

## ABORIGINAL SOBRIETY GROUP INDIGENOUS CORPORATION

### CLIENT AND COMMUNITY ENGAGEMENT STRATEGY



Artwork represents the healing pathways that  
Aboriginal Sobriety Group Indigenous Corporation provides

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# Executive Summary

The Aboriginal Sobriety Group Indigenous Corporation (ASG) is a not-for profit organisation providing care and support to individual's families and the communities who wish to have better quality of life and to promote health, well-being and equality for the whole community. We are an advocate for change.

ASG values engagement with our clients and community members.

Our Values: Respect – Cultural Diversity – Dedication – Transparency – Integrity highlight the level of importance engagement has to us.

Engagement can take many forms and occur at many levels across ASG. It includes informing our clients about what is happening in ASG, consulting with them about service provision, including them in key planning activities, collaborating with them about service design and empowering them to make decisions.

Engagement activities at ASG happens with individual clients, community groups, at a service or Individual level; at a Leadership level and at a Board level.

Engagement helps us provide a holistic approach in service delivery to our clients and community and provides the foundation for us to deliver Person Centred Care

The principle of engagement is at the heart of ASG and is embedded through the Values: Respect – Cultural Diversity – Dedication – Transparency – Integrity. Engagement with clients and communities is very important to us as it increases transparency and accountability as well as supporting clients and our community to have a greater say in what their healthcare looks like.

Clients are individuals who use or might use the service as a, client, family member or carer.

Communities are the groups that use, link, connect and contribute to the healthcare process. Examples of communities may include, but are not limited to: Geographically based communities e.g. Adelaide Metropolitan area ,Greater Adelaide, Western Suburbs of Adelaide, Riverland, Berri ,Murray Bridge, Monarto,

Aboriginal and Torres Strait Islander Communities and Aboriginal Community Control Organisations

Business Communities e.g. private health practitioners, local suppliers, Small Business owners

Government department communities' e.g. Local councils, police, emergency services, Centrelink

Non-Government Organisation Communities e.g. drug and alcohol services, respite agencies, aged care providers

By engaging clients and communities in the planning, design, delivery and evaluation of our services we can ensure our programs and services effectively meet the needs and preferences of our clients and communities. This supports ASG to deliver Person Centred Care, which is an essential part of ASG'S Service.

Our clients are central to everything we do and we recognise the importance of their families and carers and communities. We appreciate the importance of all our staff and support them to deliver Person Centred Care.

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ASG'S clients and communities are diverse in nature. Not only do we provide service to a variety of locations including metropolitan regional, rural and remote, we also have people from a wide range of backgrounds, age groups, educational levels and economic situations.

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As a healing pathway service we embrace this diversity and aim to meet the challenge of engaging and partnering with all these diverse groups. This supports us to deliver care that is responsive, appropriate, and effective and person centred to all the people in our community.

ASG defines client and community engagement in the following ways:

**Client Engagement:**

Informs broader community engagement, and occurs when ASG clients actively participate in their own case planning care plans through planning service delivery and evaluation at service levels.

**Community Engagement:**

Connections with our Government, communities and citizens assist us with development and implementation of our policies, programs, services and projects. It encompasses a wide variety of Government-Community interactions ranging from information sharing to community consultation and in some instances, active participation in Government decision-making. It incorporates public participation, with people being empowered to contribute to decisions affecting their lives, through the acquisition of skills, knowledge and experience.

**Client and community engagement is defined as the processes and structures in which ASG"**

1. Informs clients and communities about service activities.
2. Creates partnerships with clients and community.
3. Governs, plans and evaluates service delivery with clients and communities.

The Strategy is a living document, designed to evolve along with the further growth and development of client and community participation in ASG services.

## Strategy

This strategy aims to give the community greater input into their care and support needs by ensuring

- 1 ASG involves clients, carers and the community in planning, delivery and evaluation of services
- 2 Channels of communication and engagement are maintained and enhanced between our services and the customers and community we serve
- 3 Our local communities are well informed about local and ASG issues and priorities
- 4 There is transparency and accountability in service decision-making and evaluation to clients and the community
- 5 ASG engages with clients and community in a respectful and purposeful way

Not all clients will want to engage in every issue, all the time and in the same way. We will use a range of engagement mechanisms to ensure our engagement is accessible to all clients and communities, and that those who wish to provide feedback have avenues which support that process.

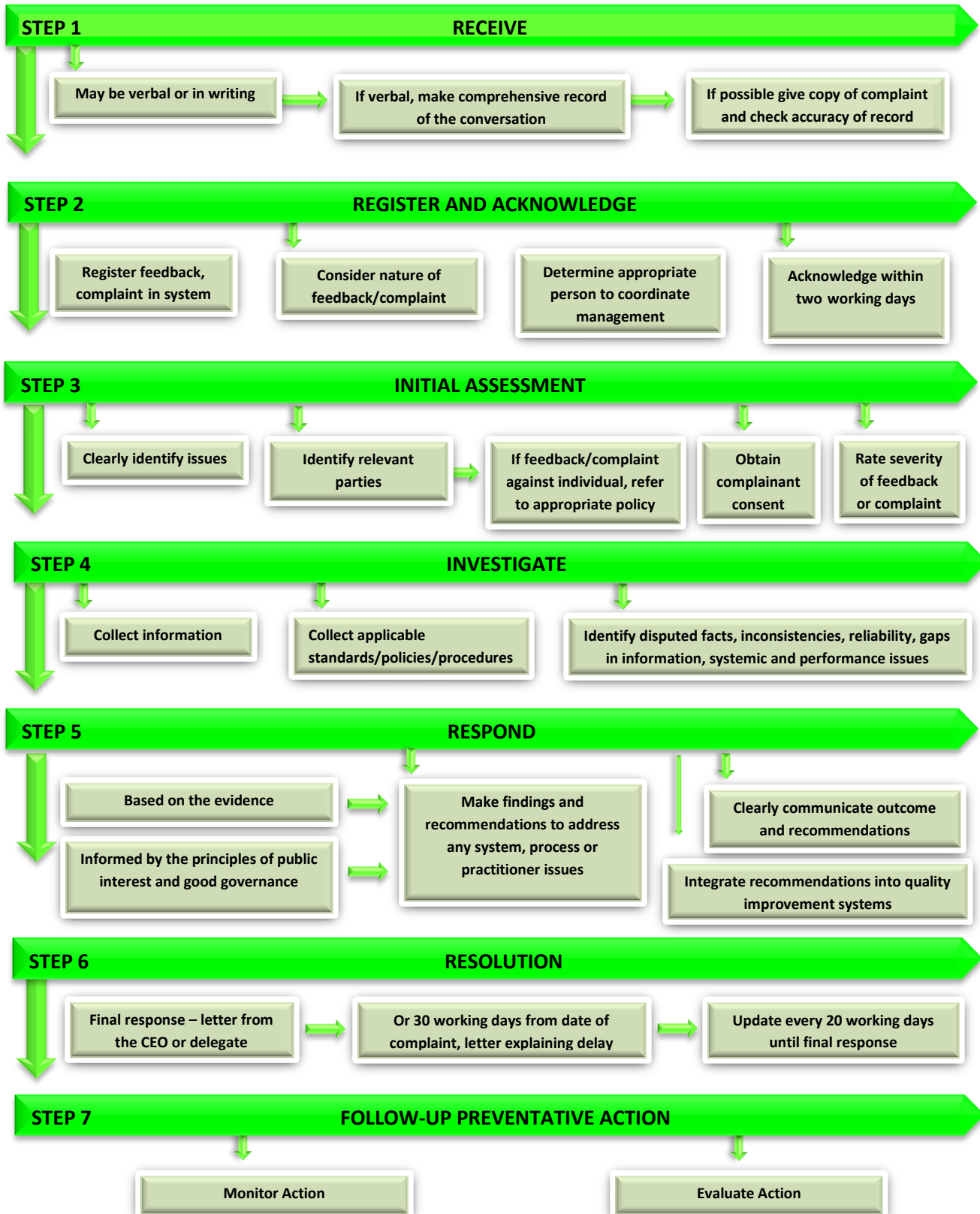
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# Overview of ASG Programs



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# Client Feedback and Complaints Process



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Engagement occurs at different levels across a range of domains of service operations. ASG engagement occurs at all these levels depending on the engagement activity.

### **Individual**

Engagement occurs at an individual level with client, (client and carers) through involvement in individual quality of life treatment and care.

The ASG Person Centred Care Strategy identifies partnership with clients and families in the individual care process as being extremely important in person centred service delivery.

Quality information for patients and carers supports this partnership role, by engaging them more effectively in the care process to increase knowledge, understanding, and the capacity to self-manage quality of life issue.

### **Team level**

Teams will engage with individual clients and target client groups with the aim of including them in the co-design, implementation and evaluation of programs.

Client experience measures, surveys, focus groups, consultation forums, may be mechanisms suitable for engaging clients and target communities for team level engagement.

### **Group**

At ASG services are arranged into 7 designated service groups. These service groups manage the operational delivery of quality of life service. Service groups engage clients for higher level planning, design and governance of advisory groups, inter-agency meetings, client or community membership on committees.

### **Service Level**

Engagement at a Service level occurs through broad level engagement with diverse clients and community stakeholders.

Information provided through media and internet avenues ensure clients and community are aware of ASG activities, outcomes and plans. Participation of clients and community members on committees, working groups and meetings embeds engagement in planning, design, evaluation and governance processes.

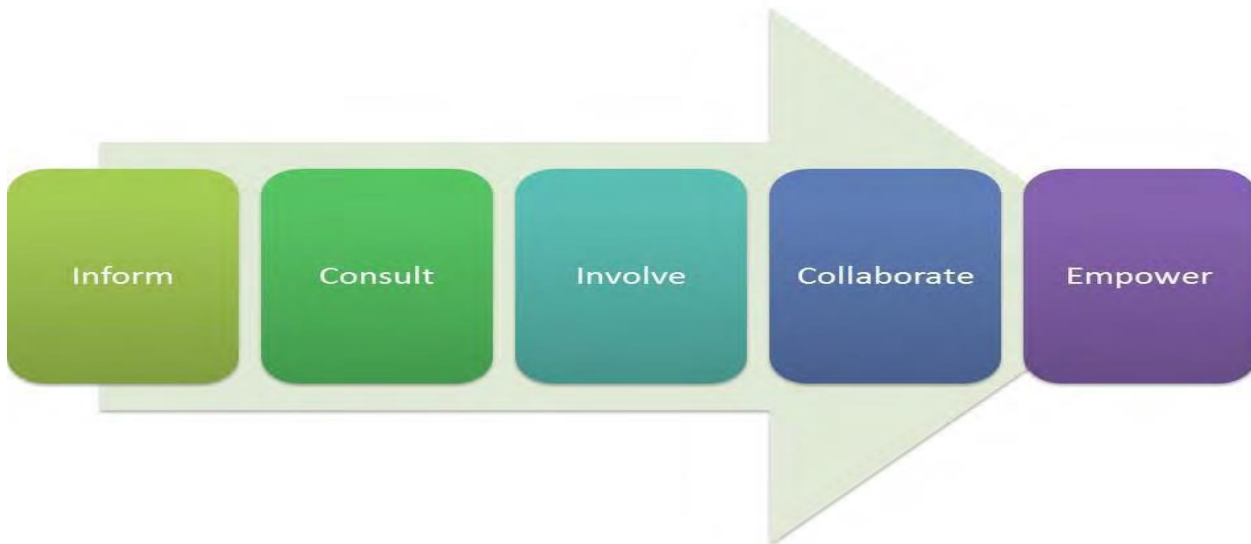
Community forums, feedback mechanisms, social media avenues, surveys and interagency meetings are the types of engagement activities likely to occur at our service engagement level.

### **ASG Board Level**

Clients and Community Members form part of the ASG Board and the Committees of the Board to ensure robust engagement. The Board of Directors also engages with the community through media, events, forums and broad engagement mechanisms.

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## Elements of Engagement



**Inform:** A one way communication mechanism in which we provide information to clients and communities to enhance knowledge, understanding and to support transparency.

**Consult:** A two way communication process in which discussions is held with clients and communities to gather information and to understand their perspective.

**Involvement:** A process in which client and community opinion is included in decisions, planning and evaluation of the service.

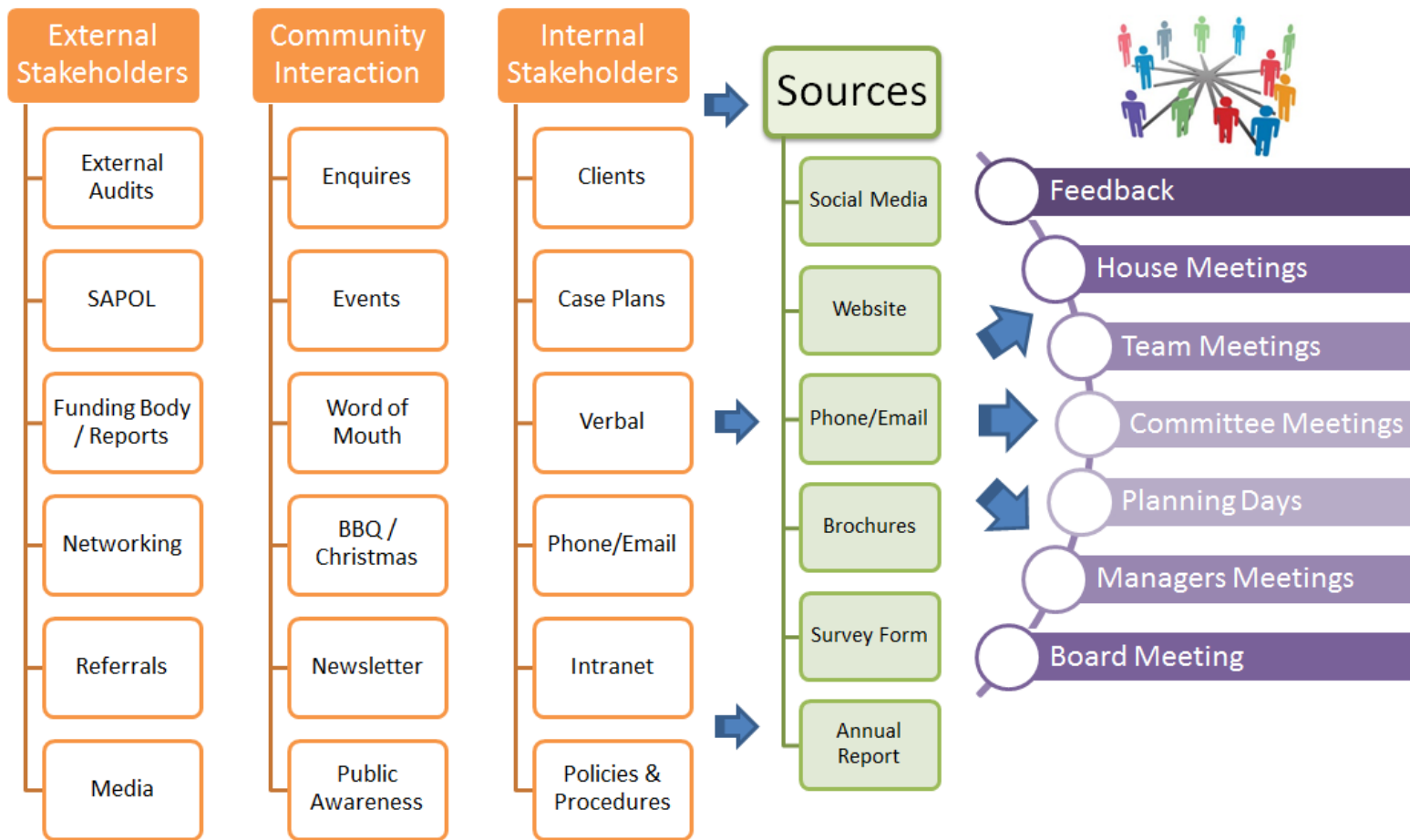
**Collaboration:** Services work with clients and communities to develop solutions and initiatives.

**Empower:** Clients and communities make decisions within specified guidelines and these are implemented.

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# Engagement Cycle



ASG embraces engagement with our clients and communities. Engagement sits within our Core Values and we commit to the process of ensuring robust and effective engagement with our clients and communities. The following are our commitments:

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### **Principle 1: Engagement will be valued and have influence at ASG**

Engagement is recognised as an essential component of effective service delivery at ASG and will be embedded within our systems and structures. It supports our Values of Integrity, Honesty, Accountability, Respect and Engagement, and it enables us to deliver Person Centred Care.

Client and community engagement will have influence on the design, planning, delivery and evaluation of our services. Information will be available to staff, clients and the community about the outcomes produced from engagement so that influence has visibility to our stakeholders and there is transparency in our engagement processes.

### **Principle 2: Engagement will occur at all levels of ASG**

Our engagement will be supported and developed at all levels including individual, team, service group, ASG Executive and ASG Board. Our staff will be provided with the tools and knowledge to develop engagement at these levels across ASG. Clients and communities will be encouraged and supported to be partners in this engagement.

### **Principle 3: Engagement will occur across all elements of the engagement process**

Engagement will be supported and developed to ensure it encompasses all elements of inform, consult, involve, collaborate and empower. This will create a robust and flexible engagement process for ASG.

### **Principle 4: Engagement will be accessible and well supported**

Different clients and different communities require different avenues to participate in engagement activities. We will ensure clients and communities have options about how and when to engage.

Some clients and communities have additional barriers which make participation in engagement difficult. ASG recognises the need to ensure engagement is accessible to all groups and to develop solutions to potential engagement barriers. Engagement mechanisms that suit these groups will be developed and actioned.

Those who engage with ASG will be supported in their role. They will be provided with information and other support mechanisms to ensure they feel they can carry out their engagement activities with confidence and knowledge.

### **Principle 5: Engagement will include diverse clients and communities**

ASG recognises that our clients and communities are diverse in nature and that all opinions and perspectives are required in an engagement process. ASG will proactively seek diverse opinions and perspectives and aim to ensure diverse groups are represented.

### **Principle 6: Engagement will be evaluated**

We aim to be able to develop and improve Client and community engagement over time. As such, engagement will be proactively evaluated with the aim of ensuring growth and ongoing development. Clients and communities will be a key part of this evaluation process.

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The Board through the Chief Executive and the Executive Team has accountability for the development and implementation of the Client and Community Engagement Strategy. The linkages and structure for client and Community Engagement is outlined below.

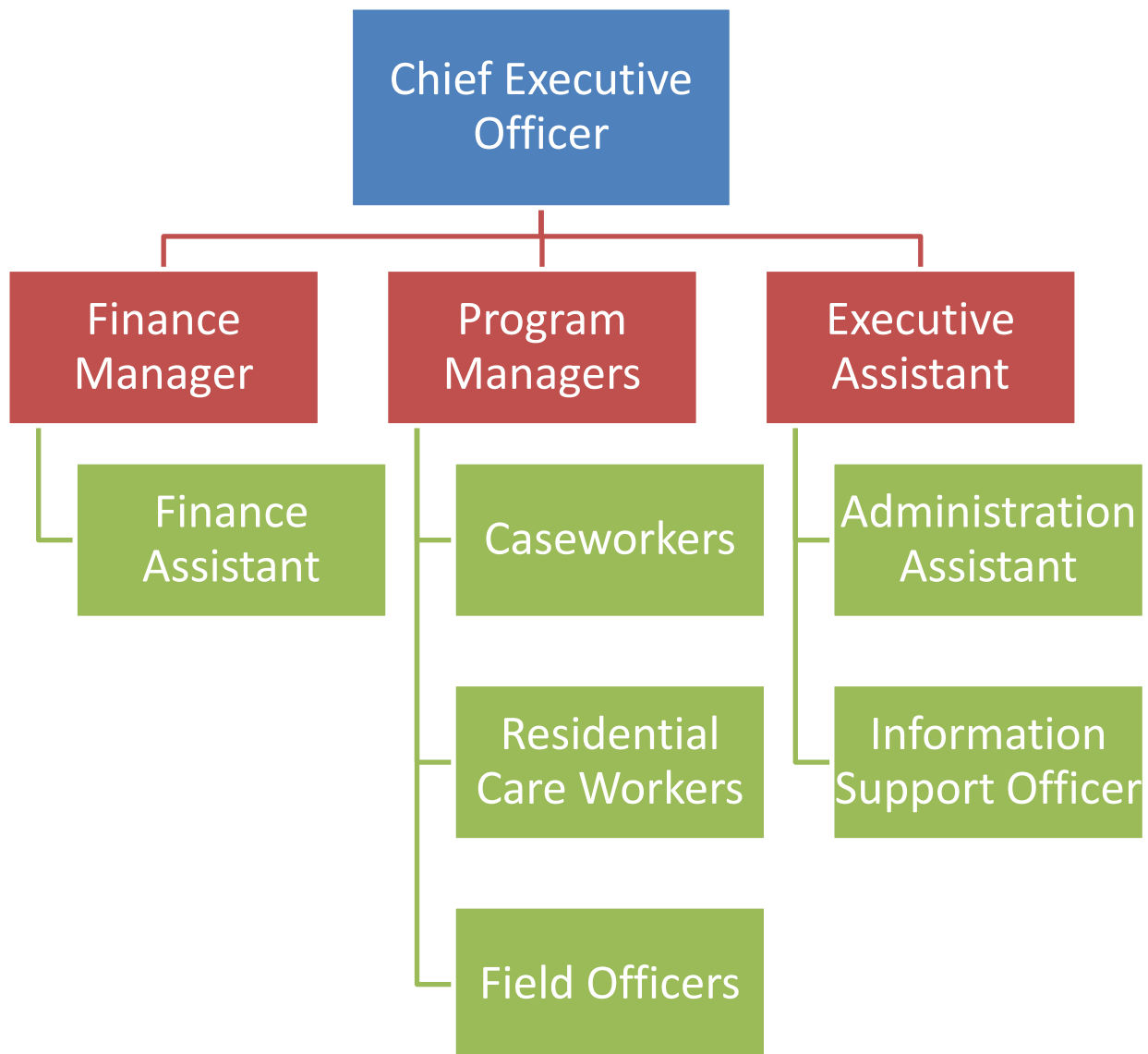
The model aims to strengthen the partnership between the ASG, client and the community with a range of mechanisms for two way communications with the ASG. Client and Community Partnerships providing a pivotal role in ensuring a formal representation of Client views are provided to the Board and Executive. To support clients and/or carers to fulfil their partnership role on committees and advisory groups, the ASG is committed to the provision of information and ongoing support for clients and/or carers.

Client and community engagement activities will be monitored and evaluated. Evaluation of the impact and success of this Strategy will involve:

1. Reporting on client and community engagement activities through routine service reporting schedules.
2. Evaluation of the six ASG client and Community Engagement Principles.
3. Feedback and consultation from clients, communities and staff.

The evaluation of the Strategy will be transparent and available to stakeholders. The results and actions from the evaluation will report through the ASG Board on a regular basis.

# Governance Structure



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# Strategic Alignment

Client and community engagement is an integral part of our service response we will continue to develop and deliver mechanism that empower local clients and communities to have a greater say in their care and services support.

The ASG Board of Directors leads the service in engaging with our communities and stakeholders to tailor our services according to local need.

The elements of client and community engagement support our Strategic Plan and the ASG' purpose.

## **ASG Purpose**

*To deliver quality services, education and research for the Aboriginal community within our region via the strategic pillars.*

## **Strategic pillars**

ASG recognises that working locally in partnership with clients; community and support services to inform decision making and planning around service delivery and improvement will help us achieve our vision of a quality of life for Aboriginal community individuals and communities.

The strategy also aligns with a range local and state and national plans, frameworks and strategies.

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