

# Networking and Community Engagement

## Consumer and Carer Engagement

The Toowoomba Hospice continues to actively engage with consumers, family members and carers to listen to their experiences and use their valuable input and insight to shape, plan and deliver our services. The Management Committee membership includes individuals with personal experience of the Hospice and the care provided to partners and family members. With more than 100 volunteers supporting the Hospice, many of whom have also had partners and family members cared for by the Hospice, we are able to tap into their experience of palliative care and understand how best to support them in this very emotional and distressing time.

The Client, Family and Carer Participation and Engagement Strategy was approved by the Management Committee for implementation in April 2016 and reviewed annually as part of our Annual Strategic Planning.

In addition to our annual Client Care Survey and bereavement follow-up, we have scheduled twice yearly Consumer Forums, which provide the opportunity to share the personal perspective of individuals and family members. Other meetings are convened, where we seek input in relation to the development of resource materials or specific topics associated with service improvement. We also facilitate direct engagement with consumers to support the clinical experience and practice of new staff, students and practitioners from other agencies to better understand the palliative care experience and contribute to the growth and advancement of the local palliative care workforce. The Consumer Participation Forum is held biannually and insights from these forums are essential to the improvement of our service.

We host training days for the local GP Registrars to enhance their exposure to and knowledge of palliative care services available.

When possible educational workshops and or sessions are hosted in collaboration with other Palliative groups such as Palliative Care Queensland and invitations extended to clinicians in the Toowoomba Region.

## Service Networks

We have strong and established links with the palliative care community of Toowoomba and the Darling Downs. We attend weekly Palliative Outreach Program Meetings to network with the local/regional hospital and community services to raise awareness of the service and provide care options for people requiring access to palliative care. These pathways directly support and feed into our referral process and allow us to provide ready access to a bed/services as needed.

