



# STRATEGIC PLAN

2023/24 – 2028/29

Health Issues Centre is the peak consumer health agency in Victoria. For almost four decades we have championed **consumer and community engagement** in the health system, empowering those with lived experience to be active participants in its improvement.



## Our vision

For consumers and community members to be valued and respected as equal and active partners in health system transformation.

## Our purpose

We are thought and practice leaders in the art and science of consumer and community engagement in the health care sector. We provide training, facilitation and consultancy services to support meaningful and transformational consumer and community engagement.

## Our priorities

- 1 Strengthen our foundations:**  
Grow our financial health, build our organisational capacity and capability and live our values.
- 2 Extend our reach:**  
Build our profile as thought and practice leaders, promote our services, improve accessibility to our programs and demonstrate our impact.
- 3 Partner for impact:**  
Build lasting relationships with organisations and groups that share our vision.
- 4 Grow our community engagement:**  
Deepen and diversify our relationships with community groups and individuals to sustainably connect with and amplify diverse, unheard and least-heard voices.

## Our values




Authenticity

Partnership

Equity

Accountability

## Our services

Who we work with	Our objective	What we do
 <p><b>Consumers and community members</b></p>	<ul style="list-style-type: none"> <li>• Listen to and explore consumer and community needs, experiences and views</li> <li>• Empower and support consumers and community members to find their voice, grow their agency, draw on their strengths and participate meaningfully</li> </ul>	<ul style="list-style-type: none"> <li>• Tailored engagement to:               <ul style="list-style-type: none"> <li>– Define what matters to consumers and community members</li> <li>– Shape and test health and wellbeing solutions</li> <li>– Hear the voices of people from diverse groups and populations at risk of poorer health outcomes</li> </ul> </li> <li>• Develop and deliver training programs and support learning</li> <li>• Convene Communities of Practice and group mentoring programs for group learning and support</li> <li>• Provide individual coaching and debriefing support</li> <li>• Promote engagement opportunities</li> <li>• Engage consumers as co-facilitators and advisors on consultancy projects</li> </ul>
 <p><b>Staff in related sectors:</b></p> <ul style="list-style-type: none"> <li>• health</li> <li>• community</li> <li>• academia</li> <li>• government</li> <li>• technology</li> </ul>	<ul style="list-style-type: none"> <li>• Grow individual capabilities in consumer and community engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deliver training programs and support learning</li> <li>• Convene Communities of Practice and group mentoring programs for group learning and support</li> <li>• Provide individual coaching and debriefing support</li> </ul>
 <p><b>Organisations in related sectors:</b></p> <ul style="list-style-type: none"> <li>• health</li> <li>• community</li> <li>• academia</li> <li>• government</li> <li>• technology</li> </ul>	<ul style="list-style-type: none"> <li>• Support organisations to embed meaningful and transformational engagement in their practice</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deliver Board and Executive training and train-the-trainer programs</li> <li>• Evaluate current practices and collaborate to develop tailored strategies and action plans</li> <li>• Lead co-production processes</li> <li>• Convene Communities of Practice for group learning, knowledge management and support</li> <li>• Provide individual coaching and debriefing for consumers in leadership roles</li> <li>• Inform role and workforce development</li> <li>• Coordinate consumer recruitment, training, support and matching services</li> </ul>

### The terms we use\*

Language is a powerful tool. No single set of definitions can describe how every person experiences their health and wellbeing, or how they define themselves. We acknowledge the diversity of preferences and know that not everyone will agree with the terms we have chosen. It is always our intention to be inclusive and respectful.

Consumers: People with lived and living experience of health conditions, care, harm and recovery including carers, family members and supporters.

Community: People with an interest in improving the health system, including potential health service users and volunteers.

Engagement: Working with consumers and community members to listen, collaborate, partner, inform and create change.