

# Policy Response Development Process

## Consulting consumers

- ◆ Approach consumers and members with relevant knowledge and experience individually for in depth comment ASAP by phone or email, providing due dates for responses.
- ◆ Send out a general request for consumer input (e.g. Consumer Bites, e-mail). Include consultation document as an attachment if not too large, otherwise include link.
- ◆ Contact relevant stakeholder organisations for comment. Consider how HCCA can support their key points if they are also making a policy response.
- ◆ For *strategically significant and major policy responses*
  - ◇ contact the Health Policy Advisory Committee for early input and guidance
  - ◇ attend consultation forums to collect perspectives and raise issues early, where offered.
- ◆ Develop, test and analyse survey, if appropriate.

## Researching the topic

- ◆ If clarification is needed, contact the organisation taking submissions ASAP and ask for additional information or supporting documents.
- ◆ Compare with interstate or overseas equivalent policies/ programs
  - ◇ Review relevant qualitative, patient experience research.
  - ◇ See past work by HCCA on relevant issues on the shared drive.
  - ◇ Review analysis of previous surveys as appropriate.

\* HCCA Position Statements follow the same process but are endorsed by the Executive Committee.

## Developing the policy

- ◆ Use policy response templates in *Policy Submissions* folder.
  - ◆ Ensure the policy response is aligned with HCCA's overarching policies and positions.
  - ◆ Most policy responses can be framed around the Australian Charter of Healthcare Rights.
  - ◆ Ensure consumer confidentiality is protected.
  - ◆ Reference supporting evidence consistently using agreed HCCA style.
  - ◆ Reference all quotes consistently using agreed HCCA style.
  - ◆ Do not identify individual service providers in responses.
  - ◆ Resolve any conflicting consumer feedback with ED.
  - ◆ Verify any specific accusations or claims made by consumers before including in policy response.
  - ◆ List key issues in an Executive Summary.
- Note:** The focus of HCCA policy responses is always to present experiential knowledge and a consumer perspective. For this reason, we rely primarily on case studies and consumer stories. While quantitative research can be useful to strengthen our argument, this is not our focus.

## Reviewing and clearing the policy \*

- ◆ Send to the ED for initial comments
- ◆ Provide drafts of strategically significant and major policy responses to the Health Policy Advisory Committee, where possible.
- ◆ Clear response with contributing members of HCCA.
- ◆ Make necessary amendments and clear final version with ED

## Sending the policy

- ◆ Submit as a PDF attachment in an email addressed to the head of the agency seeking input, unless otherwise indicated.
- ◆ Upload PDF to HCCA's website under Submissions, unless confidential.
- ◆ Archive submission card on Trello.
- ◆ Circulate final copy to those who contributed via e-mail, social media and Consumer Bites.
- ◆ Create advocacy brief, if needed.