



SA Ambulance Service
Strategic Priorities 2020-2023

Consumer and Community Advisory Committee
(CACAC)



Government
of South Australia

SA Health



SA
Ambulance
Service

SAAS Consumer and Community Advisory Committee (CACAC)

SAAS CACAC is the strategic committee for consumers and the community engagement and participation in SAAS service development, planning, review and decision-making. The purpose of the SAAS CACAC is to continuously improve consumer and community care and safety and quality and will progress purposes through:

- > Consumer driven strategic projects
- > Supporting the role of consumer advocates and community representatives at SAAS
- > Regular reporting to SAAS to ensure the continuous flow of consumer and community generated information
- > Analyse and monitor consumer and community related issues that are raised as part of the SAAS service for quality improvement

The SAAS CACAC Strategic Priorities 2020-2023 is underpinned by National and State responsibilities through the National Safety and Quality Health Service Standards (NSQHS) and the *SA Health Consumer and Community Engagement Strategic Framework*. These Standards 'provide a nationally consistent statement of the level of care consumers can expect from health service organisations' NSQHS.

Objectives

The objectives of the CACAC are to ensure:

- > Consumers, carers and the community will be involved at all levels of service planning within SAAS
- > Consumers, carers and the community are represented across the spectrum of health care provided by SAAS
- > Diversity in representation to support broad consumer, carer and community experience, perspective, needs and goals inform SAAS decision making and services development
- > Consumers, carers and community members (individuals and groups) are supported by the SAAS to actively participate in activities and strategies and decision making to improve, services, experience and health outcomes
- > Consumers, carers and community members (individuals and groups) receive information on SAAS performance and contribute to the ongoing monitoring, measurement and evaluation of performance for continuous quality improvement
- > To contribute to the development of strategies that creates a positive community attitude toward SAAS
- > Consumer, carer and community information and/or education resources and strategies are accessible and meet consumer needs
- > Contribute to a culture that supports continuous improvement and consumer-centred care



CACAC Role

The role of the CACAC is to provide the SAAS Executive Management Team with feedback, recommendations and advice relevant to their lived experience, and perspective planning, design, delivery, monitoring and evaluation of SAAS services. It will also assist SAAS to develop appropriate mechanisms for consumer participation and feedback across the organisation and with the wide community.

The CACAC will

- > Advise SAAS on implementation of broad strategies for the South Australian Safety and Quality Plan priorities by monitoring and evaluating services
- > Oversee the coordination, monitoring and support standardisation across SAAS in regard to consumer engagement and consumer centred care outlined in the National Safety and Quality Health Service Standards (NSQHS). With specific regard to Standard 2: Partnering with Consumers
- > Provide feedback and advice, through lived experience and their unique consumer, carer and community perspective, and make recommendations in relation to consumer, carer and community related issues and needs with regard SAAS services
- > Work with SAAS to create and support a culture and environment where consumer, carer and community participation and involvement in service planning and decision making is paramount at all levels
- > Contribute to the development and implementation policies and processes that embed consumer partnerships and active consumer participation across SAAS.
- > Contribute to a broad set of policy and strategies to ensure a consumer, carer and community safety and quality approach to all decision-making and service planning and delivery and supports future innovation
- > Develop strategies to enable and actively facilitate effective consumer, carer and community partnership in SAAS services and in their own care
- > Provide an annual report on the activities and outcomes of the CACAC, to the SAAS Executive
- > Ensure that the outcomes of the CACAC are with consistent with
 - > The National Safety and Quality Health Service Standards; Standard 2 'Partnering with Consumers' and the
 - > SA Health's Strategic Plan: A 'patient centred' approach, which supports the health and well-being of all South Australians and promotes a culture of 'caring' inherent of service delivery
- > Monitor the emerging issues and priorities in relation to consumer, carer and community experience trends at the local level
- > Participate in SAAS strategic planning processes



SAAS CACAC Strategic Priorities 2020-2023

Working together to improve services and enhance consumer experience

Goal 1

Improving consumer equity and access to ambulance services

Action 1.1: Identify and develop a wide range of resources that are accessible in formats and platforms that best consumer and community needs

Action 1.2: Develop protocol for transfers of wheelchair and other mobility aids

Action 1.3: Develop a pathway for people living with mental illness to improve access and experience

Action 1.4: Develop protocol to improve access to, and understanding of, consumers Advanced Care Directives and Palliative Care Plans

Action 1.5: Identify strategies to support and identify consumer and community needs/ gaps as part of SAAS COVID-19 response and recovery planning

Goal 2

Raising community awareness of SAAS role into the future

Action 2.1: Develop Consumer Rights for Ambulance Services (consistent with HCSCC Charter of Health and Community Services Rights in SA)

Action 2.2: Identify strategies to better inform consumers and the community of ambulance cost and billing requirements including promotion of ambulance cover and financial hardship processes

Action 2.3: Identify strategies to better inform consumers and the community about the changing role - capacity and limitations – of SAAS

Action 2.4: Identify strategies to better inform consumer and the community about hospital ramping, its impact on waiting periods and care

Action 2.5: Develop consumer and community messaging to change the perception of SAAS as 'a safety net' service

Goal 3

Engaging with the community to improve ambulance services

Action 3.1: Identify strategies to engage with specific communities who experience health disadvantage (such as Aboriginal people and people living with mental illness; chronic health conditions; disabilities) to better understand their needs and preferences

Action 3.2: Identify strategies for engaging with community services and organisations such as Aged Care Service Providers, Disability Services, Schools to better understand their needs and preferences

Action 3.3: Identify and develop a range of platforms to increase opportunities for consumers and the community to provide feedback and/or make a complaint

Action 3.4: Actively seek consumer and community input into and feedback on the SAAS website to improve access and ensure content is helpful and meets their needs

Action 3.5: Develop co-designed and co-presented SAAS information and training for staff and community groups, services and organisations

