

Family Planning NSW

CONSUMER ENGAGEMENT FRAMEWORK

2014-18

Consumer engagement in health is about people who use health services having a say about their own health and about how health services are provided to them and others.

A "consumer" includes all people who use (or could potentially use) a health service.

NSW Ministry of Health

About Us

Family Planning NSW is the state's leading provider of reproductive and sexual health services. We are experts on contraception, pregnancy options, Sexually Transmissible Infections (STIs), sexuality and sexual function, menstruation, menopause, common gynaecological and vaginal problems, cervical screening, breast awareness and men's sexual health.

We have five fixed clinics in NSW (Ashfield, Fairfield, Penrith, Newcastle and Dubbo) and use innovative partnerships to deliver services in other key locations across the state with more than 28,000 client visits annually. We also provide Family Planning NSW Talkline 1300 658 886, a confidential telephone and email information and referral service, connecting our expertise to people and communities across NSW.

We provide information and health promotion activities, as well as education and training for doctors, nurses, teachers and other health, education and welfare professionals.

As an independent, not-for-profit organisation, we recognise that every body in every family should have access to high quality clinical services and information, and we provide a safe place for people to talk about their most intimate and personal issues.

Our services are targeted to communities, including people from culturally and linguistically diverse and Aboriginal and Torres Strait Islander backgrounds, refugees, people with disability, young people, people from rural and remote communities and LGBTI people.

Family Planning NSW is working to assist poor and disadvantaged communities in the Asia Pacific region to access comprehensive reproductive and sexual health services. We collaborate with organisations at national and international levels to strengthen the ability of local health providers to deliver high quality family planning services.

We respect the rights of our clients to make choices about their reproductive and sexual health and we treat each and every person with respect, dignity and understanding.

Our work is evidence-based, and shaped by our research through the Family Planning NSW Sydney Centre for Reproductive and Sexual Health Research, our published clinical practice handbooks on reproductive and sexual health, our nationally recognised data and evaluation unit and validated through our own extensive clinical practice.

Our engagement with consumers is shaped by our vision, mission values and guiding principles

We design our services, train our staff, deliver our education and conduct our advocacy and research to support all people to have control over and decide freely on all matters related to their reproductive and sexual health.

Our vision

For all people to have optimal reproductive and sexual health

Our mission

To enhance the reproductive and sexual health and rights of our communities by supporting all people to have control over and decide freely on all matters related to their reproductive and sexual health throughout their life.

Values

Human rights focus - promoting the rights of all people to optimal reproductive and sexual health

Client autonomy - placing the needs of the whole person at the centre of our work

Equity of access - ensuring access to our services for all including priority populations

Integrity - maintaining a strong ethical base, being accountable and transparent

Inclusiveness - valuing and respecting diversity without judgement

Commitment to excellence - ensuring high standards in all our work

Collaboration – working with our partners to optimise outcomes across our priority populations

Accountability – making efficient and effective use of funds provided to us by government and other providers

Guiding principles

- Focusing on the whole person throughout their lifespan
- Working in collaboration and through partnerships to strengthen our services and programs
- Being advocates for the community
- Developing and using best practice and evidence based approaches
- Designing and delivering optimal services to the community
- Promoting freedom of choice which reflects individual differences and preferences
- Building the capacity of our organisation, and the skills of other professionals and the community
- Promoting professionalism and continuous improvement in our ways of working
- Fostering innovation and creativity in our work

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1. OUR COMMITMENT

We are committed to seeking the views of those who use our services or could potentially use our services such as individuals, their families and carers, members of community and membership groups, and representatives of advocacy organisations relevant to our areas of expertise.

We also actively seek partnerships with stakeholders that help us to deliver on our promise to the community.

Overarching our approach is our adherence to the Australian Charter of Healthcare Rights.

The Charter guides us in our work with clients, families, and carers to provide a safe and high quality health system that achieves the best possible outcomes.

The Charter is guided by three principles:

1. Everyone has the right to be able to access health care
2. The Australian Government is committed to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health
3. Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences

1.1. Monitoring and reporting

This consumer engagement framework is available on our website, is audited annually and is reported to the Family Planning NSW Board and in our annual report.

1.2. Levels of our engagement

- Individual healthcare
- Service and program delivery
- External stakeholder relationships

Strategies for consumer engagement at each of these levels are detailed in the following chapters.

1.3. Elements of our engagement

- Information
- Consultation
- Involvement
- Collaboration
- Openness



2. INDIVIDUAL HEALTHCARE

We focus on engaging with individual consumers and if appropriate their families and carers in the care, support and treatment they receive

What we will do	How will we do it	Mechanisms
Promote the rights of all people to optimal reproductive and sexual health	Ensure our services and programs meet the needs of communities including people from culturally and linguistically diverse and Aboriginal and Torres Strait Islander backgrounds, refugees, people with disability, young people, people from rural and remote communities and LGBTI people	Establish a Peak Consumer Participation Committee (PCPC) with terms of reference to reflect our engagement
Place the needs of the whole person at the centre of our work		Ensure our consumer participation committees represent the diversity of the populations we serve
Ensure our work has a strong ethical base, and we are accountable and transparent		Measure the consumer experience through consumer feedback by conducting regular clinical client satisfaction surveys
Provide equity of access to our services	Ensure our communication is culturally appropriate and delivered in a way the consumer understands	Report the outcomes of client satisfaction surveys to clients through our website and other channels
Value and respect diversity without judgement	Listen to and acknowledge feedback and use that feedback to improve the quality of our services	Promote our consumer engagement on our website
Promote freedom of choice which reflects individual differences and preferences	Make our clients aware of the Australian Charter for Healthcare Rights	Invite individuals attending our services to provide feedback through our 'Have Your Say' forms provided in our waiting rooms and through our feedback and complaints page on our website
	Engage our clients in decisions about their care	Develop information for consumers outlining their involvement, roles, and responsibilities
		Leverage social media profiles to encourage consumers to make comment and engage with our activities

What we will do	How will we do it	Mechanisms
		Respond to individuals providing feedback in a timely and constructive manner, indicating the action that will be taken as a result of their feedback
		Equip clinicians to engage openly with clients to support timely communication, including when clinical plans change
		Train clinicians, managers and support staff to ensure a consumer focus on care delivery, the use of satisfaction surveys, open disclosure and other communication tools
		Report on our consumer engagement through our annual report
		Include consumer involvement in our ideas briefs and project plans
		Conduct community education and health promotion activities relevant to our target populations
		Support individual consumers to develop the skills required to actively and meaningfully engage with others to promote change and quality improvement in our organisation, which may include advising clients on what to expect from a consultation and helping them to ask questions and actively engage with the clinician
		Provide easy English information and resources to promote health literacy and informed choice
		Provide translated reproductive and sexual health information and resources including clinic information
		Provide information and resources through the website
		Update policies, procedures and protocols to reflect our engagement

3. SERVICE AND PROGRAM DELIVERY

We focus on engaging consumers and the community in the design, delivery, evaluation and improvement of our services and programs

What we will do	How we will do it	Mechanisms
Develop and use best practice and evidence based approaches in all our services	Establish governance structures to facilitate partnerships with consumers	Establish a Peak Consumer Participation Committee (PCPC) with TOR to reflect our engagement
Design and deliver optimal services to the community	Involve consumers in the design and delivery of our services	Promote, maintain and consult with the membership of Family Planning NSW
Build the capacity of our organisation, and the skills of other professionals and the community	Implement training for our executive and management staff on the value of and ways to facilitate consumer engagement	Involve consumers and community members in Family Planning NSW Board sub committees
Promote professionalism and continuous improvement in the way we work	Communicate with and educate our workforce on the value of and ways to facilitate consumer engagement	Involve consumers in our strategic and business planning
Foster innovation and creativity in our work	Inform and involve consumers in our approach to safety and quality performance	Provide orientation sessions to consumers engaging with us
Ensure high standards in all our work	Involve consumers in the evaluation of client feedback to ensure continuous quality improvement	Report on our consumer engagement through our newsletters
	Maintain involvement with Health Consumers NSW	Report on our consumer engagement in our annual report
	Involve consumers in the design and evaluation of our clinical (and health promotion) resources	Promote our consumer engagement on our website and social media
		Update policies, procedures and protocols to reflect our engagement
		Health Consumers NSW engaged to provide training to staff

What we will do	How we will do it	Mechanisms
		Project reports and evaluations reflect consumer engagement
		Publications support committee monitor consumer engagement in the development of resources
		Consumer strategies reflect our consumer engagement
		Provide financial support to facilitate our consumer engagement through training, travel and honarariums

4. EXTERNAL STAKEHOLDER RELATIONSHIPS

We focus on partnerships at the community, non government, private sector and government levels to strengthen our ability to deliver our services and programs

What we will do	How we will do it	Mechanisms
Work in collaboration and through partnerships to strengthen our services and programs	Establish governance structures to facilitate partnerships and innovative partnership models	Establish consumer participation committees for young people, people with disability and people from Aboriginal and Torres Strait Islander and CALD backgrounds
Be advocates for the community	Involve our partners and stakeholders in the development of our clinical (health promotion) resources	Involve our partners and stakeholders in our advocacy activities and seek their feedback on our advocacy strategies
Work with our partners to optimise outcomes across our priority populations	Seek partnership opportunities to ensure we efficiently and effectively allocate our resources to meet the needs of the populations we serve	Report on our consumer engagement in our annual report
Make efficient and effective use of funds provided to us by government and other providers	Work with our partners and stakeholders to develop strategies and advocacy plans which reflect the needs of our consumers	Map and promote our partnerships
		Reference the involvement of our partners in our work
		Engage in reciprocal promotion of partner services that benefit the communities we serve through our website and social media
		Update policies, procedures and protocols to reflect our engagement
		Maintain involvement with Health Consumers NSW

5. FAMILY PLANNING NSW CONSUMER ENGAGEMENT GOVERNANCE

Our consumer engagement is embedded in our governance structure and led by the Family Planning NSW Board

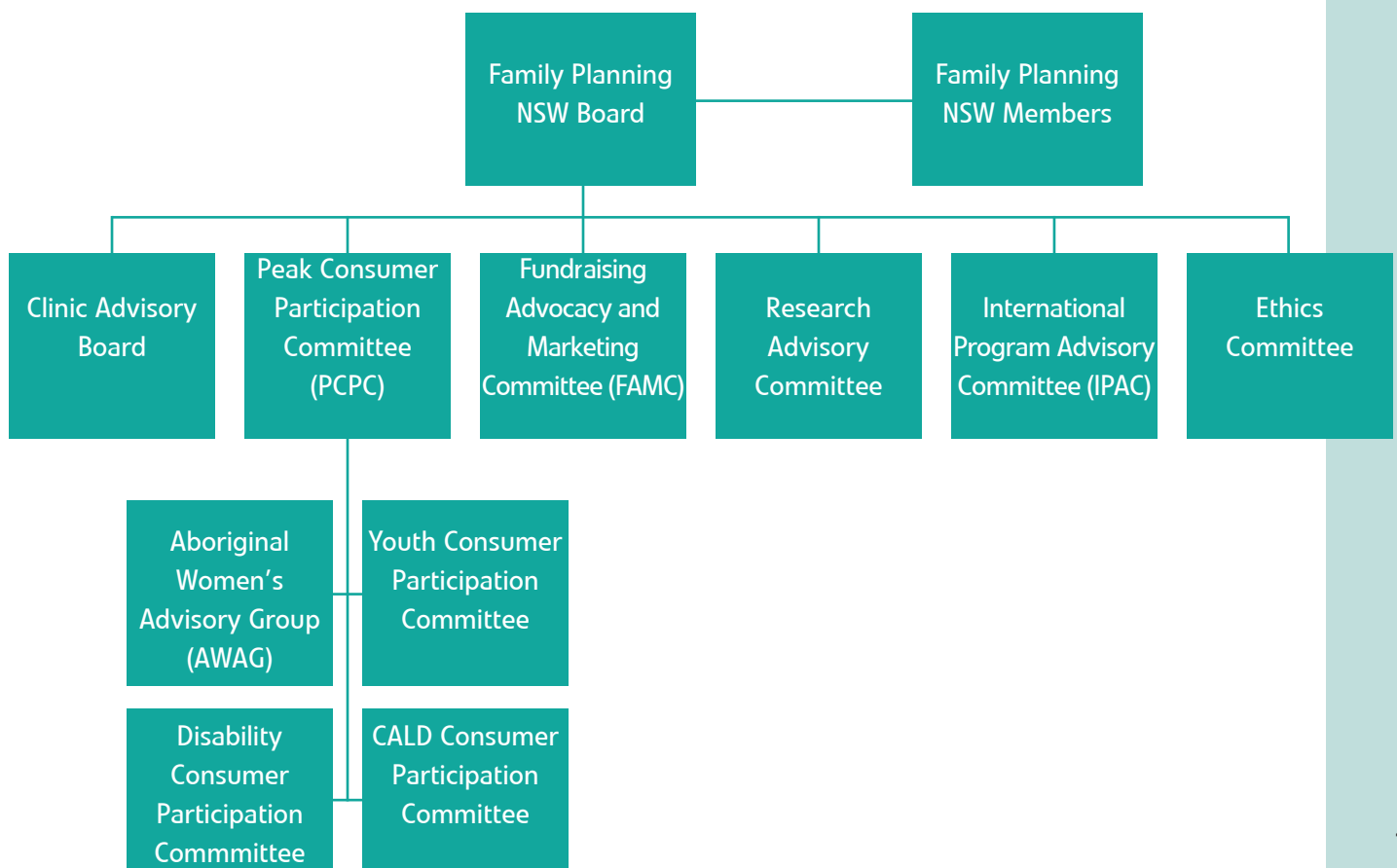
- Five board subcommittees oversee the key focus areas of our organisation
- Five consumer participation committees represent the populations we serve, providing direct input into the decision making of the Family Planning NSW Board

Family Planning NSW Board sub committees

- meet twice a year
- are chaired by a member of the Family Planning NSW Board (except the Clinical Advisory Board)
- provide minutes and actions to the Family Planning NSW Board for consideration and decision

Consumer participation committees

- meet twice a year
- are chaired by a consumer representative
- provide minutes and actions to the Peak Consumer Participation Committee
- are supported by Family Planning NSW secretariat



6. BOARD SUBCOMMITTEES

6.1 International Program Advisory Committee (IPAC)

The committee's objective is to provide advice to the Board and CEO to ensure Family Planning NSW maintains:

- Signatory status in relation to the Australian Council for International Development (ACFID) Code of Conduct
- Membership of ACFID
- Department of Foreign Affairs and Trade (DFAT) accreditation status
- Other relevant statutory requirements

The committee provides strategic oversight of Family Planning NSW's Development Effectiveness Framework to ensure that the design and delivery of international projects are in accordance with DFAT accreditation requirements and current best practice.

In accordance with ACFID Code of Conduct requirements, the committee ensures:

- Family Planning NSW applies a quality approach to the design, implementation, monitoring and evaluation of aid and development activities (code of conduct B.1.2) so that projects are sustainable, their effectiveness is maximised and the objectives of the project are achieved
- An appropriate focus is given to understanding and addressing gender issues in international projects (B.1.4).
- Aid and development programs are conducted in an environmentally sustainable way (B.1.6)
- Activities are informed and implemented with an understanding of the human rights dimensions of the activity (B.3.1), addressing the needs and rights of vulnerable and marginalised people including women, children, people with disability, Indigenous people, minorities, and those most at risk of HIV (B.3.2)
- An appropriate focus is given to understanding the rights of people with a disability and addressing these in Family Planning NSW international projects (B.3.3)

The committee advises and makes recommendations to the Family Planning NSW Board on the progress of current international projects and the development of new projects.

6.1. Membership

- Board member (Chair)
- International development experts from the community
- CEO
- Director Planning, Education and International Program
- Staff co-opted as required

6.2 Research Advisory Committee

The committee's objectives are to:

- Provide expert advice to ensure that Family Planning NSW is the leader in reproductive and sexual health research that translates into better health for all people
- Provide leadership in setting reproductive and sexual health research priorities
- Increasing Family Planning NSW research funding and building research capacity

6.2.1. Membership

- Board member (Chair)
- CEO
- Director Monitoring, Evaluation and Research Operations
- Director Communications, Government and Community Affairs
- Includes researchers in areas of reproductive and sexual health, including clinical trial studies, health service delivery, population health and program evaluation

6.3. Fundraising, Advocacy and Marketing Committee (FAMC)

The committee's objective is to support the work of Family Planning NSW through:

- Monitoring the fundraising, marketing and advocacy work of Family Planning NSW
- Actively promoting the role and activities of Family Planning NSW amongst external stakeholders
- Fundraising

6.3.1 Membership

- Board member (Chair)
- Three Family Planning NSW Board members
- Four community members appointed through an advertised and transparent process
- CEO
- Director Communications, Government and Community Affairs
- Staff co-opted as required

6.4. Clinical Advisory Board (CAB)

The Clinical Advisory Board's objectives are to:

- Provide expert advice to the Family Planning NSW Board on all clinical services provided by Family Planning NSW
- Be available to the Director Clinical Services and Medical Director, other Family Planning NSW clinical staff members as appropriate and members of the Family Planning NSW Board for consultation on questions of clinical practice
- Suggest appropriate new services or extension of existing clinical services to the Family Planning NSW Board
- Suggest areas where research would be appropriate

6.4.1. Membership

- Chaired by a recognised clinical expert in reproductive and/or sexual health.
- Includes experts in all areas of reproductive and sexual health in which Family Planning NSW is involved (including but not limited to gynaecology, general practice, subfertility, sexual health, menopause)
- A clinical member of the Family Planning NSW Board

6.5 Ethics Committee

The Family Planning NSW Ethics Committee is registered with the National Health & Medical Research Committee (NHMRC).

The committee's objectives are to:

- Provide advice to the Family Planning NSW Board on the ethical acceptability of research proposals submitted for approval
- Provide advice to the Family Planning NSW Board on issues relating to the ethical conduct of research
- Protect the rights, including mental and physical wellbeing, dignity and safety of participants of research
- Facilitate ethical research through efficient and effective review processes
- Promote ethical standards of human research
- Review research in accordance with the NHMRC National Statement
- Protect the privacy and confidentiality of participants and/or their personal health information, either directly or indirectly
- Promote and endorse ethical standards of research and information privacy in proposals by provision of guidance to researchers and others as appropriate

6.5.1 Membership

Membership is in accordance with the NHMRC's National Statement and includes:

- A Chair with suitable experience
- At least two lay people, one man and one woman, who are not currently involved in medical, scientific, legal or academic work and have no affiliation with Family Planning NSW
- At least one person who performs a pastoral care role in a community, (e.g. an Aboriginal elder, a minister of religion)
- A lawyer, where possible, one who is not engaged to advise Family Planning NSW
- At least two people with current research experience that is relevant to research proposals to be considered at the meeting they attend. These two members may be selected, according to need, from an established pool of inducted members with relevant expertise
- A member with knowledge of, and current experience in, the professional care, counselling or treatment of people (e.g. a medical practitioner, a clinical psychologist, a nurse, as appropriate)
- Family Planning NSW researchers who attend or present as required

7. PEAK CONSUMER PARTICIPATION COMMITTEE (PCPC)

The committee's objective is to provide a consumer perspective to organisational decision making with the aim of improving the client experience and health outcomes by:

- Contributing to the monitoring, measurement and evaluation of performance for continuous quality improvement
- Contributing to the analysis of safety and quality performance information and data and the development and implementation of action plans
- Participating in the evaluation of patient feedback data and the development of action plans
- Reviewing recommendations from the four consumer participation committees
- Making recommendations to the Family Planning NSW Board

7.2 Membership

- Family Planning NSW Board member (Chair)
- Consumers of Family Planning NSW appointed through an advertised, transparent process
- Consumer representatives of the four consumer participation committees (youth, disability, CALD and AWAG)

8. YOUTH CONSUMER PARTICIPATION COMMITTEE

The committee's objective is to advise, support and offer recommendations to the Family Planning NSW Peak Consumer Participation Committee on the integrated clinical services offered by Family Planning NSW.

The committee is based in the Hunter region and membership drawn from the local area. The committee will support Family Planning NSW in addressing the reproductive and sexual health issues of young people in NSW by:

- Providing feedback on the strategic directions of Family Planning NSW
- Advising Family Planning NSW on matters relating to the safety and quality of clinical services offered to young people
- Providing feedback to Family Planning NSW on consumer information resources developed by the organisation
- Providing input into any redesign of Family Planning NSW services to accommodate the needs of young people
- Making recommendations on ways to engage young people, particularly marginalised young people, in the clinical services of Family Planning NSW
- Participating in the development and review of Family Planning NSW resources and information for young people

8. 1. Membership

Membership will be open to young people living in the Hunter region who:

- Are motivated in promoting the importance of reproductive and sexual health for young people in NSW
- Have an interest in assisting young people to access reproductive and sexual health services and information
- Have a commitment to improving the safety and quality of the clinical services offered by Family Planning NSW
- Can contribute to the development of information and resources developed by Family Planning NSW, including information disseminated through social media

9. ABORIGINAL WOMEN'S ADVISORY GROUP (AWAG)

The committee's objective is to advise, support and make recommendations on partnerships with local Aboriginal and Torres Strait Islander services, organisations, agencies and community leaders to promote reproductive and sexual health services.

The Aboriginal Women's Advisory Group supports Family Planning NSW Dubbo with a view to increasing an understanding of Aboriginal and Torres Strait Islander culture and the ability to address reproductive and sexual health concerns and issues in a culturally sensitive and appropriate manner.

9.1 Membership

The Aboriginal Women's Advisory Group membership will be open to:

- Aboriginal and Torres Strait Islander women in local communities, who have a role in supporting women and promoting the importance of reproductive and sexual health
- Community members or groups who have an interest in supporting women and promoting the importance of reproductive and sexual health for Aboriginal and Torres Strait Islander women
- Government and non-government services and agencies that have a role or responsibility in supporting women and promoting the importance of reproductive and sexual health for Aboriginal and Torres Strait Islander women

10. DISABILITY CONSUMER PARTICIPATION COMMITTEE

The committee's objective is to advise, support and make recommendations to the Family Planning NSW Peak Consumer Participation Committee on the integrated clinical services offered by Family Planning NSW.

The committee will support Family Planning NSW in addressing the reproductive and sexual health issues of people with intellectual disability in NSW by:

- Providing feedback on the strategic directions of Family Planning NSW
- Advising Family Planning NSW on matters relating to the safety and quality of clinical services offered to people with intellectual disability
- Providing feedback to Family Planning NSW on consumer information resources developed by the organisation
- Providing input into any redesign of Family Planning NSW services to accommodate the needs of people with intellectual disability
- Recommending ways to engage people with intellectual disability in the clinical services of Family Planning NSW
- Participating in the development and review of Family Planning NSW resources and information for people with intellectual disability

10.1. Membership

Membership will be open to people with disability living in the Sydney metropolitan region, organisations which represent the interest of people with intellectual disability, and parents and carers of people with disability who:

- Are motivated in promoting the importance of reproductive and sexual health for people with intellectual disability in NSW
- Have an interest in assisting people with intellectual disability to access reproductive and sexual health services and information
- Have a commitment to improving the safety and quality of the clinical services offered by Family Planning NSW
- Can contribute to the development of information and resources developed by Family Planning NSW, including information disseminated through social media

11. CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) CONSUMER PARTICIPATION COMMITTEE

The committee's objective is to advise, support and make recommendations to the Family Planning NSW Peak Consumer Participation Committee on the integrated clinical services offered by Family Planning NSW.

The committee will be based in Sydney and membership drawn from the Sydney metropolitan area. The committee will support Family Planning NSW in addressing the reproductive and sexual health issues of people from CALD backgrounds living in NSW by:

- Providing feedback on the strategic directions of Family Planning NSW
- Advising Family Planning NSW on matters relating to the safety and quality of clinical services offered to people from CALD communities
- Providing feedback to Family Planning NSW on consumer information resources developed by the organisation
- Providing input into any redesign of Family Planning NSW services to accommodate the needs of people from CALD communities
- Recommending ways to engage people from CALD communities in the clinical services of Family Planning NSW
- Participating in the development and review of Family Planning NSW resources and information for people from CALD communities

11.1. Membership

Membership will be open to people from CALD communities living in the Sydney metropolitan region who:

- Are motivated in promoting the importance of reproductive and sexual health for people from CALD communities
- Have an interest in assisting people from CALD communities to access reproductive and sexual health services and information
- Have a commitment to improving the safety and quality of the clinical services offered by Family Planning NSW
- Can contribute to the development of information and resources developed by Family Planning NSW, including information disseminated through social media

12. MEMBERSHIP OF FAMILY PLANNING NSW

Family Planning NSW is an independent, not for profit organisation responsible to a voluntary Board of Directors. Positions on our board are drawn from our membership with members also having the right to vote at annual general meetings (AGMs).

The ability to become a member of Family Planning NSW is advertised on our website.

Engagement with our members includes:

- Holding annual events which connect Family Planning NSW Board members and senior staff with our members
- Distribution of member benefit information and biannual e-newsletter to update our members on Family Planning NSW news, events and initiatives where they can become involved
- Invitations to Annual General Meetings (AGMs) and extraordinary meetings and encouragement to participate in decision making

13. CONSUMER ENGAGEMENT IN ACTION

Determining health needs in Cessnock

In 2012, the Family Planning NSW Strategic Services study conducted by Sirius Economics identified the following reproductive and sexual health needs in the Hunter region:

- High cervical cancer rates
- High teenage fertility rates
- High sexually transmissible infection (STI) notifications

Results from the survey led Family Planning NSW Hunter to review health statistics for the area to determine future service provision. It was determined that a multi-disciplinary reproductive and sexual health needs assessment of the Cessnock Local Government Area (LGA) be conducted to guide potential future service provision.

The needs assessment involved interviews with General Practitioners (GPs), practice nurses, practice managers, teachers, youth workers, community workers, and pharmacists. Focus groups with young people were undertaken and those interviewed will have direct feedback into future service provision in the Cessnock area.

Determining the reproductive and sexual health needs of women and girls from CALD communities

This project involved interviews with women who have daughters of menarche age to better understand the practices and traditions when a girl first gets her period. The project also sought to learn how and when girls find out about menstruation, and the information required for girls to learn about menstruation. The results of the project fed directly into a menarche program of education delivered in South Western Sydney

Untold stories

Women from different cultural backgrounds (Chinese, Indian, Iraqi Assyrian, Cambodian, Afghanistan, Assyrian, Burmese, Vietnamese, Arabic, Nepalese, and French Congolese) were interviewed about their experiences of Pap tests, both in English and in their own language. Their experiences were then crafted into online stories to educate other women about the importance of cervical cancer screening.

The Little Black Dress

Research conducted by Family Planning NSW in 2009 showed that women aged 40 years and above were meeting as many new sexual partners as younger women. Further, that women of all ages were found to be at risk of sexually transmissible infections and that while women aged 40 years and above were more likely to discuss STIs with a new sexual partner, they were also more likely to agree to unprotected sex with a new partner.

Women who took part in the research project were invited to participate in the development of an online resource. The women also recommended that a similar research and health promotion project be developed with men aged 40 years and above. Family Planning NSW is undertaking this research in 2014.

Reproductive and sexual health needs of CALD communities in Western Sydney

This research examined the construction and experience of reproductive health in women from the Assyrian and Karen communities living in Greater Western Sydney, in order to explore unmet need in the area of reproductive and sexual health as the communities would define them.

Sexual diversity project for people with disability

The aim of the project was to create a resource that contained positive images and accessible information about sexual diversity, including same-sex attraction, among people with intellectual disability. People with intellectual disability, who are LGBTI, were actively involved in the project development process and participated in a series of photographs which gave them freedom to express their individuality.

What Suits Me – Contraceptive information for guys and girls

Three focus groups determined the content and design of a new resource on contraception methods for young people. The resource has information on each contraceptive method and gives important details such as benefits, drawbacks, access and cost. The final design and content of the resource was influenced by the input of the young people and has been popular with young people.

Aboriginal and Torres Strait Islander resources

Five resources for the Aboriginal and Torres Strait Islander community were focus tested in remote, rural and urban areas. The feedback centred around the content of the resources which was described as culturally appropriate, suitable for the communities and able to meet the specific needs of the Aboriginal and Torres Strait Islander community. Consultation also involved staff from the Aboriginal Health and Medical Research Council (AHMRC).

Hip hop DVD

A DVD was developed in collaboration with Aboriginal and Torres Strait Islander young people in Cessnock. Family Planning NSW delivered an education session to Aboriginal and Torres Strait Islander young people focussing on STIs. The young people then developed a hip hop track which conveyed messages around safe sex.

Youth vodcast

The vodcast conveys information to youth consumers on what they can expect when they visit a Family Planning NSW clinic. The resource was developed following a workshop with young people who then appear in the video.

14. CONTACT US

For further information or to provide feedback on our framework
Please contact
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More information is also available on our website at
www.fpnsw.org.au/consumerparticipation

www.fpnsw.org.au | talkline 1300 658 886 | bookshop

clinical services & information | education & training | research | international development

Family Planning NSW is a not-for-profit organisation funded by the NSW Ministry of Health

