

## **Statewide Consumer, Family and Carer Engagement Framework**

### **Stakeholder Feedback Guide**

#### **Feedback on the Five Principles**

1. What are your views on the Five Principles (Safety, Authenticity, Humanity, Equity and Diversity) and associated Strategies outlined in the Framework?
2. If the Five Principles and their Strategies were applied, do you believe this would result in more genuine and meaningful engagement by mental health, alcohol and other drug services with consumers and their supporters?
3. Can the Engagement Framework be practically applied and is it structured in a way to allow for ease of use? What could be done to improve this?

#### **Implementing the Engagement Framework**

4. How could you see you or your organisation using the Engagement Framework?
5. How could the Engagement Framework be improved or implemented to ensure it is imbedded in organisational culture and doesn't become a document that sits on the shelf?
6. Do you have any further comments, ideas or suggestions regarding the Engagement Framework?
7. Do you have any further comments, ideas or suggestions regarding how to implement the Engagement Framework?

#### **Evaluation**

8. Do you think the Good Strategies, Practices and Internal Assessment Checklist (Appendix 1) will assist organisations to monitor and evaluate their progress implementing the Engagement Framework?
9. Do you think the Evaluation Form (Appendix 2) is a useful tool and how could it be tailored or modified to assist with identifying people's experiences to improve organisational engagement practices?

#### **Overall General Impressions of the Engagement Framework**

10. What do you like most about the Engagement Framework?
11. What do you like least about the Engagement Framework?
12. Is anything missing from the Engagement Framework? Do you have any further comments, ideas or suggestions?