



# Organisational self-assessment survey for consumer engagement



Questions	Yes (✓)	No (X)	Level of participation	If yes, please describe	If no, what actions are planned or required	By when/Who's responsible?
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## 1. Values, philosophy and policies

1.1	Have you clearly identified who are your organisation's consumers? (NSQHSS Action 2.1.2)					
1.2	Has consumer participation been incorporated into your vision or mission statement? (NSQHSS Item 2.1)					
1.3	Do you have a consumer charter in which consumer and carer rights and responsibilities are detailed? (NSQHSS Action 1.17.1)					
1.4	Is it readily available? (NSQHSS Action 1.17.2)					



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**1. Values, philosophy and policies (continued)**

1.5	Is it on display and available for consumers to take with them? (NSQHSS Action 1.17.2)					
1.6	To whom and how does your organisation report on its consumer participation activities and outcomes? (NSQHSS Items 1.2, 2.1)					
1.7	Do you have policies on:					
	• Consumer participation?					
	• Consumer access to information?					
	• Consumer rights and responsibilities?					
	• Making a complaint? (NSQHSS Items 2.1, 2.2, 1.15, 1.17)					





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## 2. Processes and strategies

2.1	Do consumers participate in making key organisational decisions? (For example, are they represented on the Board of Management, Advisory Committees, etc.?) (NSQHSS Items 2.1, 2.2, 2.5, 2.8, 2.9)					
2.2	Do you have systems in place to seek and act on consumer feedback? (For example, through consumer consultations, surveys and workshops.) (NSQHSS 1.20.1, 1.15.4)					
2.3	Are there examples where your organisation has developed partnerships with community and consumer groups?					
2.4	Do you have processes for recognising the contribution of consumers? (For example, recognition in the annual report, an afternoon tea, etc.)					



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## 2. Processes and strategies (continued)

2.5	Do you have processes for consumers to find out about participating in your organisation? (NSQHSS Item 2.3)					
2.6	Are there regular organisational meetings with consumers? It is essential for exchanging information and views. (NSQHSS Items 2.1, 2.2)					

## 3. Orientation, education and training

3.1	Do you provide an orientation program, education and training to consumers to support your consumer participation activities? (NSQHSS Item 2.3)					
3.2	Are consumer participation principles reflected in staff position descriptions? Are these principles a part of staff's performance appraisal?					



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### 3. Orientation, education and training (continued)

3.3	Are staff 'consumer champions' delegated with the task of promoting consumer participation?					
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### Evaluation

4.1	Do you have a process to evaluate the effectiveness of your consumer participation activities? (NSQHSS Action 1.1.1)					
4.2	Do you have a process to report on your consumer participation activities and achievements? (NSQHSS Items 1.2, 2.1)					

NSQHSS references relate to the National Safety and Quality Health Service Standards, which have been developed by the Australian Commission on Safety and Quality in Health Care to improve the quality of health service provision in Australia. The Standards provide a nationally consistent statement of the level of care consumers should be able to expect from health services.

