

Consumer Participation Framework

Silver Chain has embarked on an exciting initiative to enhance consumer involvement within our organisation, with the first key deliverable being the development of a Consumer Participation Framework.

You may recall in the Summer 2010 Link we asked our readers to assist us in reviewing the draft framework, which was made available for the month of November 2010.

We would like to thank everyone who was involved and provided us with valuable feedback, which was reviewed and incorporated into the framework.

“The Consumer Participation Framework is part of an initiative we are working on to enhance our consumer involvement in planning, delivering, researching and evaluating our services,” explains Chris McGowan, Silver Chain’s Chief Executive Officer.

“It includes consumers being involved in decision making about their own care, service planning, service design, policy development and quality improvement. Without information and feedback from you, our consumers, we would be unable to tailor our services to meet your ongoing needs.

“With the support of our consumers, we can work together to achieve Silver Chain’s purpose which is to increase the community’s capacity to maximise its health and wellbeing,” says Chris.

Silver Chain looks forward to continuing to work with consumers and consumer groups to increase and enhance consumer participation, while ensuring it becomes an integrated and integral part of Silver Chain business.

The framework is available on our website www.silverchain.org.au/consumerframework. Alternatively, please call Alex Robertson at Silver Chain on 9242 0242 to receive a hard copy.