

NSQHS Standard 2 Partnering with Consumers

Definitions sheet



Partnering with Consumers Audit Tools Definitions

Source: Health Consumers Queensland (HCQ)

Consumer and Community Engagement Framework February 2012

<http://www.health.qld.gov.au/hcq/publications/consumer-engagement.pdf>

- **Consumers**

Consumers are people who use, or are potential users, of health services including their family and carers. Consumers may participate as individuals, groups, organisations of consumers, consumer representatives or communities.

Health Consumers Queensland, (2010). Consumer Engagement Framework: August 2010. Brisbane: Author

- **Carers**

The *Carers (Recognition) Act 2008* identifies a carer as an individual who provides, in a noncontractual and unpaid capacity, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or pain, requires assistance with everyday tasks.

Health Consumers Queensland, (2010). Consumer Engagement Framework: August 2010. Brisbane: Author

- **Community**

Community refers to groups of people or organisations with a common local or regional interest in health. Communities may connect through a community of place such as a neighbourhood, region, suburb; a community of interest such as patients, industry sector, profession or environment group; or a community that forms around a specific issue such as improvements to public healthcare or through groups sharing cultural backgrounds, religions or languages.

Adapted from Department of Communities (2005) *Engaging Queenslanders: an introduction to community engagement* and Health Consumers Queensland, (2009). Consumer Representatives Program: Consumer Handbook.

- **Consumer engagement**

Consumer engagement informs broader community engagement. Health consumers actively participate in their own healthcare and in health policy, planning, service delivery and evaluation at service and agency levels.

Health Consumers Queensland, (2009). Consumer Representatives Program: Consumer Handbook.

- **Community engagement**

Community engagement refers to the connections between government, communities and citizens in the development and implementation of policies, programs, services and projects. It encompasses a wide variety of government-community interactions ranging from information sharing to community consultation and, in some instances, active participation in government decision making. It incorporates public participation, with people being empowered to contribute to decisions affecting their lives, through the acquisition of skills, knowledge and experience.

Queensland Health, (2010). Community Engagement Manual.

Further information can be found at:

- Health Consumers Queensland: <http://hcg.org.au/>
- Health Consumers Queensland – Guide towards developing a consumer and community engagement strategy : <http://www.health.qld.gov.au/hcg/publications/ccestratguide.pdf>
- Australian Commission on Safety and Quality in Health Care Website: Patient and Consumer Centred Care <http://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/>

We recognise and appreciate that there may be gaps in the scope and questions included in these tools, however, as this is a **‘Work in Progress’**, future versions will build upon the existing scope and questions, and incorporate staff feedback and suggestions for improvement.

The Patient Safety and Quality Improvement Service, Clinical Excellence Division, welcomes feedback on the audit tools and the measurement plans, to ensure the tools meet the needs of Hospital and Health Services. We appreciate any feedback you can provide for the next version.

Please email Patient Safety and Quality Improvement Service on [PSQIS Comms@health.qld.gov.au](mailto:PSQIS_Comms@health.qld.gov.au) for feedback or comments.

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