



# Health Care Consumers' Association of the ACT Inc



**Strategic Plan 2014 –2017**

# Strategic Plan 2014 – 2017



## Our Vision

Consumers in control of our own health

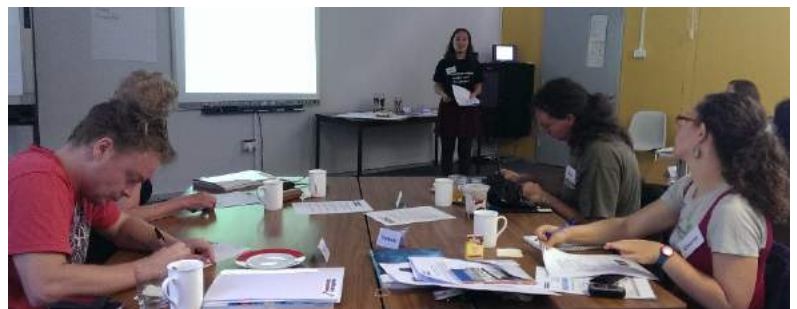
## Mission

Better health outcomes through consumer empowerment

## Our Values

We value:

- Our members' knowledge, experience and involvement
- Responsibility
- Integrity
- Collaboration
- Equity
- Participation and support
- Mutual respect
- Inclusiveness



This document provides both a forward plan and a guide to the priorities the organisation will pursue over the next 3 years.

The HCCA has an Executive Committee which consists of a President, Vice-President, Treasurer and six (6) other Members, all of whom are elected in accordance with the Constitution at an AGM of the Association. The EC is responsible for ensuring that the work of the Association meets the Aims and Objectives of the Constitution of the Health Care Consumers' Association of the ACT Incorporated.

Within the broader context of the social determinants of health, the Executive Committee will use this document as the foundation of its work. It acts as a contract between the Executive Committee and the members and is a commitment to what we will work to achieve. It will also be used to build a strong partnership between the Executive Committee and the staff team within a strong and effective governance framework.

In adopting this broad directions document, the organisation is committed to being both focused and flexible, recognising the importance of being responsive to the environment in which it is located, and at the same time being clear about the long term goals the organisation is seeking to achieve.

# Priority Policy Areas

In December 2015, the Executive Committee adopted the following high priority policy areas in light of current resources:

1. Quality and safety of health care
2. Primary health care
3. Self-management of chronic conditions
4. Aged care
5. Out of pocket cost of health care for consumers

**These will continue to be the main focus of the activity of the organisation and its consumer representatives. They will be subject to review during the period of this strategic plan according to changing circumstances in health care in the ACT, and to HCCA resources.**

## Key stakeholders

ACT Council for Social Services

ACT Mental Health Consumers' Network

Women's Centre for Health Matters

Self Help Organisations United Together

ATODA

People with Disabilities ACT

Women with Disabilities ACT

Youth Coalition of the ACT

Council of the Ageing ACT

Carers ACT

Public Health Association of Australia

Consumers Health Forum of Australia

ACT Health Directorate

ACT Medicare Local

Calvary Health Care ACT



The HCCA Executive Committee has identified four goals we will work to achieve over the next three years.

The Executive Committee will regularly review progress against these goals, drawing on input from members and key stakeholders, and will report against these goals in future Annual Reports.

## **GOAL 1: Effective consumer participation in health policy development and service design, planning and delivery**

- 1. Provide trained and effective consumer representatives.**
- 2. Support consumer representatives so they can be effective in their role**
- 3. Develop policy based on independent research and analysis, experiences and advice from HCCA members, networks and the community**
- 4. Raise public awareness of issues affecting health care consumers, and participate in processes to develop policy solutions**
- 5. Increase consumer participation in monitoring and improving the quality and safety of private hospitals in the ACT**
- 6. Increase consumer participation in the training and development of the health workforce**
- 7. Provide advice and support to health services to increase consumer participation in their service**

## **GOAL 2: HCCA, with stakeholders, continues to be a strong and credible voice for consumers on health care**

- 1. Build our membership**
- 2. Develop our consumer leaders**
- 3. Influence decision makers as they relate to the consumer experience of health care**
- 4. Work to strengthen the cohesion and coordination of consumer organisations**

5. Strengthen the voice of consumers from South East New South Wales.

6. Be a strong representative body for HCCA members



### GOAL 3: High levels of health literacy in the Canberra community

1. Continue to identify health literacy needs in our community

2. Develop responses to consumer health literacy needs in our community

### GOAL 4: Our members, staff and stakeholders regard HCCA as a strong and responsive organisation

1. We have responsible and accountable governance

2. Identify and pursue funding and other resource strategies

3. HCCA is a desirable place to work and attract and retain suitably qualified, engaged and competent staff

4. We routinely evaluate our programs

