

Our vision

Healthy, empowered and connected communities.

Our purpose

Together, we deliver high-quality, safe and equitable patient-centred care, locally.

Our Consumer and Community Engagement Principles

- We engage with a diverse group of consumers and the community across our organisation’s locations to participate in the governance, design, measurement, and evaluation of healthcare services.
- We actively seek input from our community during the design, planning, and content creation processes to ensure we deliver valuable information that meets the needs of our diverse consumer population.
- We support our workforce with initiatives and resources to proactively engage with consumers and the community in appropriate initiatives across our health service.
- We are committed to implementing effective governance and quality improvement practices that promote effective and trusted partnerships with consumers and the community.

Acknowledgement to Traditional Custodians

 We respect and honour Aboriginal and Torres Strait Islander Elders past, present and future. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

Mackay – Yuwi people | Sarina – Yuwi people | Moranbah – Barada Barna people | Dysart – Barada Barna people | Clermont – Wangan Jagalingou people | Glenden – Wiri people | Middlemount – Barada Barna people | Proserpine – Gia people | Cannonvale – Ngaro people | Bowen – Juru people | Collinsville – Birriah people

We also recognise Australian South Sea Islander people, their historical relationship with First Nations peoples and the contributions they have made in our community.

Our strategic objectives



Alignment with the MHHS Strategic Plan 2024-2028

Partnering with others: Building strong relationships with our community and strengthening partnerships across the whole community, including health systems partners and consumers, to reduce duplication, support effective service navigation and be informed by the consumer voice.

- Actively engage with our communities, including consumers and carers, to better understand their health needs and co-design appropriate solutions
- Help communities to own their health by collaborating with partners to increase health literacy, access to education and proactive health support.
- Work with our partners and communities to innovate in ways that promote connection and health prevention.

Theme	Initiative	KPIs (reported on Quarterly)
We will increase the frequency and diversity of our engagements to ensure that all voices in our communities are given an opportunity to be heard and valued.	- Review and revitalise the recruitment process and materials for committees to attract more members and a diverse representation of our community. - Collaborate and support as appropriate engagement activities led by other units (e.g. Aboriginal and Torres Strait Islander Health, Organisational Development, Patient Experience, Infrastructure Delivery, MIRI) - Support for our regional and rural facilities to undertake diverse consumer and community engagement opportunities. - Increase engagement at external activities to ensure we are 'going to' the community, particularly to engage with members of the community who are at risk of experiencing poor health outcomes or who may have difficulty accessing health services; - Continue to build long-term relationships with key stakeholders and regional partners (eg, NQPHN, GW3, GWC, GWCoM, regional councils, community services, health practitioners, industry and business groups, youth representatives).	- Increase in diversity of our CAP and CRGs members (age, gender, ethnicity). - Increase in the value CAP and CRG members believe their roles are making to the HHS. - Increase engagement with stakeholders (new connections and market segments) - Increase in participation in regional engagement activities
We will ensure we have the capability and resources internally to effectively partner with consumers and engage in the community.	- Provide resources, tools and training where needed to upskill staff to be proactive and motivated to partner with consumers and represent the HHS at community engagement opportunities. - Create an internal working group of units involved in external engagement activities to promote information sharing, an effective use of resources and develop a coordinated, collaborative approach to our external activities. - Ensure an effective process for clinicians to seek feedback from committees and promote the value of using the committees as a means of consumer engagement. - Encourage input from consumers involved when developing training and education resources for the HHS workforce. - Continue to increase opportunities for consumers to be involved in workforce recruitment.	- Increase in MHHS staff participating in external engagement activities. - Increase in positive feedback on the simplicity of the consumer engagement process. - Increase consumer participation in MHHS recruitment and internal training. - Increase in clinical requests to seek input from CAP & CRG members.
We will promote the value of consumer participation in developing innovative solutions and create supporting resources to improve health prevention outcomes.	- Collaborate and support as appropriate health prevention engagement activities led by other units (e.g. TRACCS; Together Strong Connected Care; Mackay Sexual Health; Breast/Bowel Screen; Donate Life; Deadly Choices) - Ensure MHHS consumer publications meet health literacy standards, are current, have been developed with consumer feedback and consider cultural differences in our community. - Ensure we are connecting with the relevant community groups and utilising existing consumer feedback mechanisms to input into innovative solutions planning and design. - Look to involve the region's solution-driven industries to engage in developing innovative solutions.	- Increase in consumer publications that have a health literacy rating of 8 or lower. - Increase in requests to provide consumer-driven solution feedback - All consumer publications on QHEPS have been reviewed within the last three years.
We will develop systems and processes to report on the outcomes of our engagement and support our accreditation requirements.	- Develop an orientation module to manage expectations of representatives on committees and promote effective meeting practices. - Review the monitoring and reporting of engagement activities with ELT and MHHS to ensure we capture the necessary information and provide valuable insights on the engagement outcomes and changes to community sentiment across the HHS. - Develop systems to monitor, evaluate and report outcomes of engagement practices to ensure legislative requirements and relevant standards are met.	- Increase in committee representatives who have completed orientation training. - Meet all relevant legislative and Standard Two requirements on time. - ELT and MHHS receive quarterly reporting on engagement activities and outcomes.