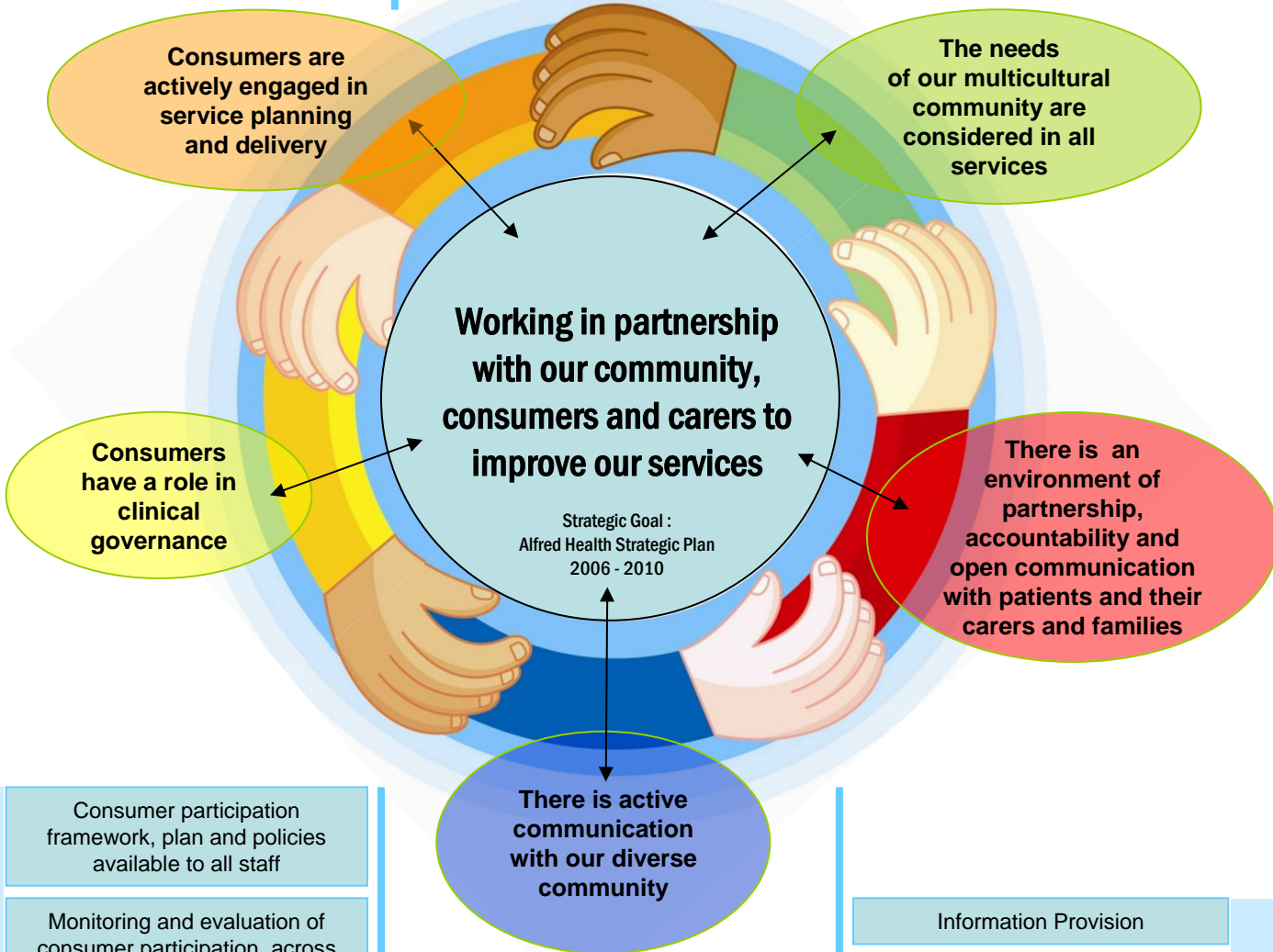


COMMUNITY PARTICIPATION MODEL



Consumer participation framework, plan and policies available to all staff

Monitoring and evaluation of consumer participation across the organisation

Participation on committees, consumer reference groups and focus groups

Resources

Participation in capital planning and improvement

Participation in the development of Health information

Participation in Quality Improvement activities and quality processes

Information Provision

Participation in Feedback and Complaints mechanisms

Active, open communication & involvement in decision making processes

Mechanisms for engaging marginalised groups

Effective utilisation of data from quality feedback systems

Staff Training

Collaboration with Consumer Groups

The Community Advisory Committee is confident and satisfied that Alfred Health is fulfilling its Community Participation requirements

Measures of Success

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