



***‘Whatever you do ... think  
client involvement.’***

HACC-TasCOSS client engagement workshop participant (March 2010)



### **Outline of this session**

1. **‘It is all about relationships’**  
Corporate HR manager
2. **Our learning ... from consultation to engagement ...**
3. **Development of the HACC Client Engagement Model**
4. **How can the Model & Tool Kit function for you?**
5. **Cognition versus heart, care & deeper understanding**
6. **NEXT stages: a. Implementation & b. Sharing of client/staff experiences**
7. **Our Vision ....**

## *It is all about relationships ....*

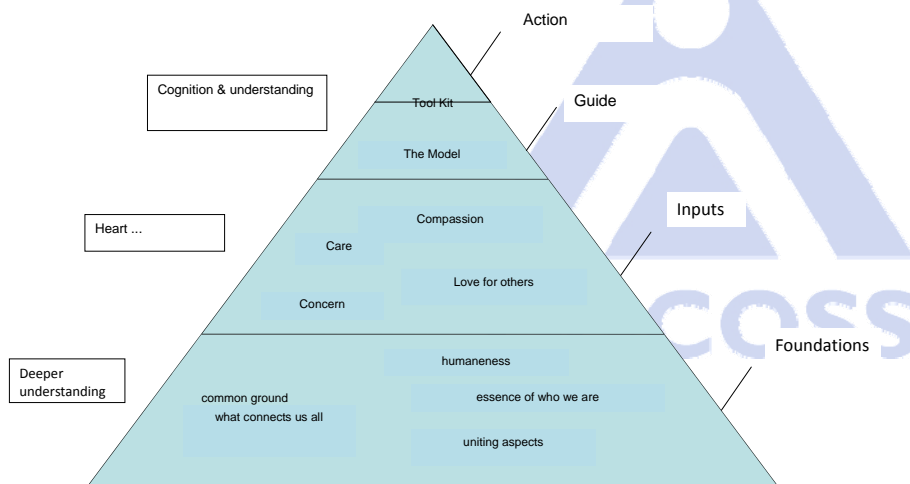
- Good work was being done already ...
- How can we add value?
- What is the culture of consumer participation in planning, delivery, review?
- We also asked about the depth of the relationships in terms of :
  - a. Clients as equal partners or quasi staff ;
  - b. A continuum of care?



*'Everyone has been made for some particular work, and the desire for that work has been put in every heart.'* Rumi

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## *Client Engagement Pyramid*



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## **From client consultation to engagement**

*Consumer or client engagement is the continuous and dynamic process of interaction and communication between clients, staff and all stakeholders ...*

*...to best meet the needs of clients, to identify future needs of clients or the wider community and to best facilitate learning, personal growth and improvement.*



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## **Brief Model Development Overview**

- 1. Event I: HACC Consumer Engagement Forum “Sharing” (Nov 2009)**
- 2. Event II: Consumer Engagement Workshop “Practice-based Model Components” (March 2010)**
- 3. Follow up: A Project Steering Group was formed.**
- 4. Event III: Introduction and Launch of the Model (Aug2010)**

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# HACC Client Engagement Model

TasCOSS

*'We cannot all do great things, but we can all do small things with great love.'*

Mother Theresa



## Values & Foundation

- Empowering
- Travelling the road together / trust
- Empathy
- Establish client goals first, rather than service perspective
- Honesty
- Trust
- Compassion / understanding
- Shades of grey
- Openness to go both ways (Communication)
- Shared ownership / accountability
- Flexibility
- Heart felt service / personal care with clients' feelings important and valued



## **SAMPLE of ...*The 22 Model Elements ....***

### **Part 1. Governance, Leadership & Management**

#### **The service may:**

- 1.1. *Facilitate the role of clients as board members or in an advisory capacity.*
- 1.2. *Develop an overarching client engagement policy and strategy.*
- 1.3. *Establish, resource and support a consumer engagement working party, led by a senior staff member or 'champion'.*
- 1.4. *Involve clients in the organisation's quality assurance program.*
- 1.5. *Plan for and allocate adequate resources for the establishment, maintenance and review of policy, strategy and activities.*

### **Part 2. Services, Programs & Communication**

#### **The service may:**

- 2.1. *Review the needs of the wider community to determine any unmet or future needs, any service gaps, etc.*
- 2.2. *Recognise clients as key team members / partners and to empower clients.*
- 2.3. *Encourage client engagement and establish mechanisms for continuous client input.*
- 2.4. *Establish mechanisms for the provision of information to clients about services and programs.*
- 2.5. *Develop and negotiate services, programs and individual service plans with clients, family members or carers.*

## **Part 3. People, Partnerships, the Community**

### **The service may:**

- 3.1. *Extend the recognition of clients as partners / team members to volunteers, carers, family members and significant others.*
- 3.2. *Enter into formal and informal agreements or relationships with other organisations, consumer/client groups, etc. ... to maximise client and community engagement.*
- 3.3. *Establish effective mechanisms to enhance organisational and individual capacities of staff, volunteers, carers, stakeholders and clients to engage effectively.*
- 3.4. *Train, support and develop clients in advisory capacity roles.*

## **How can Model & Tool Kit function for you?**

- **Find an element in The Model, talk to others, listen, share, engage ....**
- **Use the 'Organisational Assessment Tool '** (supplied with the Model/Tool Kit)
- **Or run a workshop:**
  - What do we currently do? (to engage our clients)
  - What do the clients appreciate?
  - What do we need/seek from work?
  - What are the gaps ?
  - What is needed to bridge any gap(s)?

### **Vision ...**

- For services to do something different or new relating to client engagement
- ... based on where you/your service is at ...
- Use one element of the model to design a pilot project (in consultation with clients and staff)
- Document client/staff stories, before, during and after...
- Share your stories ... Learn, share and celebrate
- Be guided by the quality and warmth of care we want to be cared for when older or less able ... but not limited to it either ☺

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