

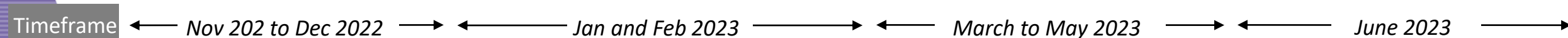
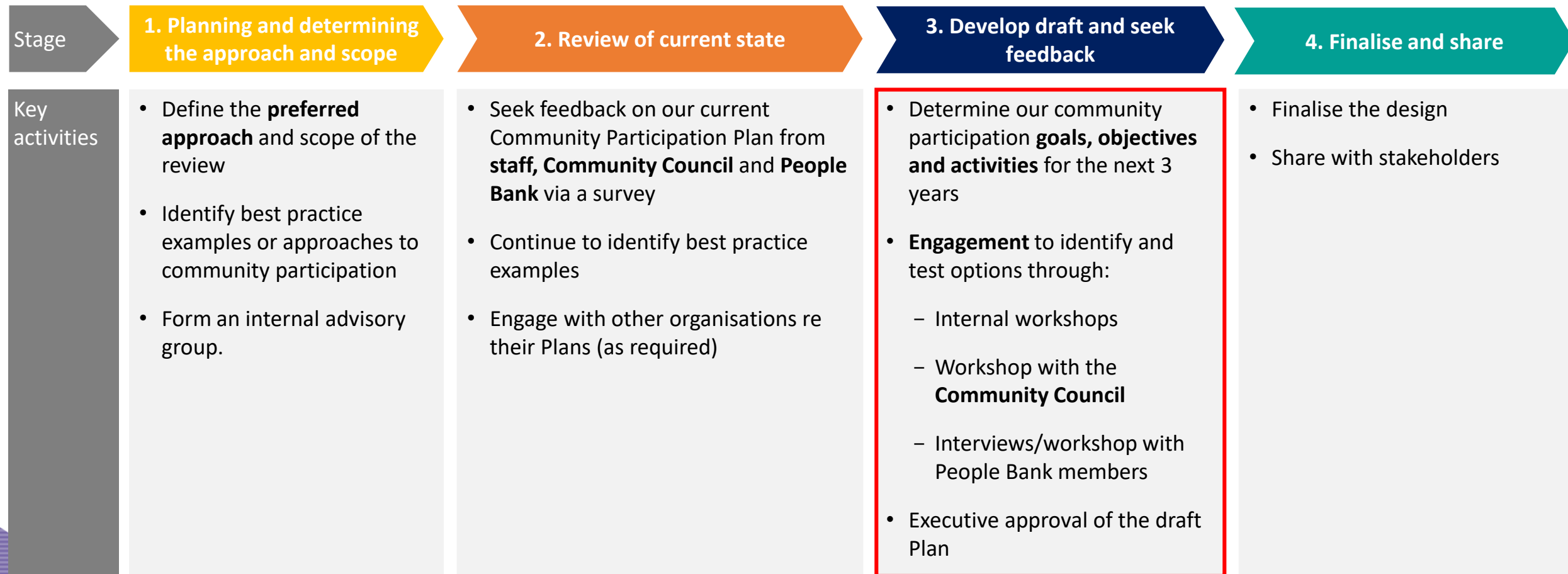
# Community Participation Plan Review Update for People Bank



The purpose of these slides are to:

- Provide an overview of our approach to reviewing our Community Participation Plan (slide 2). We are currently in stage 3.
- Outline the results of the Community Participation Plan surveys (slide 3).
- Outline the refreshed goals, objectives and activities in the Plan (slide 4). Changes were made based on the results of the survey and workshops with our Senior Leadership Team and Community Council.
- Provide an overview of the ideas for activities that address the objectives, provided by PHN staff and People Bank (slide 5).
- Outline next steps (slide 6).

# Stepped approach to the review of the Community Participation Plan



Engagement with both internal and external stakeholders (staff, People Bank and Community Council) will occur across all stages. The **internal advisory group** will help guide each of the activities . Progress will be reported to the Senior Leadership Team each month.

# Key findings from the Community and Staff Surveys (stage 2)

## We heard from:

### Community Survey

- 21 People Bank members
- 24 of respondents were female, 19 male, 2 non-binary and 2 transgender
- 14 CALD
- 4 Aboriginal and/or Torres Strait Islander
- 7 identified as LGBTQ+, 6 living with a disability, 12 carers, 4 experiencing homelessness/unstable housing, 1 experience with incarceration

56  
responses

### Staff, Community Council & EAG Survey

- 28 NWMPHN staff
- 2 Community Council members
- 5 Expert Advisory Group members
- 9 other

44  
responses

### Current Goals

- Build trust with our community
- Ensure that programs and services respond to the needs identified by our communities



- 87% extremely important/important



- 93% extremely important/important

### Current Objectives

1. Supporting a network of community participants
2. Ensuring that community participation is incorporated into all parts of the commissioning cycle
3. Building capacity of PHN staff to understand the important role of community participants in PHN work
4. Promoting the importance and value of community participation to key stakeholders.
5. Continuously evolving our community participation approach to ensure we include the different ways that community participants want to or can engage with us.



- 91% extremely important/important
- 9% somewhat important
- (n = 91)



- 91% extremely important/important
- 9% somewhat important
- (n = 91)



- 88% extremely important/important
- 4% somewhat important
- (n = 80)



- 80% extremely important/important
- 16% somewhat important
- (n = 87)



- 86% extremely important/important
- 9% somewhat important
- (n = 87)

### Current Principles

Purposeful, Transparent, Inclusive, Respectful, Timely



- 74% did not feel any principles are missing
- 26% had ideas for others to include
- (n = 84)

# Overview of our Refreshed Goals, Objectives and Principles

Our vision is for a healthy community, a healthy system

## NWMPHN community participation goals (proposed)

1

Build meaningful relationships and trust with our diverse communities.

2

Ensure our programs and services are shaped by our diverse communities so they are safe, accessible and sustainable.



## We achieve our goals by actioning the following (proposed objectives)

1. Supporting a network of community participants who are engaged with the organisation and are reflective of our diverse communities.
2. Ensure that culturally responsive and inclusive community participation is incorporated into all parts of the commissioning cycle.
3. Building capacity of PHN staff to engage meaningfully with our diverse communities.
4. Promoting the importance and value of community participation to key stakeholders (health providers and community members).
5. Ensure we demonstrate our principles when we engage with our diverse communities.

## Our principles for community participation (proposed)

Purposeful

Transparent

Inclusive

Respectful

Timely

Collaborative

# Ideas for activities that address the five objectives, provided by NWMPHN staff and People Bank

Objective 1: Support a network of community participants who are engaged with the organisation and are reflective of our diverse communities.	Objective 2: Ensure that culturally responsive and inclusive community participation is incorporated into all parts of the commissioning cycle.	Objective 3: Build capacity of PHN staff to engage meaningfully with our diverse communities.	Objective 4: Promote the importance and value of culturally responsive and inclusive community participation to key stakeholders (health providers and community members).	Objective 5: Ensure we demonstrate our principles when we engage with our diverse communities. (Purposeful, Inclusive, Respectful, Timely, Collaborative, Transparent)
<ul style="list-style-type: none"> <li>• Partner with peak consumer bodies/organisations who have connections with diverse communities</li> <li>• Increase the diversity of People Bank</li> <li>• Create opportunities for connecting with people, especially young people and CALD communities e.g. events/forums</li> <li>• Have more activities like the Dying Well panel</li> <li>• Remind people about what is happening, what has been achieved</li> <li>• Include People Bank member profiles in the My Health My Voice newsletter – showcase how they have been involved</li> <li>• Let People Bank members know they can share opportunities with their networks</li> <li>• Consider establishing a Culturally And Linguistically Diverse (CALD) Expert Advisory Group</li> </ul>	<ul style="list-style-type: none"> <li>• Tap into other organisation's knowledge banks/expertise to ensure we don't reinvent the wheel</li> <li>• Develop a tool to help staff decide when it is appropriate to engage with our diverse communities</li> <li>• Build in strong Key Performance Indicators around commissioning – to inform the design of services</li> <li>• Include community members and people with lived experience in Governance</li> <li>• Increase the use of organisation endorsed documents relating to cultural safety and community participation</li> <li>• Work with the Commissioning Action Group (CAG) to embed community participation in all commissioning documents and processes</li> </ul>	<ul style="list-style-type: none"> <li>• Provide space for self-reflection and learning from others</li> <li>• Include a standard question in staff interviews on when/how they may have undertaken community engagement in other roles</li> <li>• Ensure all staff complete the community participation LMS modules annually</li> <li>• Get to know your local communities e.g. organise a BBQ for staff and community</li> <li>• Create a network of champions across the organisation</li> <li>• Include in staff induction information about who our diverse communities are, a process of identifying them, and how to engage them</li> <li>• Provide structured and unstructured PD opportunities for staff to learn how to appropriately and effectively engage e.g. IAP2, diversity, cultural awareness, People Bank, guest speakers from community, bicultural workers</li> </ul>	<ul style="list-style-type: none"> <li>• Bring together community and service providers</li> <li>• Use social media</li> <li>• Ask funded providers to inform us about how they are engaging with consumers</li> <li>• Engage People Bank members to collect Patient Reported Experience Measures (PREMs) and Patient Reported Outcome Measures (PROMs) for funded providers</li> <li>• Promote information about our diverse communities and social elements that contribute to health</li> <li>• Promote positive stories about community participation i.e. how it worked, what difference it made</li> <li>• Create a Community of Practice – PHN teams to discuss being culturally responsive with providers</li> </ul>	<ul style="list-style-type: none"> <li>• Use IAP2 framework to ensure we are transparent with community and they know if we are 'informing' or 'consulting' etc</li> <li>• Increase the diversity of consumers engaged including people who need interpreters and people with disability</li> <li>• Report back to consumers on the outcome i.e. 'this is what we did and didn't do and why'</li> <li>• Use data to draw on rates of engagement, are we engaging with the right people, are there gaps?</li> <li>• Communicate and promote our services in a range of ways</li> <li>• Respectful: ask people how they would like to be involved</li> <li>• Tap into local community groups and peak consumer groups</li> <li>• Transparent: make progress of the Plan freely available</li> <li>• Provide timelines for activities</li> <li>• Don't over-consult: do our homework so we are not going over old ground</li> </ul>

# Next steps...

**April to May  
2023**

## **Develop draft Plan and seek feedback**

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- 1 Develop draft Plan
- 2 Seek further feedback from SLT, Community Council, staff and People Bank
- 3 Seek Executive approval

**June 2023**

## **Finalise Plan and share**

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- 1 Finalise design of the Plan
- 2 Share with stakeholders