

CLIENT & COMMUNITY ENGAGEMENT FRAMEWORK: SUMMARY

PURPOSE

This Framework guides how BHN partners with clients, carers and communities to shape more inclusive, responsive services. It embeds lived and living experience into the heart of our planning, delivery and evaluation, with a clear aim: better health outcomes through shared power, trust and care.

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

OUR ENGAGEMENT VALUES

We are committed to engagement that is:

- Relational – built on trust, connection and continuity
- Inclusive – honouring all forms of identity, voice and lived experience
- Transparent – clear about purpose, process and limitations
- Purposeful – grounded in accountability and impact
- Evolving – responsive to learning, feedback and change

OUR ENGAGEMENT PRINCIPLES

- Power is present – use it accountably and in partnership
- Start and finish with purpose
- Show up with care, curiosity and respect
- Make participation accessible and visible
- Use plain, dignifying language
- Honour the diversity within and between communities

ENGAGEMENT MODELS

The framework references both the IAP2 Spectrum and the Ladder of Participation, outlining different levels of involvement from informing to shared decision-making

TIMELINE HIGHLIGHTS

- July–Sept 2025: Working Group recruits and begins implementation work
- Sept 2025: Transition to Committee + launch of Board Community Advisory Group (CAG)
- June 2026: First review cycle and community reporting

WHAT SUCCESS LOOKS LIKE

- Diverse voices shaping decision-making
- Clear pathways for community input
- Ongoing structures embedded in BHN governance