

**HACC COMMUNITY CONSULTATION
in Regional Rural and Remote
Queensland**

**COTA AUSTRALIA POLICY FORUM
Tuesday 17 May 2011**

Consumer Consultation

Community consultation is an essential element in assisting to identify gaps and overlaps in services to highlight planning priorities for the program.

The (HACC) program undertakes an extensive range of consultation processes across a variety of key stakeholders.

Home and Community Care Queensland
2008–2011 Triennial Plan





The Process

- Planning annual HACCC Consumer Forums with C3 partners, HACCC Program and Area HACCC Managers
- Management and participation in scheduled HACCC Consumer forums/consultations
- Questionnaire based, single session consultations
- Provision of feedback to HACCC Program through annual reporting
- Provision of input into Department of Health & Ageing broader aged care planning
- 2008 review of the C3 process by Professor Jill Wilson.

Western Cape York



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THE EYE HEALTH TEAM

Dr Stephen Godfrey, Darren Macpherson and Lance Bligh

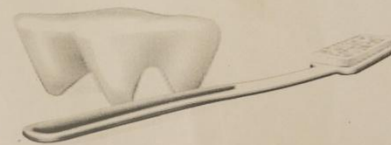


IS VISITING YOUR COMMUNITY ON:

PORMPURAAW
WEDNESDAY 30th July 2008
THURSDAY 31st July 2008

IF YOU HAVE DIABETES, HYPERTENSION OR
HAVE NOTICED YOUR EYE SIGHT HAS
CHANGED, PLEASE SPEAK WITH YOUR
HEALTH WORKER AND HAVE THEM BOOK
YOU IN TO HAVE YOUR EYES TESTED.

DENTIST TEAM



THE ADULT DENTAL
CLINIC WILL BE IN
11/08/08 TILL 22/08/08
ONLY FOR TWO WEEKS,
SO COME IN AND GET
YOUR TEETH CHECKED.

PORMPURAAW AGED CARE HOSTEL

Home And
Community
Care
(HACC)
HOURS
Mon-Thurs
8am to 3pm



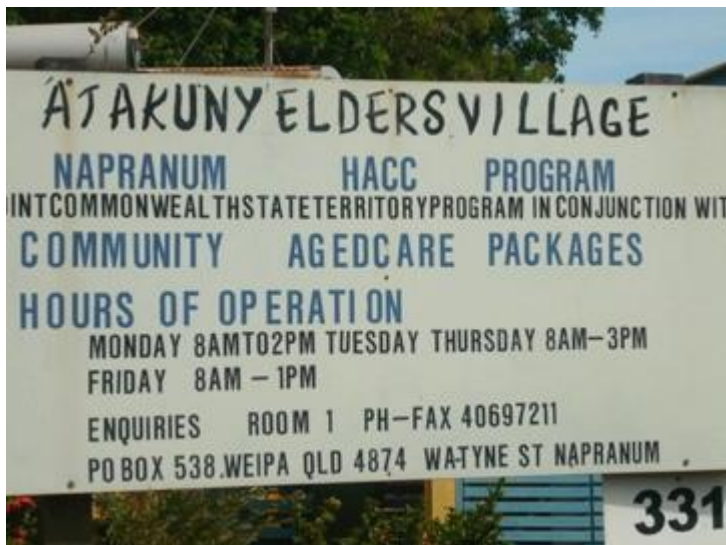
Community
Aged Care
Packages
Service (CACPS)
HOURS
7 DAYS A
WEEK!

PHONE: 4060 4270 FAX: 4060 4223

A Joint Commonwealth / State Territory Programs & Gambling Community Benefit Fund
"LOOKING AFTER OUR ELDERLY"







HACC OPERATING ENVIRONMENT

- The reform agenda in health, aged and disability sectors.
- Skill shortages exist in health, aged care and disability care sectors.
- Wage costs are increasing in the non government service industry.
- The health care system is under pressure.
- Changing consumer demography.
- Changing trends in consumer care.
- Services are not always well placed to respond to changing consumer needs.

C3 COMMITMENTS

- Represent consumer base
- Individual and collective focus
- High quality information
- Best practice model for consumer engagement
- Continuous quality improvement

New C3 Opportunities

- Improved Research Methodology
- Work Proactively with Government
- Qualitative and Quantitative Data

Basis for the new framework

C3 PRINCIPLE:

Consumers must have the opportunity to influence HACCC planning, service development and delivery.

C3 PRINCIPLE:

The consumer voice must be heard at all government policy, planning and service development levels

Research Principles

- Participation
- Dialogue
- Continuous Engagement
- Community Based Collaboration
- Appreciative Inquiry
- Diversity & Representation
- Universal Feedback

Research Process

- Is not based on a generic questionnaire or single forum
- Is based on ongoing contact with participants
- Looks to understand the context of the situation – socioeconomic, cultural, geographical
- Uses sampling techniques
- Methods chosen to suit context, situation & participants
 - **Observation**
 - **In-depth Interviews**
 - **Case Studies**
 - **Focus Groups**
 - **Questionnaires**
 - **Web-Based Surveys**
 - **On-Line Forums**
 - **Media Searches**

Geographic Areas of Focus

- Focus on four very different demographic regions:
 - Gold Coast Region
 - Wide Bay/Rockhampton Region
 - Cairns Region – including Atherton & Innisfail
 - South West Qld – Roma/Toowoomba Region
- Continued focus on Indigenous and CALD communities
- The experience of different age groups:
 - under 65's/over 65's
 - under 50's/over 50's – Indigenous
- Identify services promoting functional independence & well-being

AIM

To link the evidence more clearly
using both quantitative and
qualitative information.

Research Reporting

INFORMATION LOOPS

- Regular feedback of research results to all stakeholders, including HACCC Program Officers & HACCC Service Development Officers.
- Policy efforts to improve overall program structure by identifying what works well in the system.

The Model

ACTION RESEARCH

- Continuous engagement
- Practical issues
- Local context
- Identify and explore ‘what works’
- Bring about change ‘where it counts’

The Roles

CO-RESEARCHERS

- Practitioner Researchers (PR)
- Volunteer Action Researchers (VAR)
- Peer Inquirers (PI)
- Target Group Members (TGM)

PARTNERS

- HACC Program Officers
- HACC Service Development Officers
- HACC Service Providers

Summary

The focus is on ongoing participation and dialogue with continuous feedback of findings rather than on one-off forums.