

**Sexual**  
**Health**  
**Quarters**

# Consumer Engagement Framework





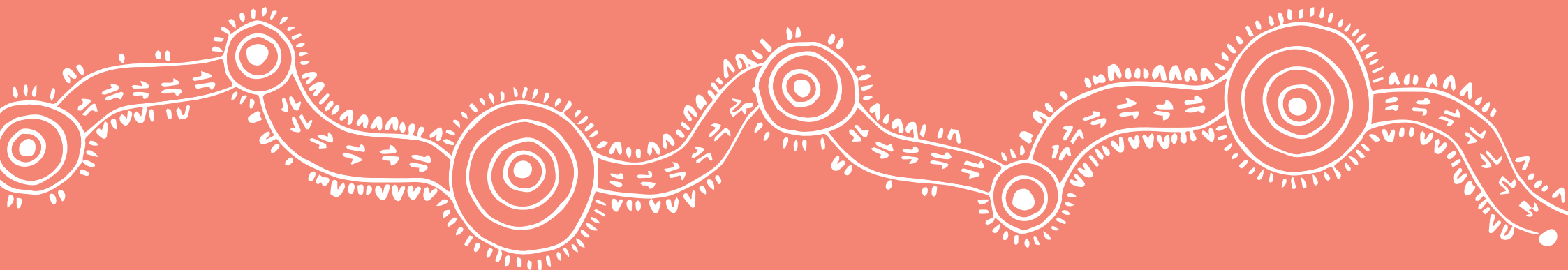
## Acknowledgement of Country

Sexual Health Quarters recognises Aboriginal and Torres Strait Islander peoples' resilience, strength and deep spiritual connection to land, waters, and community as Australia's First People and the Traditional Custodians.

We pay our respects to them and their cultures. We acknowledge the Whadjuk Noongar people as the Traditional Custodians of the land on which our head office is located. We recognise their positive contribution to the sexual health and relationship wellbeing of community and offer our respects to Elders past, to those guiding us today and to those shaping the leaders of the future.

## Diversity and Inclusion Statement

SHQ celebrates diversity and understands the unique and combined experiences of individuals and communities. SHQ is inclusive and rejoices in what makes each of us who we are. Be yourself, we like it that way.



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## Communication

The Consumer Engagement Framework will be publicly available on the SHQ website. Updates on consumer engagement initiatives and outcomes will be shared through SHQ's Annual Report, social media platforms, and e-newsletter.

Consumers are also welcome to provide feedback via the portal on our website.

## Our Vision

Freedom of choice and access to sexual health, respectful relationships, and rights for everyone.

## Our Purpose

At SHQ, we believe that sexual health and respectful relationships are the cornerstone of overall wellbeing, impacting individuals, couples, families, and communities. We are driven by the belief that everyone has the right to access high-quality sexual health services, counselling, and education, free from judgment and discrimination. We stand firm in our commitment to challenge the status quo, break down barriers, and foster inclusivity, striving each day to make a positive and enduring difference in the lives we touch, to challenge social injustice and passionately advocate for those who cannot speak freely.

## Our Mission

Our mission is to provide affordable and accessible sexual health and relationship clinical care and counselling, and through education, empower those we serve, regardless of age, culture, gender, sexuality, belief, or ability, with the understanding and confidence to make informed choices about their sexual health and relationships.

## Our Values



**Respect  
for All**



**Courageous  
and Genuine**



**Friendly and  
Compassionate**



**Stronger  
Together**

## Levels of Engagement



Inform



Consult



Involve



Collaborate



Empower

## Areas of Engagement



Individual  
Healthcare



Service and  
Program  
Delivery



Sector and  
Stakeholder  
Engagement








Governance  
and  
Leadership



Research  
and  
Evaluation





# Individual Healthcare

To support people to make informed decisions about their sexual and reproductive health and relationships.

Level of Engagement		Strategies
	<b>Inform</b>	<ul style="list-style-type: none"><li>• Provide clear, accessible information about sexual and reproductive health and relationships.</li><li>• Use a variety of communication methods (e.g. written, visual, digital) tailored to diverse needs and preferences.</li></ul>
	<b>Consult</b>	<ul style="list-style-type: none"><li>• Actively seek feedback through surveys, interviews, focus groups, and informal discussions.</li><li>• Analyse and integrate client feedback to enhance delivery of care, program design, and communication methods.</li></ul>
	<b>Involve</b>	<ul style="list-style-type: none"><li>• Facilitate shared decision-making between individuals and healthcare providers.</li><li>• Encourage clients to identify and communicate their preferences and priorities when planning care.</li></ul>
	<b>Collaborate</b>	<ul style="list-style-type: none"><li>• Work in partnership with clients to plan care that reflects their values and goals.</li><li>• Engage clients in the development or review of tools, resources, or interventions to ensure cultural relevance and usability.</li></ul>
	<b>Empower</b>	<ul style="list-style-type: none"><li>• Provide resources and education to build self-advocacy skills and improve health literacy.</li><li>• Support clients to participate in or lead peer education, advisory groups, or community-based initiatives.</li></ul>






# Service and Program Delivery

To engage individuals and communities in shaping SHQ services that are inclusive, responsive, and reflective of their needs.

Level of Engagement	Strategies
 <b>Inform</b>	<ul style="list-style-type: none"><li>• Communicate service updates, changes, and opportunities through accessible, inclusive channels (e.g. social media, newsletters, community pages).</li><li>• Ensure messaging is culturally appropriate and easy to understand.</li></ul>
 <b>Consult</b>	<ul style="list-style-type: none"><li>• Seek input on program design, service delivery, and resource development through surveys, consultations, and feedback sessions.</li><li>• Establish and maintain reference groups and advisory groups with diverse community representation to guide inclusive service planning.</li></ul>
 <b>Involve</b>	<ul style="list-style-type: none"><li>• Include individuals with lived experience on project teams.</li><li>• Actively involve representatives from priority populations in program development.</li><li>• Provide scholarships or support to enable participation by individuals from underrepresented groups.</li></ul>
 <b>Collaborate</b>	<ul style="list-style-type: none"><li>• Co-design services, programs, and resources in partnership with community members, ensuring their voices are central in shaping outcomes.</li><li>• Build sustained relationships with community organisations and leaders to strengthen program relevance and reach.</li></ul>
 <b>Empower</b>	<ul style="list-style-type: none"><li>• Support peer-led initiatives and leadership development in service delivery contexts.</li><li>• Equip clients and community members with the tools and platforms to provide feedback.</li></ul>






# Sector and Stakeholder Relationships

To collaborate with other organisations, networks, and communities to strengthen sexual and reproductive health and wellbeing outcomes.

Level of Engagement	Strategies
 <b>Inform</b>	<ul style="list-style-type: none"> <li>• Share evidence-based information, resources, and updates with sector partners and stakeholders.</li> <li>• Host the SHARE Forum as a platform for SHQ and other organisations to exchange knowledge, showcase initiatives, and promote best practices.</li> </ul>
 <b>Consult</b>	<ul style="list-style-type: none"> <li>• Seek input from community groups, government bodies, and peak organisations to inform priorities and advocacy efforts.</li> <li>• Facilitate opportunities for partners to contribute to planning and evaluation processes.</li> </ul>
 <b>Involve</b>	<ul style="list-style-type: none"> <li>• Actively participate in sector reference groups and networks representing diverse communities.</li> <li>• Advocate for the inclusion of a wide range of stakeholders, particularly community-led and culturally representative organisations, in relevant reference groups or networks.</li> </ul>
 <b>Collaborate</b>	<ul style="list-style-type: none"> <li>• Co-develop initiatives with partners to address systemic barriers, improve equity, and strengthen sector capacity.</li> <li>• Build partnerships with community-led organisations and peak bodies to co-design programs.</li> <li>• Participate as an active member of the Family Planning Alliance Australia to contribute to national advocacy, policy development, and shared sector priorities.</li> </ul>
 <b>Empower</b>	<ul style="list-style-type: none"> <li>• Elevate the voices of underrepresented groups in national and state-level advocacy efforts through partnerships and representation.</li> </ul>

# Organisational Governance and Leadership

To engage consumers and community members in SHQ's strategic direction and governance.

Level of Engagement		Strategies
	<b>Inform</b>	<ul style="list-style-type: none"><li>• Share information, strategic plans, and annual reports in accessible, inclusive formats.</li><li>• Promote updates via SHQ's newsletters, website, social media, and community forums.</li></ul>
	<b>Consult</b>	<ul style="list-style-type: none"><li>• Seek input from community members and people with lived experience on strategic priorities.</li><li>• Conduct regular consumer and community consultations on organisational initiatives.</li><li>• Use client feedback and insights to assess community needs and shape quality improvements.</li></ul>
	<b>Involve</b>	<ul style="list-style-type: none"><li>• Include diverse community and consumer representatives on advisory and reference groups and quality improvement initiatives.</li><li>• Provide regular reports to the SHQ Board that summarise key themes and trends from consumer feedback.</li></ul>
	<b>Collaborate</b>	<ul style="list-style-type: none"><li>• Collaborate with peak bodies and community leaders to align SHQ's strategic direction with broader sector priorities and community needs.</li><li>• Involve advisory and reference groups in the review and development of key organisational policies, frameworks and plans.</li></ul>
	<b>Empower</b>	<ul style="list-style-type: none"><li>• Appoint individuals with diverse backgrounds, including lived experience and professional expertise, to the SHQ Board.</li><li>• Provide professional development opportunities to support meaningful participation.</li></ul>



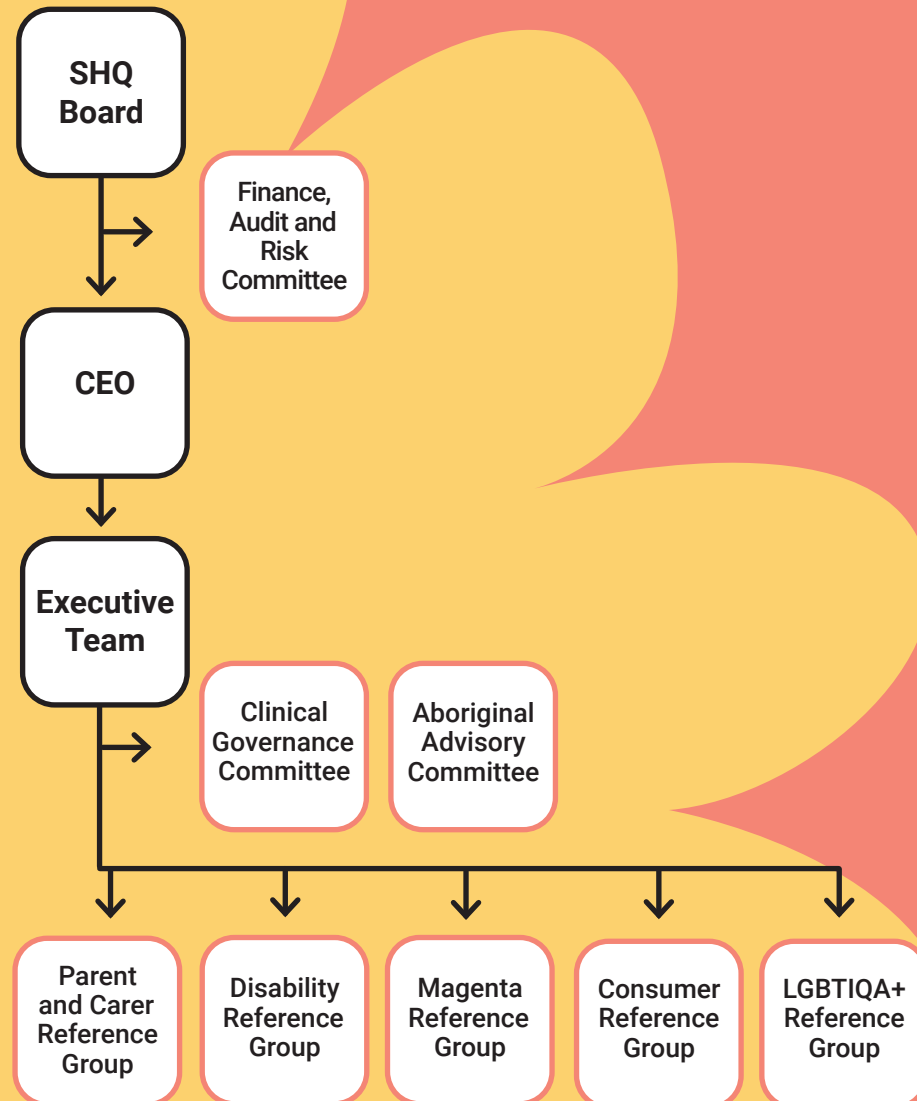
# Research and Evaluation

To engage people with lived experience in the generation of knowledge, evaluation, and continuous improvement of SHQ's services, resources, and advocacy.

Level of Engagement	Strategies
 <b>Inform</b>	<ul style="list-style-type: none"> <li>• Share research findings and evaluation outcomes with consumers, community partners, and stakeholders.</li> <li>• Promote key learnings through accessible formats (e.g. infographics, plain English summaries, webinars).</li> <li>• Continuously improve the quality of SHQ resources and content based on the latest evidence and community insights.</li> </ul>
 <b>Consult</b>	<ul style="list-style-type: none"> <li>• Seek consumer and community input on research priorities and areas of focus.</li> <li>• Gather feedback on evaluation frameworks and tools to ensure they are inclusive, culturally appropriate, and relevant.</li> </ul>
 <b>Involve</b>	<ul style="list-style-type: none"> <li>• Engage people with lived experience in the design of research projects, development of data collection tools, and as participants in evaluation activities.</li> <li>• Invite community representatives to participate in steering groups or advisory roles for research initiatives.</li> </ul>
 <b>Collaborate</b>	<ul style="list-style-type: none"> <li>• Co-design research projects and evaluation frameworks in partnership with community-led organisations and sector partners.</li> <li>• Share decision-making around methodologies, ethics, and dissemination strategies with consumer partners.</li> </ul>
 <b>Empower</b>	<ul style="list-style-type: none"> <li>• Support community-led research and evaluation efforts that reflect lived experience and local priorities.</li> <li>• Promote research participation opportunities through SHQ's e-newsletter and networks.</li> <li>• Create pathways for community members to lead or co-present findings at forums and conferences.</li> </ul>

# SHQ Consumer Engagement Governance

Our consumer engagement is embedded in our governance structure and led by the SHQ Board



## Subcommittees

### Clinical Governance Committee

Ensures the highest standards of practice within SHQ by overseeing, monitoring, and advising on all aspects of clinical governance. The committee provides strategic direction, evaluates clinical risk, and promotes continuous quality improvement across all clinical services.

### Aboriginal Advisory Committee

Oversees the implementation of the SHQ Reconciliation Action Plan and ensures the organisation works in a culturally safe manner by providing support and advice to further understand local Aboriginal community perspectives in relation to their specific health needs.

## Reference Groups

### LGBTIQ+ Reference Group

Responsible for providing advice and guidance to SHQ on inclusive practices and service delivery for LGBTIQ+ communities

### Disability Reference Group

Ensures People with Disability inform the design and delivery of SHQ's disability-related services, and resources promoting accessibility and inclusivity.

### Magenta Reference Group

Provides community and industry advice to the Magenta Project to support the sexual health and wellbeing of sex workers in WA.

### Consumer Reference Group

Engages consumers to help shape SHQ services and materials, ensuring they are relevant, accessible, and responsive to community needs. Offers feedback on publications, campaigns, and service delivery.

### Parent and Carer Reference Group

Brings together parents and carers of individuals engaged in our disability services to provide advice and feedback on service delivery and resource development.

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