

Policy Development and Response 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
- Approach relevant HCCA consumer reference groups for advice
- Contact relevant stakeholder organisations for comment. Consumer how HCCA can support their key points if they are also making a policy response.
- Send out a general request for consumer input (e.g. Consumer Bites, email). Include consultation document as an attachment if not too large, otherwise include link.
- For strategically significant and major policy responses:
 - Contact the Health Policy and Research 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 submission ASAP and ask for additional information or supporting documents.
- Compare with interstate or overseas equivalent policies/ programs.
- Undertake literature review including peer-reviewed research articles.
- 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 area endorsed by the Executive Committee.

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Developing the Response

- Use policy response templates in the share drive 'Policy' 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, and/ or the National Safety and Quality Health Service (NSQHS) Standards.
- Ensure consumer privacy and confidentiality is protected.
- Do not identify individual health services or health service staff in responses.
- Reference supporting evidence and quotes consistently using the HCCA style.
- Resolve any conflicting consumer feedback with ED
- List key issues in an Executive Summary

Note: The focus of HCCA policies 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 and Research Advisory Committee where possible
- Clear responses 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.
- Circulate final copy to those who contributed via email
- Upload PDF to HCCA's website under Policy Submissions, unless confidential.
- Provide information and link on social media and Consumer Bites