

2019-2024 UNIVERSAL ACCESS AND ENGAGEMENT PLAN



Key Achievements

ESTABLISHED

Consumer Advisory Committee (CAC) commenced on 1 July 2021, enabling a system of governance for partnering with consumers.

Vision

PROCESSES

CAC members ensure a system for 'consumer testing' is embedded for reviewing new brochures and information sources.'

SUPPORT

ERH vision 'supporting everyone to be healthy and live well' receives continued endorsement and support from consumers.

Resources

DESIGN

Consumers oversee human-centred co-design projects to improve and strengthen our care.

PRODUCTS

ERH at Home logo and booklet developed and launched.

Partnering

PLANNING

- Timely Emergency access to Care Collaborative project.
- Development of the 2024-2027 Strategic Plan.

SURVEYS

Consumer Point of Care Survey developed – 57 responses since March 2023.

Engagement

PARTICIPATION

- Participation in annual celebratory events.
- Consumer Feedback Dashboard developed to ensure meaningful monitoring of care.

PROJECTS

Endorsement, promotion, distribution of the Digital Transformation Survey and subsequent 'Digital Front Door' recommendations.

CAC awareness raised in:

- Health Promotion and Prevention Planning
- Municipal Health and Wellbeing Planning
- Power, Threat, Meaning Framework
- Social Prescribing
- Attract, Connect, Stay
- Timely Emergency access to Care Collaborative
- Clinical Services Plan
- Cancer and Wellness Centre
- Community Rehabilitation Program
- Education, Training, Research and Accommodation Program
- Learning Management System review.