

Getting started: participation frameworks for healthcare organisations

A consumer and community participation framework is one of the key enabling documents needed to anchor participation within a health service. Its purpose is to articulate the breadth and scope of engagement, consultation and participation activities between consumers, communities and the service.

A health service's participation framework should align closely with its strategic plan and be developed in partnership with the staff who will implement it and with its consumers. This document will drive participation across the service and create an environment where consumer involvement is recognised as an essential element of delivering great healthcare. It will describe how consumers are involved in all elements of policy, planning and service delivery.

Here are some recent examples of participation frameworks.

The Engagement Cycle

This new version of the [Engagement Cycle](#) has been developed in partnership between InHealth Associates and the Centre for Patient Leadership, UK. The Engagement Cycle helps organisations undertake meaningful patient and public engagement for maximum impact. It is a practical resource, used by dozens of Clinical Commissioning Groups and other health services in the UK to plan, design and deliver great services for, and with, local people.

National Framework for Consumer Involvement in Cancer Control

Developed by Cancer Australia in 2011 the [National Framework for Consumer Involvement in Cancer Control](#) aims to support organisations committed to involving consumers in cancer control and has been designed to facilitate consistent approaches to consumer engagement. It is a national resource which complements jurisdictional frameworks, policies and tools already in place.

The Consumer, Carer and Family Participation Framework

Developed by Queensland Health in 2010 [this resource provides a guide](#) to adopting a consumer-driven, recovery-oriented, and carer and family inclusive mental health service model. The framework provides direction to mental health services across the state regarding enhancing consumer and carer participation at a local level.

Straight from the source: A practical guide to consumer participation in the Victorian alcohol and other drug sector

Developed by the Association of Participating Service Users (APSU) in 2010, [this guide has sought to gather the theory and practice of consumer participation](#) in the alcohol and other drug sector. Although other guides to participation exist, this is the first to be written solely by consumers.

Tasmanian Government Framework for Community Engagement

The purpose of [Tasmanian Government Framework for Community Engagement](#) is to support Tasmanian Government agencies to undertake community engagement. It is a 'tools not rules' approach that aims to improve the coordination and consistency of community engagement, whilst encouraging creative and innovative approaches.

Hume City Council – Community Engagement Framework

This [framework has been developed to by Hume City Council](#) to assist in undertaking community engagement activities with its diverse community. The framework aims at developing a consistent approach to community engagement, providing guidance on when and how to undertake engagement activities and what steps and processes should be considered.

SA Health - A Framework for Active Partnership with Consumers and the Community 2013

SA Health has developed the [Framework to strengthen and improve the practice](#) of consumer and community engagement processes across South Australia. It identifies SA Health's position regarding the significance and value of engaging with consumers and community.