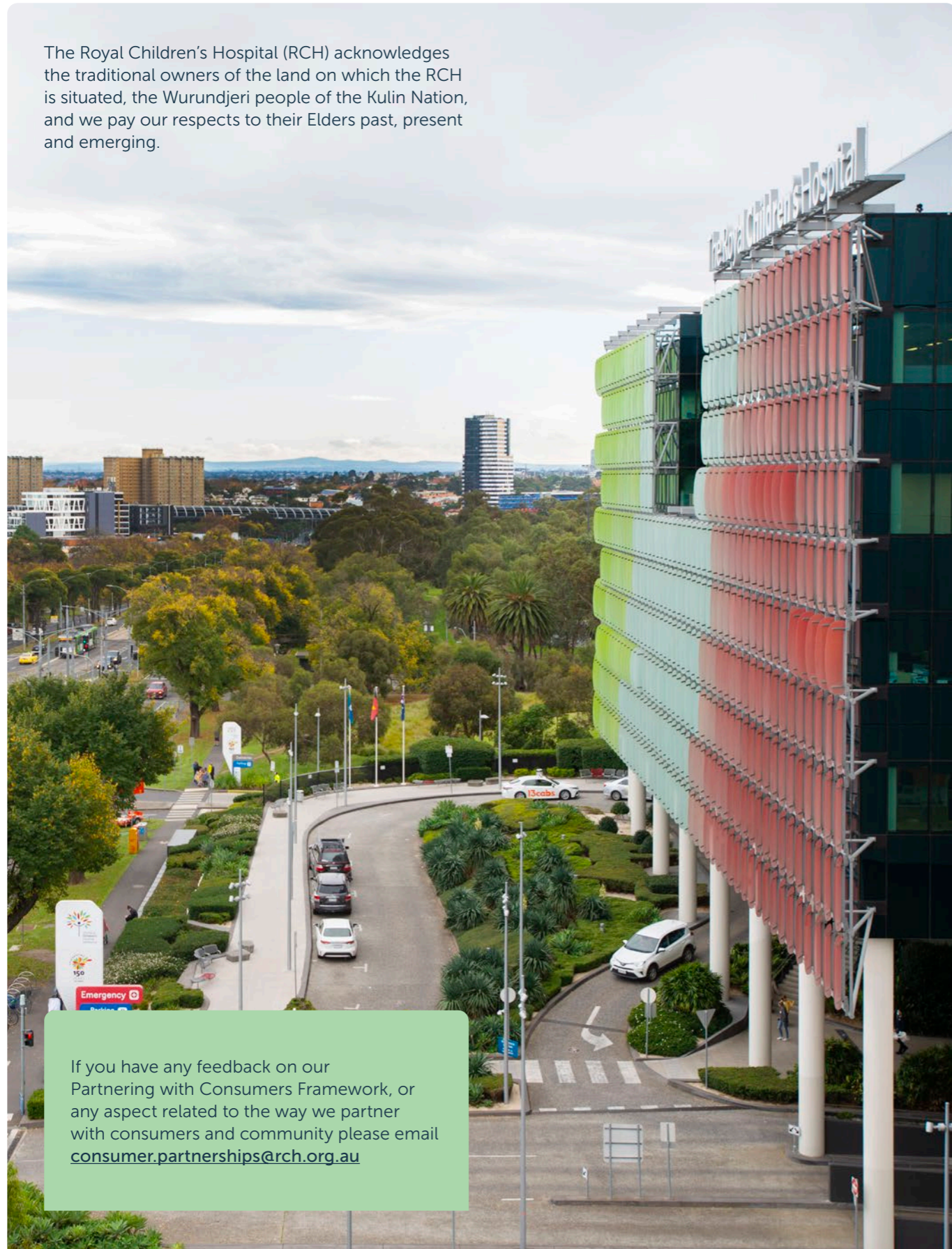
# Partnering with Consumers Framework 2024-26



Our approach to partnering with children, young people, their families and carers to help them realise their potential



The Royal Children's Hospital (RCH) acknowledges the traditional owners of the land on which the RCH is situated, the Wurundjeri people of the Kulin Nation, and we pay our respects to their Elders past, present and emerging.



If you have any feedback on our Partnering with Consumers Framework, or any aspect related to the way we partner with consumers and community please email [consumer.partnerships@rch.org.au](mailto:consumer.partnerships@rch.org.au)

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**Second edition, January 2024** (First edition published January 2023)

# Why?

At The Royal Children's Hospital (RCH), our vision is 'a world where all kids thrive.' We believe all children and young people should have the same opportunity to realise their potential. Every day, 'we work together to put children and young people at the heart of our care, research, and learning.'

## We do this by:

- creating and delivering the safest, most accessible, most playful, and kid-centric care in the world
- cultivating a workforce that reflects the community we care for and nurturing our people, so they thrive and grow
- promoting the importance of the health and wellbeing of every child and young person
- conducting world leading paediatric research that transforms kids' health
- sharing our specialist knowledge and skills locally and globally
- being a leading sustainable health service that contributes to a better world.

At the RCH, we work together to put the child at the heart of everything we do to ensure the care we deliver is safe, effective, accessible, playful, and kid-centric.

This shared understanding and ownership of safe, effective, accessible, playful, and kid-centric care, by all members of our RCH team, makes it possible to keep our promise to our children and young people, their families, our community, and each other to deliver high quality care every day.



## Partnering with Consumers Framework

### A foundation for high quality, kid-centric care

It is vital the needs and experiences of the children, young people, families and carers who access our services are at the heart of what we do—be that caring, planning or improving.

Seeking, listening to, and acting on the voice of children, young people, families and carers is an important component of how we deliver safe, effective, accessible, playful, and kid-centric care every day. Our consumers' experiences provide us with a rich source of information about how we can best respond to their needs in meaningful ways, keep people safe (be they patients, family members, carers or RCH team members) and ensure our care is of the highest quality.

Diversity of experience and participation enhances the health outcomes and experiences of our consumers. As such, we are continuously listening to and learning from the lived and living experience of our diverse consumers so we can create the best possible experiences and outcomes for them and for others that follow.

Our Partnering with Consumers Framework guides the way we partner with our consumers so we can do better and go beyond what is expected of a health service. It defines what the RCH approach to partnering with consumers looks like, feels like and sounds like to our children, young people, families and carers, the community, and all members of the RCH team.

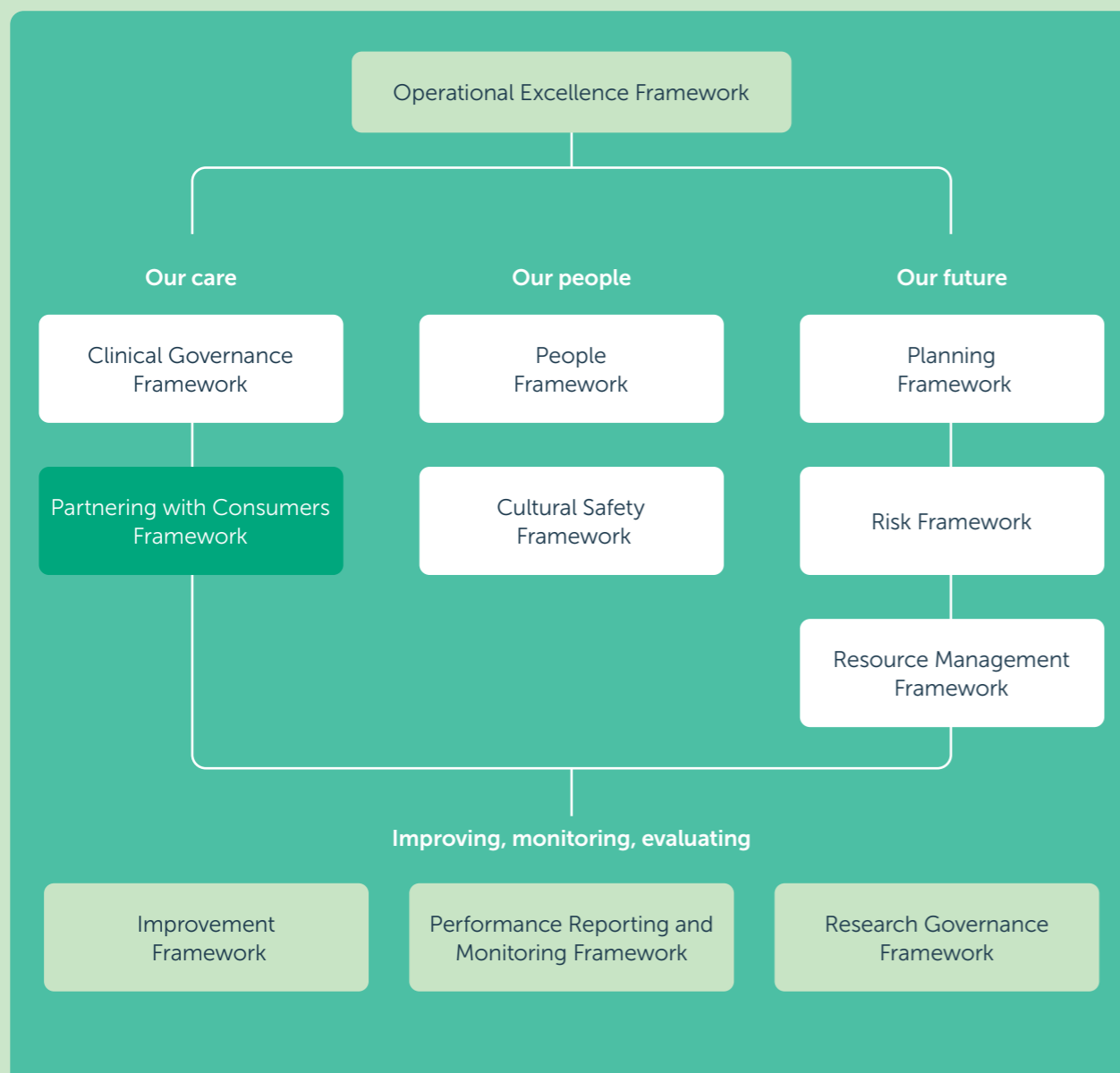
It describes:

- **why** partnering with children, young people, families and carers is critical to delivering high quality care
- **what** we want to achieve by partnering with our consumers and the community
- **how** we support our people to partner best with those in our care
- **who** has a critical role and their responsibilities for partnering with children, young people, families and carers, and the community.

Our Partnering with Consumers Framework articulates the way we embed consumer voice and participation in all we do. We will review and update the framework over time and as we continue to mature and set new benchmarks for providing high quality care to children and young people.

This Partnering with Consumers Framework is an integral part of our suite of frameworks, as outlined in Figure 1, that define and articulate our agreed approach to operational excellence. Each of our frameworks is linked to and complements one another. Together, they provide a comprehensive approach to operational excellence that enables us to deliver on our vision.





**Figure 1:** The components of our approach to delivering high quality care at the RCH.

## Who are our consumers?

Consumers of the RCH include children, young people, and their families and carers. They are people who receive care for their health and wellbeing or who play an important role in supporting children and young people in their time of need.

Consumers include children and young people, families and carers accessing health services and information:

- on our wards or in our clinics
- from our clinicians via telehealth and as part of out-of-home programs
- from our website or digital channels.

A consumer of the RCH is as diverse as the community we are a part of in terms of age, gender, culture, language, religion, and where they live, learn, work and play.

Throughout this framework we also reference the concept of community. We see community as the broader network the RCH operates in. Community linkages extend beyond the health care setting, to include areas such as business and industry, diversity and inclusion, youth and community development. These networks exist at a local, state and national level. As a leading provider of paediatric health services globally, international networks are equally important for us and our consumers to foster.

*"For my child's health, The Royal Children's Hospital is very important."*

**Parent**

## Developing the framework

This Partnering with Consumers Framework is anchored by various industry accredited standards and frameworks, including the National Safety and Quality Health Service (NSQHS) Standard (Second Edition)<sup>1</sup>, IAP2 Spectrum of Public Participation<sup>2</sup>, Partnering in healthcare framework<sup>3</sup> and the Public engagement framework 2021-25<sup>4</sup>. It is also underpinned by the principles of the Victorian Charter of Human Rights and Responsibilities Act 2006, United Nation's Convention on the Rights of the Child, Child Wellbeing and Safety Act 2005 and the Child Safe Standards Victoria (2022).

More than 120 consumers and RCH team members contributed to the development of this framework. They have been engaged in its development through multiple online surveys, in-person and virtual consumer representative forums, workshops, and individual consultations.

*"(Partnering with our consumers is important) to improve the care provided to children, adolescents, and families. Often staff do not realise that we are not meeting the needs of families. Time constraints limit our ability to seek feedback from families. Often there are gaps in care. Families also often hold a lot of knowledge about community supports, management strategies that staff are not aware of. This knowledge would help other families."*

**RCH team member**

1. [https://www.safetyandquality.gov.au/sites/default/files/2021-05/national\\_safety\\_and\\_quality\\_health\\_service\\_nsqhs\\_standards\\_second\\_edition\\_-\\_updated\\_may\\_2021.pdf](https://www.safetyandquality.gov.au/sites/default/files/2021-05/national_safety_and_quality_health_service_nsqhs_standards_second_edition_-_updated_may_2021.pdf)
2. [https://iap2.org.au/wp-content/uploads/2020/01/2018\\_IAP2\\_Spectrum.pdf](https://iap2.org.au/wp-content/uploads/2020/01/2018_IAP2_Spectrum.pdf)
3. <https://www.safercare.vic.gov.au/publications/partnering-in-healthcare>
4. <https://www.vic.gov.au/public-engagement-framework-2021-2025>

# What?

What we aim to achieve through our approach to partnering with children, young people, and their families and carers in their healthcare journey.

## What do we mean by partnering with consumers?

Partnering in health care has a clear and specific purpose. It is to support practical strategies and partnerships, including people partnering in their own health care in order to deliver higher quality care that is safe, person- and family-centred, equitable and clinically effective<sup>5</sup>.

At the RCH, partnering with our consumers occurs across four levels, as outlined in Figure 2, with communication and feedback loops flowing in and between all four levels.

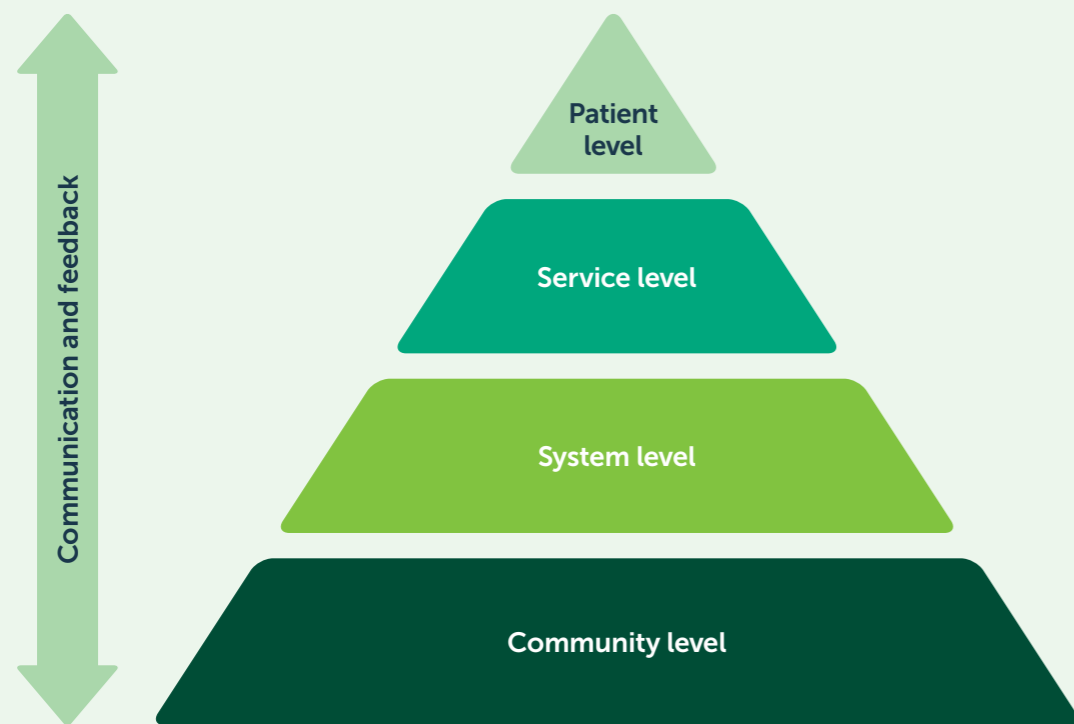


Figure 2: Four levels of engagement when the RCH partners with its consumers

### Patient level

Children and young people partner with members of our RCH team in their own health care and treatment, as do their family and carers. The RCH enables and supports children, young people, families and carers to be equal partners in care including through shared decision-making at the bedside.

At the RCH, we have co-designed COCOON (Circle of Care Optimising Outcomes for Newborn), a model of care that supports the most vulnerable patients in

our Neonatal Intensive Care Unit. COCOON, funded by The Royal Children's Hospital Foundation, is a program offering a mix of face-to-face and online resources, group education, support and personal care sessions to promote healthy parent-infant attachment. The treating RCH team member partners with parents and families to orientate them to the department, mentor and support care givers to develop their skills so they feel confident to care for their babies and are confident to return home safely.

### Service level

Children and young people, their family members and carers partner with our RCH team in decisions about the design and delivery of services. They do this at the bedside as well as through involvement in committees, education and training for our workforce, and service design working groups. Children, young people, families and carers provide feedback, ideas and personal experiences to drive change and ensure improvements meet patient needs.

At the RCH, our consumer governance structures are supported by three lead consumer committees:

1. **Community Advisory Committee**—an advisory committee reporting to the RCH Board.
2. **Family Advisory Council**—a mixed membership group of consumers and RCH team members passionate about giving children and young people, families and carers a voice in hospital operations and the decision-making process.
3. **Children Cancer Centre's (CCC) Carers Network**—brings together patients, parents, carers and RCH team members to work on the shared goal of achieving the best outcomes and experiences for children and young people receiving care in the CCC.

### System level

The RCH partners with children, young people, families and carers, and the community in governance, planning and policy development. This is achieved, for example, through involvement in quality and safety improvements as well as research and innovation projects designed to better meet the needs of children, young people, and their families and carers.

At the RCH, our Gender Service partners with Transcend to facilitate support, advocacy and connection. This is a valuable and clinically endorsed resource for families and communities to link with particularly whilst they await a formal referral or appointment with the RCH Gender Service.

Another example is the work led by the RCH Centre for Community Child Health. This team supports communities and community clinicians to improve child health in many ways including: providing evidence-informed, accessible information about children's health, development and wellbeing (e.g., our Raising Children Network partnership <https://raisingchildren.net.au>); and training practitioners and professionals so communities can better respond to the needs of children, young people and families through place-based initiatives that are codesigned with communities and support service improvement.

### Community level

The RCH supports the delivery of high quality care by partnering with consumers, health services and others across the system in ways that respond to current and emerging needs of children, young people, families and carers. We advocate for the consumer, conduct research and invest in innovation to deliver better health outcomes for children and young people. We do this not only for the benefit of children and young people living in Victoria, but across Australia and internationally.

At the RCH, we produce Kids Health Factsheets and a quarterly National Child Health Poll. Kids Health Factsheets provide accessible health information to parents, carers and young people. They provide health information about key child health conditions and treatments and are a starting point for further conversations with a range of health professionals. The National Child Health Poll puts the voice of Australian families and communities at the heart of the conversation about child and adolescent health. The findings of the Poll help inform national discourse, health policies and priorities, and can help stimulate research into new and innovative health issues facing communities today.

5. Partnering in healthcare framework (2019). Safer Care Victoria

## Our goals

As a world class leader in paediatric care, we want to:

### GOAL 1

**Partner with children, young people, and their families and carers in care planning and decision-making to provide kid-centric care that is focused on individual needs and preferences; and deliver best possible outcomes.**

The RCH is an integral part of the community. The RCH services the health care needs of children, young people, and their families and carers from diverse backgrounds.

While our hospital is located in Melbourne, our reach extends into rural and regional areas of Victoria, across Australia and globally, and into many culturally and linguistically diverse communities. For example, we do this through our day clinic and inpatient services (including specialist clinical services that have assisted children from across the world), our out-of-home programs and our digital platforms. Children and young people, their families and carers, and the community look to us in their time of need to provide high quality, kid-centric care and the best experience possible, 24 hours a day, 7 days a week.

#### We do this by:

- offering care and services that meet the needs of those who use and need them
- understanding the needs and preferences of those we care for and reflecting this in our work
- providing high quality, public health care from professionals with a passion for and experience in child and adolescent health
- creating an equal standing between consumers and RCH team members, helping to promote quality assurance, customer service and wellbeing for all.

### GOAL 2

**Continually evolve by listening to and acting on the experiences and voices of our consumers and community, to the extent and in the way they choose.**

While taking an evidence-informed approach to what we do, all members of our RCH team have the courage to listen, innovate and adapt to our context as we help children and young people thrive in health and in life.

This approach allows us to best understand each other's perspective. And, if our consumers do better, our team members do better.

#### We do this by:

- listening and acting on the feedback shared with us by our children, young people, families and carers
- presenting consumers with the opportunity to share their experiences with us
- maintaining two-way communication with our consumers as we strive to deliver high quality care
- empowering our consumers from culturally diverse backgrounds and those who are vulnerable by supporting their language needs and health literacy.

### GOAL 3

**Involve our children, young people, families and carers, and the community in existing processes such as service planning, governance and evaluation in the way that best suits them.**

We involve our children, young people, families and carers, and the community in decision making, service planning, research and improvements.

This approach allows us to best understand each other's perspective.

#### We do this by:

- encouraging and empowering consumers to provide their feedback on what is important to them and what they think is important we achieve, together, through their involvement in committees, working groups, surveys and polls
- helping children, young people, families and carers connect with other services throughout inpatient and/or outpatient care pathways, or as part of transition to adult health services
- orientating services and research to support the clinical and non-clinical needs of our children, young people, families and carers, all of which contribute to a more positive experience of the health service and better health outcomes.



## Our principles

A shared understanding of what is important to children, young people, families and carers, and our RCH team members will help guide effective and efficient partnerships. By working together, we will drive service improvements and care outcomes.

The following guiding principles underpin the way consumers, the community and our RCH team collaborate for high quality care outcomes.

Principle	Description
<b>Consumer participation is accessible, inclusive and values their rights</b>	<p>We acknowledge that consumers have rights in their health care, including in planning and decision-making. We work to uphold those rights and ensure consumers are supported to realise them.</p> <p>All children and young people (regardless of age, background, physical or mental abilities) have a claim to respect, dignity and protection at the RCH.</p> <p>We present information to children, young people, families and carers that is accessible, truthful, clear and delivered with sensitivity in a safe and supported environment.</p>
<b>Living experience can show us the way</b>	<p>We listen to children, young people, families and carers as they have the living experience that we can learn from. By embracing living experience, a patient's care pathway is tailored to their individual needs.</p> <p>Equally, we are clear and transparent to consumers about their role in consumer participation, how the information they provide will be used and shared, and how it will inform decision-making and change. We involve and value the participation of consumers in health care planning, research and decision making at all levels from individual care through to service level and organisational governance.</p>
<b>Partnering in the care journey</b>	<p>Decision-making is multidisciplinary, collaborative and respectful of a patient's decision-making capacity. Children, young people, families and carers are presented with information about what is happening to them (or their child) in an age-appropriate, culturally safe, and accessible manner.</p> <p>The RCH team is trained and supported to partner with consumers effectively and respectfully. We work together to support children, young people, families and carers in becoming principal decision makers in their health care journey. We also ensure participation is transparent and that consumers know how their input will be used and how they influence decision-making, policy, planning and research outcomes.</p>
<b>Excellence and innovation in all we do</b>	<p>We strive for excellence in all our interactions. We use evidence and best practice to provide best possible outcomes in clinical care and non-clinical interactions. We work together to upskill our RCH team members, consumers and the community to be and do better.</p>

Principle	Description
<b>We bring compassion and humility into each conversation</b>	<p>Children, young people, families and carers use the services of the RCH in times of need. Compassion and humility do not absolve personal responsibility for one's own actions but promotes an equal and respectful exchange that considers the needs, background, diversity and experiences of consumers, the community and our RCH team.</p> <p>We recognise the wide-reaching impacts of trauma and how it affects our consumers in accessing and participating in health care. We take a trauma informed approach which supports safety, trust, choice, collaboration and empowerment.</p>
<b>We reflect the community we serve</b>	<p>Our RCH team members, consumers and community groups are as diverse as the community we serve. We value diversity of thought, experience, representation and action. We involve consumers from diverse communities that reflect a range of health care needs. Diversity will drive equity in care and health outcomes.</p> <p>We actively build relationships with community organisations which represent the interests of different community cohorts and seek advice from them as to the requirements and mechanisms for consumer input. Partnering with these community organisations ensures the consumer voice is respected and authentically represented.</p>



*"Engaging consumers is part of our DNA. When we understand the needs and desires of our patients better we all do better."*

**RCH team member**

*"Children are precious, sick children even more so. They and their parents need to know they are respected, treated with sensitivity and dignity. The role of the wider community can enhance the lives of these families through fundraising, visiting, highlighting the needs of both the hospital in general and sick children in particular."*

**RCH team member**



*"We are creating future health leaders by empowering them (consumers) to make choices in their care."*

**RCH team member**

## How?

Partnering with consumers helps us to deliver care that is safe, effective, accessible, playful, and kid-centric.

### High quality kid-centric care, together

Partnering with children young people, families and carers, and the community ensures services and improvements have the intended impact, innovation is encouraged, and we make a positive difference to people's lives who are most impacted by our services in a way that is meaningful and relevant to them.

We want to empower our consumers to become independent and competent decision makers in their own health care journey. We achieve this by:

- listening to and acting on the voices of consumers from different backgrounds, including culturally and linguistically diverse and Aboriginal and Torres Strait Islander people
- being inclusive, culturally safe and responsive to the diversity that exists in our community
- being accessible and active in channels and networks that are trusted, familiar and relevant to our children, young people, families and carers
- learning from those with lived and living experience so we can best understand what works and doesn't and improve what we do.

At the RCH we nurture a sustainable engagement ecosystem by partnering with our consumers, workforce and community to help us deliver high quality kid-centric care, together. See Figure 3.



**Figure 3:** The RCH engagement ecosystem.



## Our engagement ecosystem is characterised by four quadrants

### 1. Partners in design

At the RCH, we demonstrate our commitment to partnering with consumers through governance systems that empower consumers, foster strong clinical leadership, and promote a culture of learning, quality and safety. We enable consumer voice and participation by:

- training and supporting our staff in the provision of high quality clinical and kid-centric care
- incorporating patient feedback and stories into training so our RCH team understands the specific needs of children and young people, and their support network
- incorporating consumer engagement in strategy, service design and planning.

Our Clinical Governance Framework defines the RCH approach to delivering safe and high quality care. Our quality and safety systems inform and support:

- our policies and procedures for partnering with consumers
- our approach to managing risks associated with partnering with consumers
- our education and training requirements for partnering with consumers.

Our safety and quality systems support a culture of strong and high quality organisational leadership, and partnership with consumers at every interaction.

We do this because we expect to have a better impact on patient experience and health outcomes when embedding the consumer voice and experience at the centre of improvement and strategic processes.

Safety and quality systems such as policies, procedures, clinical practice guidelines, incident management systems, risk management and quality improvement processes involve the RCH clinical and non-clinical workforce, and consumers. Roles and responsibilities are clearly defined, and regular performance reviews are completed.

At the RCH, we embed safety and quality systems within a system of measurement and continuous improvement and innovation. This way we know how we are performing, what impact we are having and where we can improve. Doing this alongside consumers means we are relevant and are having an impact where it matters the most—on the lives of children and young people, their families and carers.



### 2. Partners in participation

At the RCH, we work to put children, young people, families and carers at the heart of our care, research and learning. This means we support our consumers in shaping the way we operate at all levels of the organisation including in governance, quality and safety, reference groups and infrastructure design and redevelopment. Working shoulder-to-shoulder with our consumers enables us to achieve the best outcomes for all. It is important that we partner with consumers who reflect the diversity of cultures, experience and background of our community and the people who use our services.

We foster partnerships with children, young people, families and carers in organisational planning, design, measurement and evaluation by:

- communicating the roles and responsibilities of consumer representatives in governance, planning and advisory groups
- supporting consumers to understand and act in accordance with policies and procedures
- overseeing a functional governance framework that includes key consumer committees, such as the Community Advisory Committee, Family Advisory Council, and disease-specific advisory groups (e.g., Children's Cancer Centre Carers Network)
- partnering with Aboriginal and Torres Strait Islander consumers through our Aboriginal Advisory Committee and our Improving Care for Aboriginal Patients program
- partnering with Aboriginal community organisations to improve the care and support we provide
- providing consumers with training, resources and supports so they are best placed to provide advice and guidance based on lived or living experience, theirs and others
- using consumer feedback to drive improvements within the organisation
- monitoring and evaluating consumer engagement mechanisms to ensure effectiveness.

### 3. Partners in care

We work to protect our most vulnerable by adapting our services to the diverse backgrounds and health care needs of our consumers and the community. We have scaffolding that helps:

- consumers understand and take ownership of their individual health care journey
- empower consumers to share their experiences and knowledge
- support those that rely on the RCH as a remote health care service provider
- our RCH team members understand the specific needs of children and young people, and their support network
- our RCH team members deliver care with compassion and an open mind.

We are passionate about delivering child- and family-centred care. We support consumers in navigating complexity and making decisions. We seek to partner with others, in and beyond a health care setting, so consumers can access the care and supports they need, when they need them; regardless of where they live, learn, work and play.

By listening to a range of consumer perspectives and acknowledging their diversity of experiences and backgrounds, we understand how we can best reduce the level of anxiety and stress that children, young people, families and carers face when navigating the hospital system and making health care choices.

To empower consumers in their decision making and planning for their care or the care of their loved one, we seek to:

- empower consumers to understand and have ownership of their individual health care journey
- work together with children, young people, families and carers to enable informed consent processes and make shared decisions regarding treatment and ongoing care
- provide clear, accessible and relevant information that considers the needs and backgrounds of all consumers and gives a voice to children and young people to share their experiences
- foster relationships so consumers receive the care they need, and we continually grow and innovate as a health service

- support and uphold the Australian Charter of Healthcare Rights and the Rights of the Child in Healthcare
- involve, listen to, and act on the views of our consumers and the community
- celebrate positive patient outcomes and learning from adverse events
- embrace constructive conversations with consumers as this enables better care
- present consumers with the opportunity to regularly communicate their concerns, feedback or question their RCH health care team.

## 4. Partners in knowing

We are committed to ensuring our children, young people, families and carers understand information about their health and health care, and we support them in using this information to make decisions about their current and future care.

We prioritise the health literacy of our consumers to ensure they have the skills and knowledge to access, understand, and apply health information. Clear, timely and accessible communication is key, be that at the bedside, during handover, as part of a community consultation or via our digital and other media channels.

We empower children, young people, families and carers in their care journey by:

- providing information that is age appropriate, accessible and culturally safe
- offering information that is timely, accessible and relevant, including through the use of interpreters and translated documentation
- communicating information in a way that considers the needs and backgrounds of all consumers and gives a voice to children and young people to share their experiences
- delivering research programs that seek to innovate or improve care based on what has been achieved
- acknowledging and working with those around us, in and beyond a health care setting, so that consumers are supported in their health literacy (health care partners, community, governments, industry, universities)
- supporting consumers to discuss questions and concerns with their RCH health care team.

*"(I am) very pleased with the new momentum I am seeing in consumer partnerships—keep going!"*

*"Patients and carers are on some committees, but their involvement could be increased."*

*"(The RCH needs to) liaise more with families from non-English speaking backgrounds."*

**Consumer representatives**



## Plans, processes and representation

Our plans, including strategic and business plans, articulate our organisational priorities and align our strategy, corporate goals and operational improvement focus. This ensures our safety and quality priorities are clearly identified and developed in consultation with children, young people, families and carers, and the community to meet the needs of our consumers. The way we plan and articulate policies helps to coordinate and implement systems of care. It helps us analyse and improve services to establish and maintain organisational performance and accountability at all levels of the organisation.

Consumers play an active role at the RCH and are represented in formal governance arrangements, operational improvement projects as well as formal and informal networks and feedback channels. We value the diversity of opinions and seek to engage consumers in ways that are relevant, accessible and appropriate to them.

Our policy and processes are a critical part of our approach to partnering with consumers and are designed with consumers, the community and the RCH team. They ensure the way we provide our services supports the quality and safety of our care. Key policy and processes at the RCH include our:

- Consumer Engagement Policy
- Consumer Focused Care and Child Safety Policy
- Child, Family and Community Participation Procedure
- Consumer Representative Appointments to Committee or Working Groups Procedure
- Consumer Feedback Management Procedure.

## Measuring our progress

At the RCH, we make sure the right people see the right information, at the right time and in the right format, and that the information is translated into action to pursue safe, effective, accessible, playful, and kid-centric care.

We use relevant, accurate and reliable data to provide RCH team members at all levels of the organisation with the information to monitor and review our progress. We use this information to understand the consumer experience and inform ongoing improvement in our approach to consumer engagement and participation. Monitoring and reviewing our progress supports us to measure and report on the quality and safety of our care, and understand the level to which children, young people, families and carers are involved in their individual care and in shaping and guiding our organisation at all levels.

Formal and informal mechanisms for monitoring and reviewing our progress include:

- Complaints and compliments process
- Clinical area patient surveys
- Consumer surveys
- Consumer feedback as part of advisory committees and working groups
- Partnering With Consumers action plans.

We also use findings from the Victorian Department of Health's Victorian Health Experience Survey to understand how we are tracking as a health service and where we can improve according to the views of our consumers.

We will regularly review our Partnering with Consumers Framework. We will complete annual maturity self-assessments and develop and implement action plans to ensure continuous improvement in how we deliver safe, effective, accessible, playful, and kid-centric care across the organisation.

*"(When we are helping families) Parents are so grateful for even the smallest thing we can do for them."*

**Volunteer**

# Who?

Every member of the RCH team has a role in partnering with consumers to help us to realise our vision and deliver care that is safe, effective, accessible, playful, and kid-centric.

It is important to empower all members of our RCH community to contribute equally, and in innovative ways, to the care given to children and young people.

We know that our work is successfully partnering with consumers when people say or do...

## Children, young people and their families and carers

### It is important to me that:

"I am actively involved in decisions affecting my care, or the care of my child."

"I have an opportunity to and am supported to share my experiences as part of reviews or improvement projects."

"I participate in agreed plans for care and treatment."

"I speak up if I have concerns or disagree with care plans and treatment decisions."

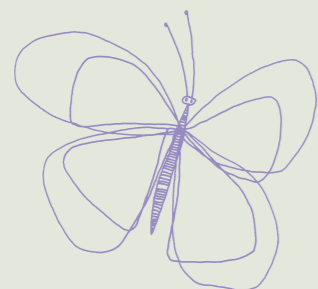
"I respect and value the efforts of health care workers."

"I contribute to service improvement by providing feedback and engaging in consultation opportunities."

"I share my knowledge to help train and improve the workforce."

"I feel my feedback is valued and used to improve the delivery of safe and high quality care."

"I can engage and provide feedback when I want in ways that suit me."



## Front Line Clinical Team Members

### It is important that:

- the individual needs of consumers are considered at every step of the care pathway.
- team members work together with consumers to deliver a seamless and high quality experience for all.
- consumers are aware of their rights, and team members uphold these rights.
- parents and carers are encouraged to share knowledge of their child and young person's overall health and physical abilities, and to speak up when something is wrong.
- team members recognise the importance of health literacy and ensure consumers receive easy to understand information about their health, taking the time to make sure they understand what has been communicated.
- consumers are given an equal and active voice in decision-making and care planning.
- feedback from consumers is taken on board, shared with decision-makers and addressed through appropriate actions.

## Non-Clinical Team Members

### It is important that:

- the individual needs of consumers are considered at every step of the care pathway.
- team members work together with consumers to deliver a seamless and high quality experience for all.
- consumers receive easy to understand information about their health and their health care rights.
- consumers receive timely and accessible communication that supports them to navigate hospital systems and live a healthier life.
- feedback from consumers informs service design and improvement.
- the tools, resources and support we provide empowers consumers, carers, community and our team members to engage with one another.

## Managers and Senior Leaders

### It is important that:

- opportunities to involve consumers and the community in process improvements and reviews are regularly sought.
- consumer participation is made easy and accessible, and consumers are aware of how to participate.
- all team members are equipped and supported to partner with consumers.
- barriers to participation for consumers in the health system are addressed with appropriate action.
- consumer feedback is welcomed and accepted, whether good or bad.
- issues shared through consumer feedback are raised with the right business area if it is not our own.
- feedback and information from consumers are used to inform system change.



## Executive

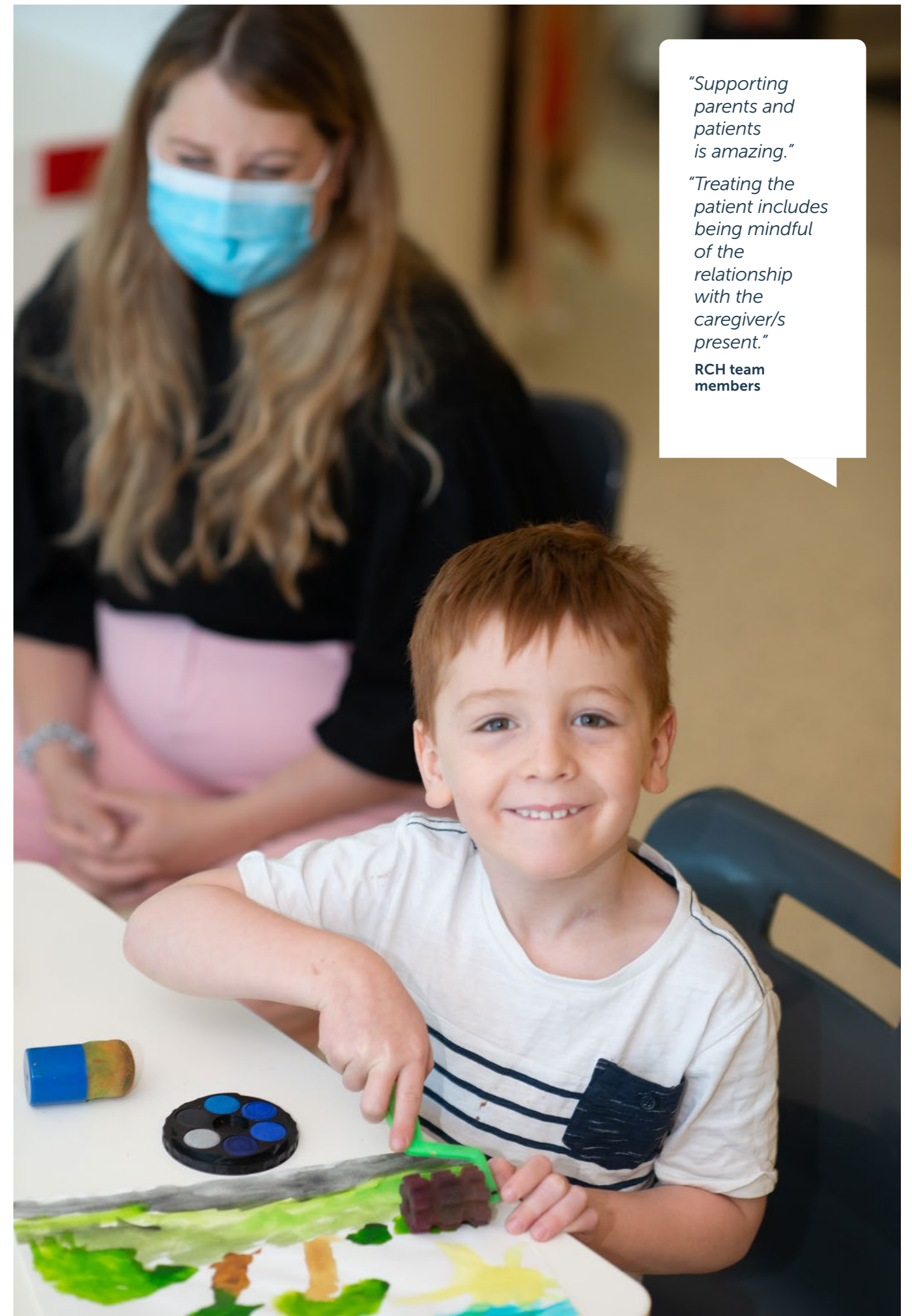
### It is important that:

- consumer experience across the organisation is understood and valued.
- consumers are supported to have a role in operations and service improvements.
- the RCH approach to managing diversity and inclusion is led by the Executive team.
- all teams are supported to engage with and learn from consumers.
- organisational policies and procedures support partnering with consumers.
- the organisation has effective systems for open disclosures and consumers complaints, and processes are in place to follow up with action and change.
- the contributions of our consumers and the community to our model of care are appreciated and valued.

## Board

### It is important that:

- there is active oversight, support and governance to enable consumers, the community and our RCH team members to partner with one another.
- connections that support inclusive and innovative care approaches are fostered.
- diversity and inclusion of consumer voice and participation is embedded across hospital improvement projects, advisory groups and committees.
- strategies and hospital activities meet the needs of the diverse consumers served by the RCH.
- there are opportunities for consumers to have their voices heard and participate in hospital activities in ways that suit them.



*“Supporting parents and patients is amazing.”*

*“Treating the patient includes being mindful of the relationship with the caregiver/s present.”*

**RCH team members**



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