

**OUR VISION** Consumers at the centre of health in South Australia

**OUR MISSION** We engage consumers and health services to achieve quality, safe, consumer-centred care for all South Australians.

## > OUR STRATEGIC DIRECTIONS

- 1** We lead health consumer engagement across all levels: individual, service and system.
- 2** We lead systemic advocacy and policy to shape consumer-centred care.
- 3** We provide information, learning and development to build the skills of consumers and health services.
- 4** We develop our people, culture and systems to be an effective and thriving organisation.

## > OUTCOMES

Consumers influence health across all levels.

Consumers inform health policy, planning, design, delivery, measurement and evaluation.

Consumers have access to accurate health information. Consumers and health services have the skills to effectively partner.

Health consumers have an effective, thriving and sustainable organisation in South Australia.

## > STRATEGIES

- 1** Facilitate engagement opportunities for health consumers and consumer organisations.
  - 2** Support consumers to partner with health services in the planning, design, delivery, measurement and evaluation of care.
  - 3** Support health services to partner with consumers in the planning, design, delivery, measurement and evaluation of care.
- 1** Engage with consumers in the development of our policy positions and systemic advocacy.
  - 2** Advise the Minister for Health, SA Health and other leaders on key health policy issues.
  - 3** Engage with research institutes, state/national/professional peak bodies, and other key stakeholders to achieve consumer-centred care.
- 1** Provide information on health and consumer engagement opportunities.
  - 2** Build the skills of consumers and health services through training, forums, networking and development opportunities.
  - 3** Develop our work with vulnerable communities to address inequities in health.
- 1** Develop member, board and staff capacity to innovate and excel.
  - 2** Manage human and financial resources responsibly.
  - 3** Comply with legislation, regulations and monitor and mitigate risks.