

CS2.3 Consumer Engagement

Purpose

1. To outline SAVVY's policies and procedures in relation to consumer engagement in order to achieve a person centred culture that prioritises and enables participant choice and control throughout everything SAVVY does.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management
3. Module 3: Provision of Supports

Legislative Alignment

1. National Disability Insurance Scheme 2018

Key Responsible Executive

Chief Executive Officer

For More Support

Your People Manager

Policy Statement

1. SAVVY is committed to supporting participant participation and recognises the value-added benefit participants bring to the organisation in ensuring that the services and programs are appropriate, accessible and responsive to participant needs. SAVVY encourages participant participation in quality improvement, organisation development and delivery of services.

Definitions

1. Consumer Engagement – refers to the active participation of people who, because they have used services, are potential participants, or support participants, can bring their knowledge and experience to contribute to the design, planning, delivery and evaluation of services.

Delegations

Roles	Responsibilities
Board of Directors	<ul style="list-style-type: none"> ● Endorse Consumer Engagement Policy ● Compliance with Consumer Engagement Policy and relevant legislation ● Identify participation opportunities to improve quality and access to services provided by the organisation
CEO	<ul style="list-style-type: none"> ● Compliance with Consumer Engagement Policy and relevant legislation ● Seek opportunities to address and adjust services to make programs more accessible to a broad range of participants ● Update and review programs and services to ensure that they are responsive to a wide range of individuals with diverse needs ● Consult participants, stakeholders and relevant expert organisations to assess and monitor service and program accessibility and relevance
Staff, volunteers, contractors and students	<ul style="list-style-type: none"> ● Compliance with Consumer Engagement Policy and relevant legislation ● Assist with consultation of participants, stakeholders and relevant expert organisations to assess and monitor service and program accessibility and relevance as required

Procedures

1. Consumer Engagement Strategies
 - a. SAVVY is inclusive of a wide range of participants and has developed a framework for encouraging participation from a range of participants from diverse backgrounds and with diverse needs. SAVVY's participant participation strategies includes:
 - i. Formal Committees which have participant representation;
 - ii. SAVVY Advisory Board
 - iii. participant Advisory Committee
 - iv. Work Health and Safety Committee
 - v. Quality Improvement Committee
 - vi. participant/Stakeholder surveys
 - vii. Feedback and complaints process
 - viii. Focus groups
 - ix. Co-creation workshops to design new services or programs
2. participant Audit
 - a. From time to time SAVVY assesses the level of participation occurring and identifies activities, which support greater levels of participant participation. The participant Participation Audit is used to support this review.

3. Promoting and Supporting participant Engagement
 - a. All employees and participants are informed of SAVVY's consumer engagement strategy and are encouraged to participate. Training and support is made available for employees and participants who express their interest in becoming more involved in participant participation.
 - b. When conducting consultations SAVVY will:
 - i. Effectively communicate the purpose and intent of any consultation and how participation will be used to enable participants to make an informed decision about engaging
 - ii. Provide an environment and process in which participants need for safety is respected and supported
 - iii. Offer reimbursement of costs as appropriate
 - iv. Feedback, including complaints and compliments, will be encouraged and supported
 - v. Provide participants with feedback on the outcome of the consultation processes.
4. Consent Form
 - a. A consent form is used to support engagement of participants with regard to the level of participation they may be involved in. See the SAVVY General Consent Form template.
5. Surveys and Focus Groups
 - a. Surveys and Focus Groups or workshops are used to assess participants' ideas, opinions about how programs and services are developed and co-creating new programs. All employees and participants are provided with information on the outcomes of any feedback they provide. See also Feedback and Complaint Policy.
6. participant Groups and Advisory Committees
 - a. SAVVY has four Advisory Bodies which include participant representation. This included the Advisory Board, participant Advisory Committee, Work Health and Safety Committee, Quality Improvement Committee and Clinical Governance Committee.
 - b. These are a core mechanism in SAVVY's governance framework, bringing the participant experience, perspective and needs into decision making throughout the organisation. Advisory Boards and Committees may include current or past participants. Each group will be supported by Management and governed by Terms of Reference.
7. Employees Recruitment
 - a. participants of SAVVY may be involved in the recruitment and appraisal process by providing feedback on related selection criteria or position descriptions, developing interview questions and being on interview panels and involved in the employees selection process. This will depend on the role being recruited and availability of participant representatives to participate.
 - b. These activities may also be supported by the Advisory board and committees.

References to other SAVVY policies and external sources

1. Org1.1 Governance
2. Org2.1 Risk Management
3. CS1.3 Decision Making and Choice

Summary of attachments

1. Nil

Version Control

1. 1 April 2023 - New Policy Creation