

# Outstanding Health Care

## Community Engagement

- Bundoora Centre Arts Space
- Community Group Visits
- Clinical Service Planning
- Launch Jornung-bik Aboriginal Smoking Ceremony Garden
- Open Access Board Meeting
- NAIDOC Week Celebration
- Patient Feedback & Surveys

## Committees

- Aboriginal Advisory Group
- Cleaning Services
- Communicating for Safety
- Comprehensive Care
- Diversity Working Groups (Aboriginal Reconciliation, Cultural Responsiveness, Disability, Refugee/Asylum Seeker, LGBTi)
- Partnering with Consumers
- Patient Experience & Community Advisory Group
- Strengthening our Hospital Response to Family Violence



## Projects: Staff and Consumer Engagement

- Executive Patient Safety Walk around
- Consumer Advisors
  - Staff recruitment panels
  - Grant application review
- Food Tasting
- Improving Women's Health Projects
- Palliative Care Design
- Falls Prevention

## Health Literacy and Education for Consumers and Staff

- Choosing Wisely Australia – 5 questions to ask your doctor in 12 languages  
[www.choosingwisely.org.au](http://www.choosingwisely.org.au)
- Patient Information Review Group - CLEAR
- Patient Stories
- Safer Care Victoria Forum
- Staff and Community Forums
  - Family Violence
  - Refugee and Asylum Seeker



**Standard 2**  
**Partnering with Consumers**

2019

For further information: 9495 3313

Northern Health