

# PARTICIPATION & ENGAGEMENT MODEL: SUMMARY

## WHAT IS THE DOCUMENT ABOUT?

The BHN Participation & Engagement Model outlines how Better Health Network (BHN) plans to meaningfully involve its communities—particularly those who are marginalised—in shaping and improving our health and wellbeing services.

## WHY IS THIS NEEDED?

Too many people in BHN's communities are missing out on the care they need due to systemic barriers. This model addresses that by:

- Listening to community voices, especially those facing disadvantage
- Embedding inclusive practices across all of BHN
- Delivering services that are safe, accessible, and culturally responsive

## WHAT IS THE STRUCTURE OF THE MODEL?

It has two parts:

**The Strategy** – outlines the vision and goals, aligned with Pillar One of BHN's Strategic Plan:

- "Understand the unique needs of our communities and design services by listening to them."

**The Framework** – provides the practical tools and steps to implement the Strategy through:

- Principles of engagement
- A cycle of actions over time
- A maturity model for continuous growth

## WHAT ARE THE STRATEGIC OBJECTIVES OF THE MODEL?

- **Build Trust** – foster safe, respectful relationships with communities.
- **Enhance Capacity** – train staff and improve systems to support inclusive care.
- **Empower & Facilitate** – co-design services with community members.
- **Establish Impact** – measure success and improve based on community feedback.

## WHAT'S THE CHANGE PROCESS (THEORY OF CHANGE)?

BHN starts by listening and engaging → builds trust and capacity → empowers communities to co-design services → delivers better health outcomes → contributes to a fairer, healthier society.

## HOW WILL IT BE ROLLED OUT?

Over three years, through:

- Discovery (understand current engagement activities)
- Implementation (co-design new actions and embed LLE roles)
- Consolidation & Evaluation (strengthen what works and share learnings)

Key milestones include:

- Setting up Reference Groups from priority communities (e.g. First Nations, CALD, LLE, Disability, LGBTQIA+)
- Developing new pathways for client and workforce participation
- Using data to improve equity, accountability, and outcomes

## KEY TAKEAWAY

This Model is BHN's roadmap to ensuring the people most affected by health inequities are not just heard—but are shaping the services they use. It is about becoming a service provider that is shaped by our communities, for our communities.