



## Policy Statement

# Consumer Engagement Policy

Helping Hand is committed to creating an environment where the voices of all consumers are listened to, valued, respected, and responded to.

This policy acknowledges that consumer engagement improves decision making, increases community satisfaction with services, is part of balanced decision-making, is a democratic right and brings into focus issues relevant to consumers that might not otherwise be heard. Input can lead to change. We welcome and invite this.

We define consumers as the people who use or are thinking about using Helping Hand's services, and carers are the family, friends and others who care about, look after or in other ways support people who use Helping Hand's services.

Helping Hand's approach to consumer engagement is guided by our values of excellence, respect, compassion and community and supports our vision to be trusted and exceptional.

In creating communities and experiences that enable older people to live their best lives, we foster a positive organisational culture that provides our consumers and workforce with the support they require for genuine consumer engagement.

Through the Consumer Engagement Policy, Helping Hand endorses the following commitments:

- To create safe spaces for consumers to actively and confidently participate in engagement.
- We understand the importance of dignity, respect and cultural safety in our approach to engagement.
- We respect the consumers' right to choice and control.
- To create and embed systems and frameworks to engage with our consumers.
- We undertake regular engagement, encourage participation, and create environments and processes that foster active participation.
- We use best practice methods for engagement, and ensure diversity of approaches meet varying ways to engage.
- Our engagement is meaningful, transparent and accountable from beginning to end – we close the loop and keep people informed.
- We listen, and act.
- We use results of engagement to purposefully inform service improvements.
- We create a culture of engagement at every service point and at every interaction within our organisation.
- We make no assumptions.
- We approach engagement through a lens that everyone's experience is unique, and that everybody matters.

## Links to Quality Standards

Standard 1: Consumer dignity and choice

Standard 6: Feedback and complaints