



# District Health Advisory Council (DHAC) Annual Work Plan Guide

**This guide can assist in developing annual work plans that have purpose, direction and achievability.**

**Key points: the annual work plan should align with both the:**

**WACHS strategic plan 2025-30 and DHAC roles of:**

- communication and advisory
- supporting safety and quality improvement
- consumer input into health service planning
- supporting consumer health literacy.

**Key point: develop achievable actions that are measurable.**

## When developing annual work plans

- Consult with your community about what matters to them.
- Liaise with relevant staff to maximise engagement and success.
- Be innovative and forward thinking in selecting areas for improvement.
- Work closely with your Operations Manager for direction and support.
- Consider previous work plans to identify any barriers in achieving actions.
- Keep the annual work plan as a standing item on meeting agendas.

## When evaluating your work plan

- Did you achieve the desired outcomes outlined in the annual work plan?
- What changes were made to improve the patient experience, service improvement or community engagement and how were these measured?
- What outcomes (if any) were not achieved? What were the barriers?
- What were the lessons learnt?



## When documenting, sharing and promoting the annual work plan

- DHAC Chairs will complete an annual report based on the annual work plan, which needs approval and sign off by the Executive Director by 30 March 2026.
- Annual work plan achievements can be promoted via the WACHS Facebook page, intranet and various other forums of choice.

### Suggestions for 2026 annual work plans

#### With the support of the Operations Manager:

- **‘Patient First’:** identify how you can assist with promoting and providing ‘Patient First’ information to patients.
- **Aishwarya’s CARE Call:** identify how you can assist with promoting **Aishwarya’s CARE Call** to patients and their families and carers.
- **Disability and Inclusion Plan (DAIP):** find out how to become an active participant in the implementation of the WACHS DAIP.
- **New staff orientation:** share information about DHAC and consumer engagement initiatives at staff orientation sessions.
- **Health Literacy:** review the consumer information in your health service, e.g. posters, brochures etc. Support with increasing health literacy by visiting inpatients and providing information about a particular activity, e.g. falls prevention.
- **Cultural/social disadvantage awareness:** engage with diverse consumer groups and seek their feedback about their health experiences to inform health service improvements.
- **Mental Health Advisory Group:** invite your local Mental Health Advisory Group to join DHAC in a community engagement event.
- **Care Opinion promotion:** consider how you can assist with promoting Care Opinion, including encouraging and supporting people to share their story.
- **Consumer Feedback:** consider how you can support your health service to:
  - seek consumer feedback on planned service improvements.
  - design ways to receive consumer feedback e.g. survey, community café or other events.
  - review consumer feedback (complaints or compliments) responses and provide feedback on them.

**Please note: the WACHS Patient Experience and Community Engagement team can be contacted if required at: [WACHSconsumerengagement@health.wa.gov.au](mailto:WACHSconsumerengagement@health.wa.gov.au)**