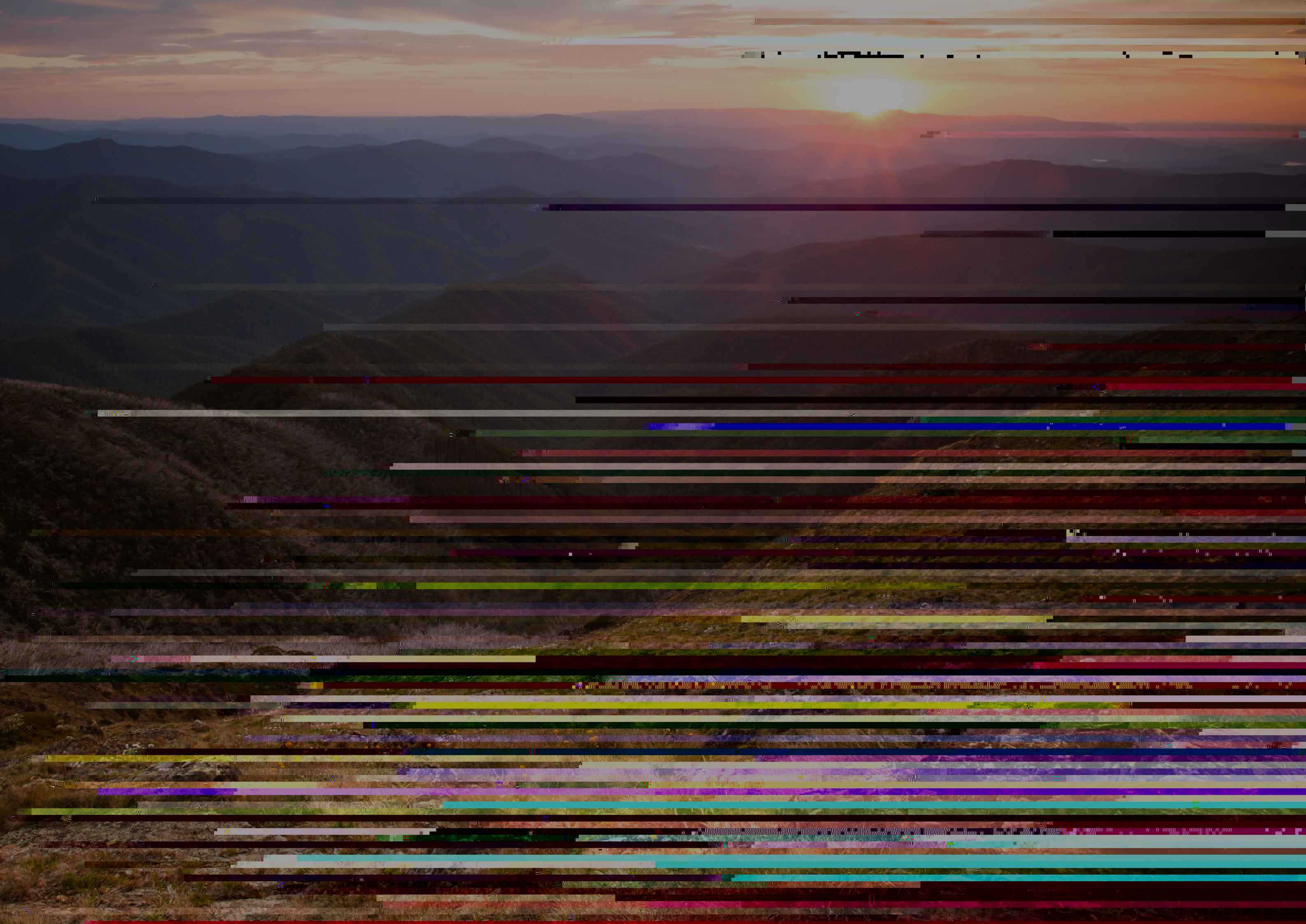
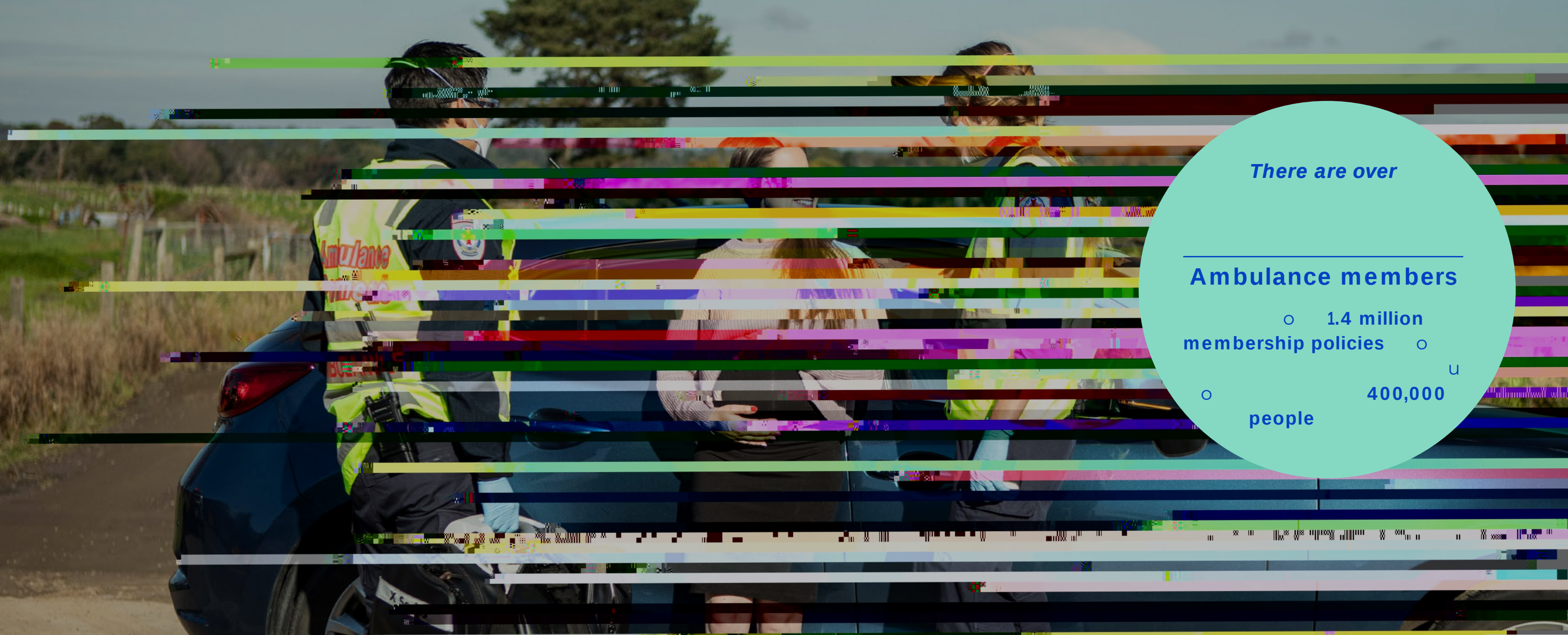


Community and Consumer Engagement Plan

2023/2028







There are over

Ambulance members

- 1.4 million membership policies
- 400,000 people

P ○

○

○

ENGAGEMENT APPROACH 11

MEASURING SUCCESS 14

- P ○
- P ○
- P
- P

IMPLEMENTATION AND MONITORING 19

Jane Miller
Chief Executive

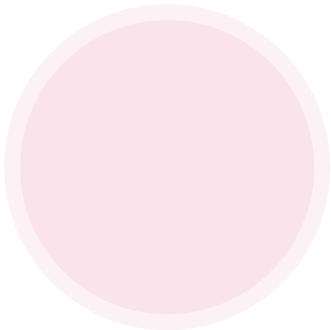
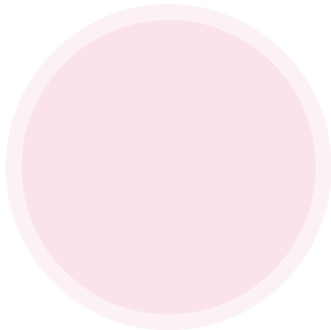
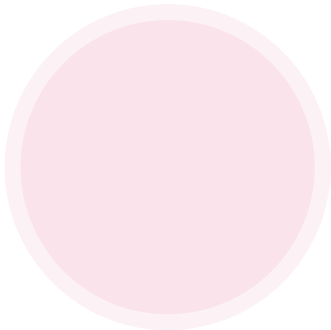
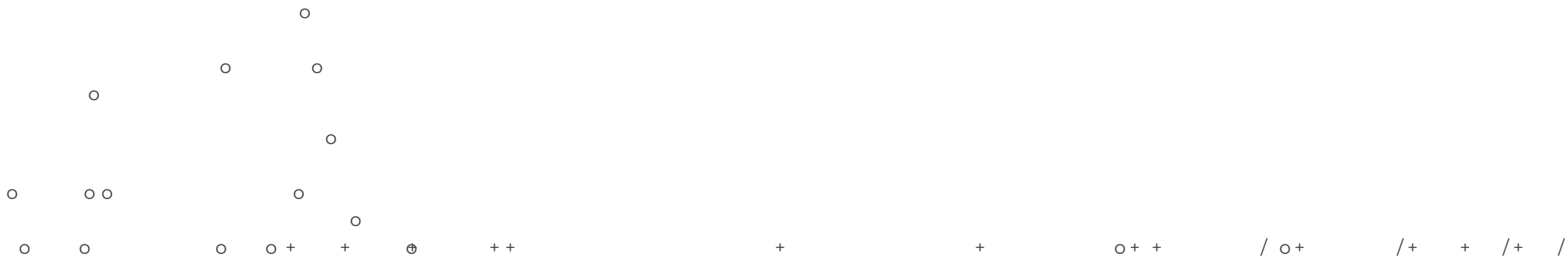
*I am delighted to introduce
our Community and Consumer
Engagement Plan (CCEP) 2023-2028.*

Who we are



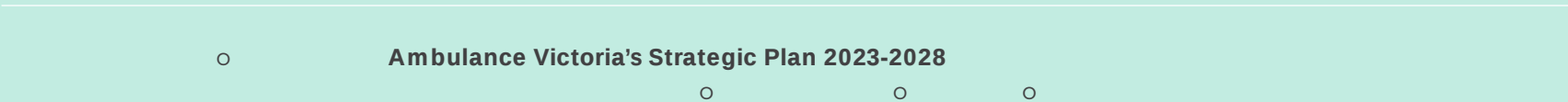
Our communities and consumers

Better health outcomes are achieved when we work together. This is why we will continue to build our capability to design, implement and measure the outcomes of community and consumer engagement across Ambulance Victoria.



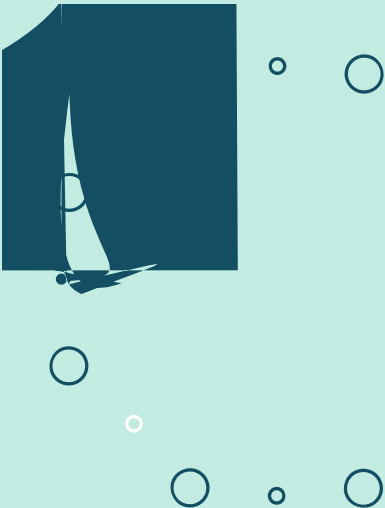
Delivering the Plan

This Plan supports a strategic shift from an activity-focused plan to an outcomes-focused one, which is essential for measuring the impact of our work.



Ambulance Victoria's Strategic Plan 2023-2028

Our *connection* to our community and patients



Embedded within everything we do are Ambulance Victoria's values, which create a shared purpose and understanding of who we are, what we stand for, and how we act. Our purpose, values and belief guide us every day to be successful in achieving our strategic objectives and meet community needs and expectations.



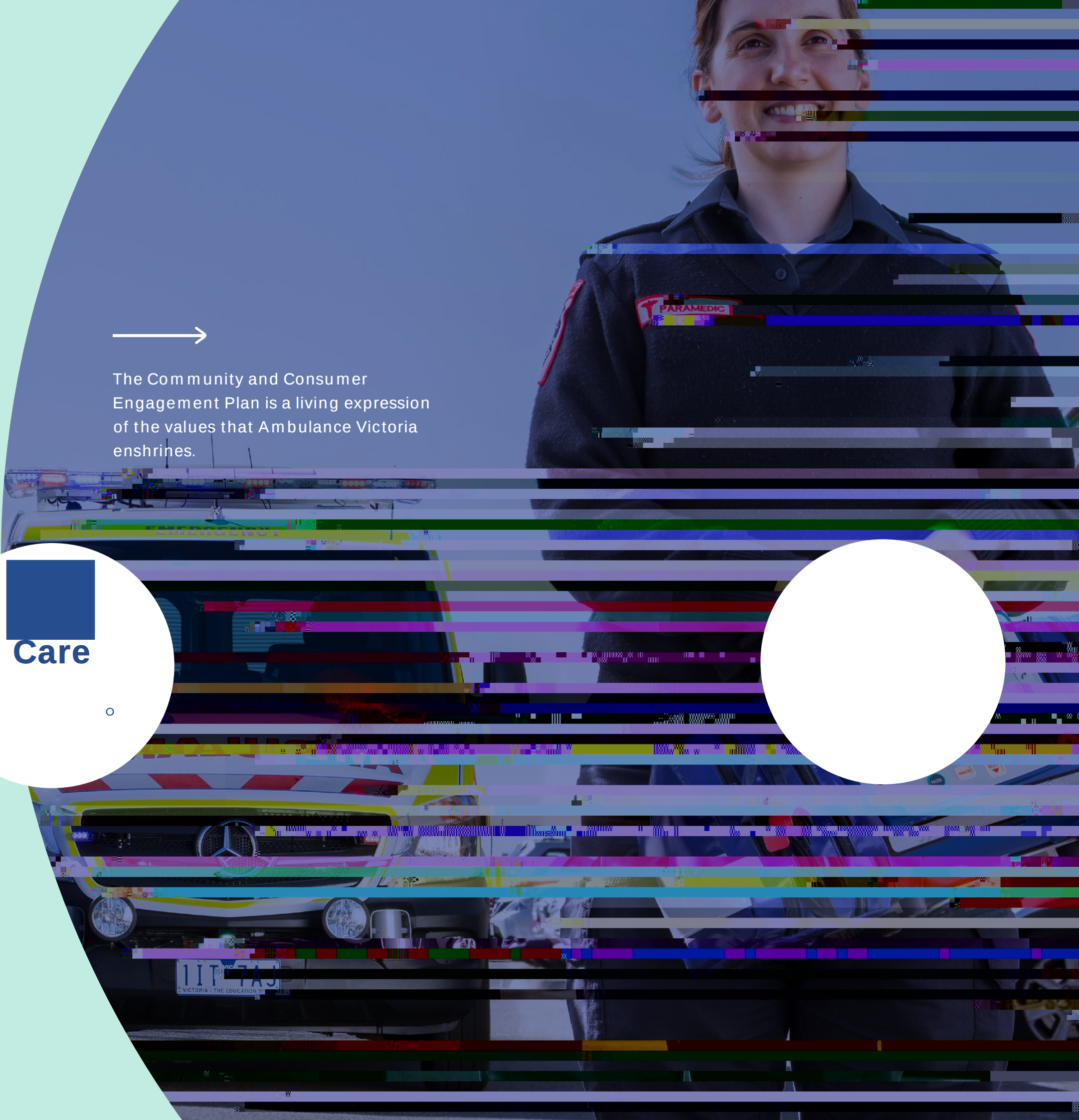
The Community and Consumer Engagement Plan is a living expression of the values that Ambulance Victoria enshrines.



-
-
-
-



- ○
-
- u ○ u
- u ○
- ○



Consumer and community engagement is an intentional

purpose of working across organisations, stakeholders and communities to shape the decisions or actions of the members of the community, stakeholders or organisation in relation to a problem, opportunity or outcome.

International Association for Public Participation (IAP2)

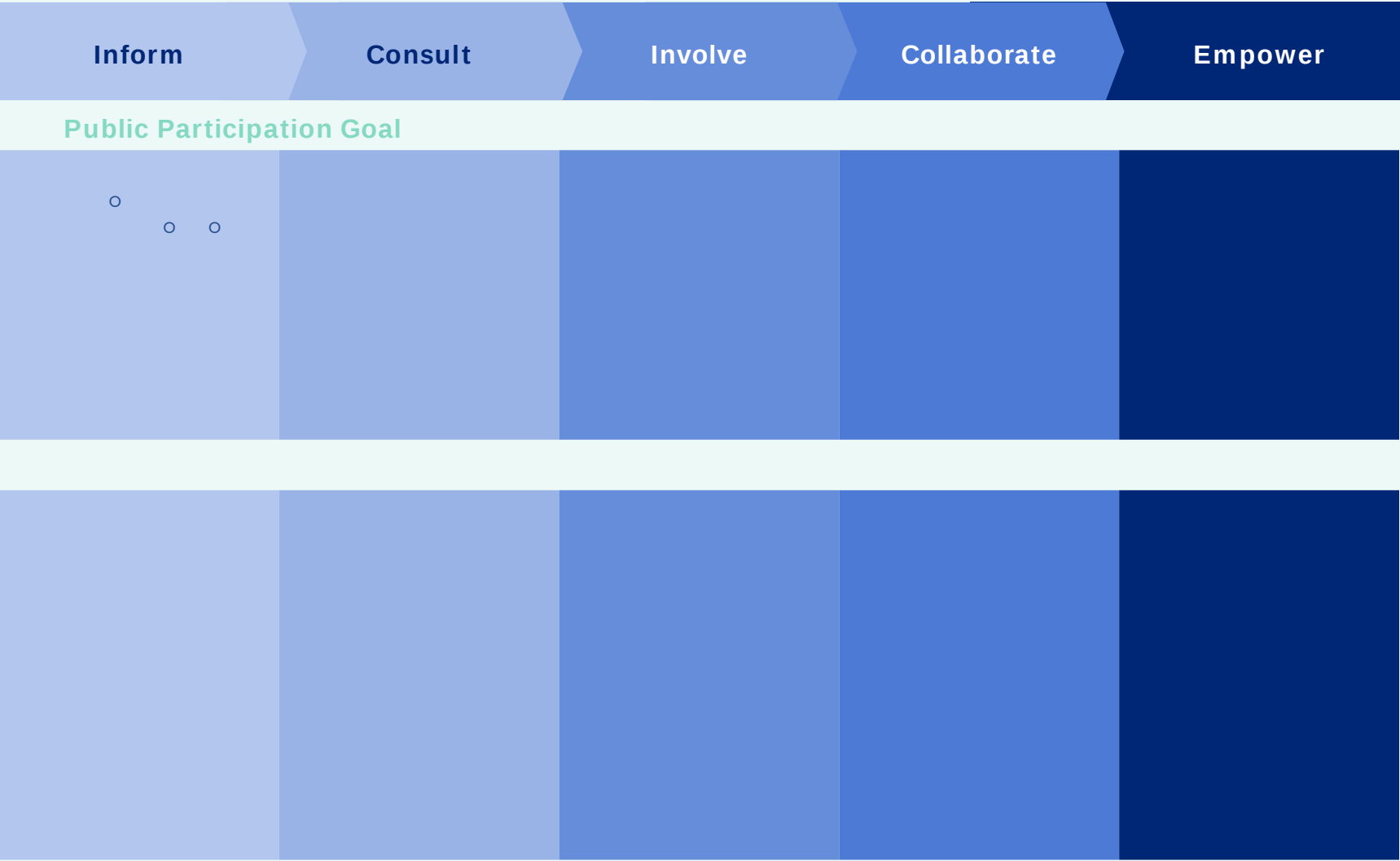
o
u
u
o

Levels of participation

Ambulance Victoria’s approach to community and consumer engagement is guided by the International Association of Public Participation (IAP2) Spectrum of Engagement, which is recognised world-wide as the best practice tool for engagement.



Increasing impact on the decision



We will focus our effort
and investment to achieve
our outcomes.

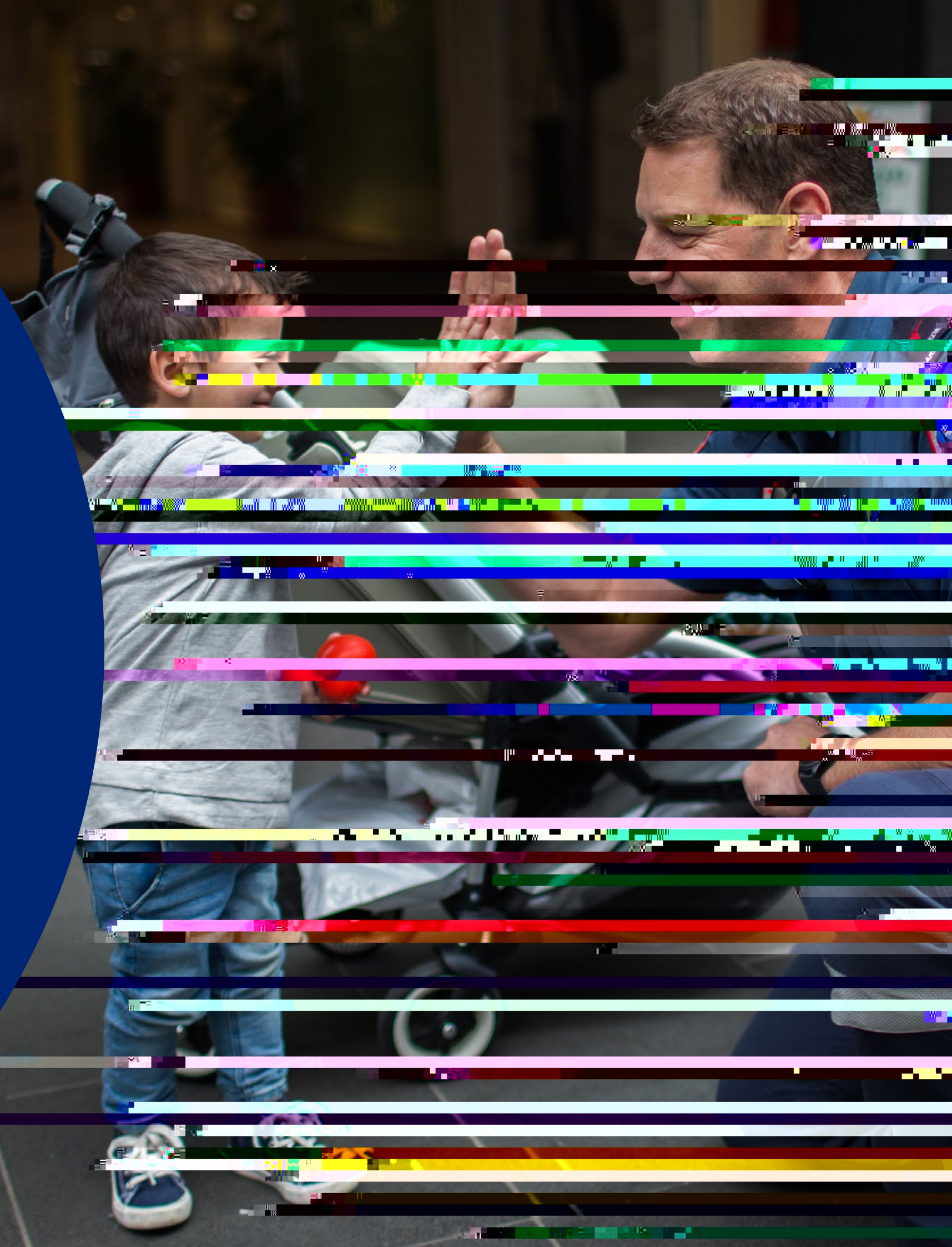


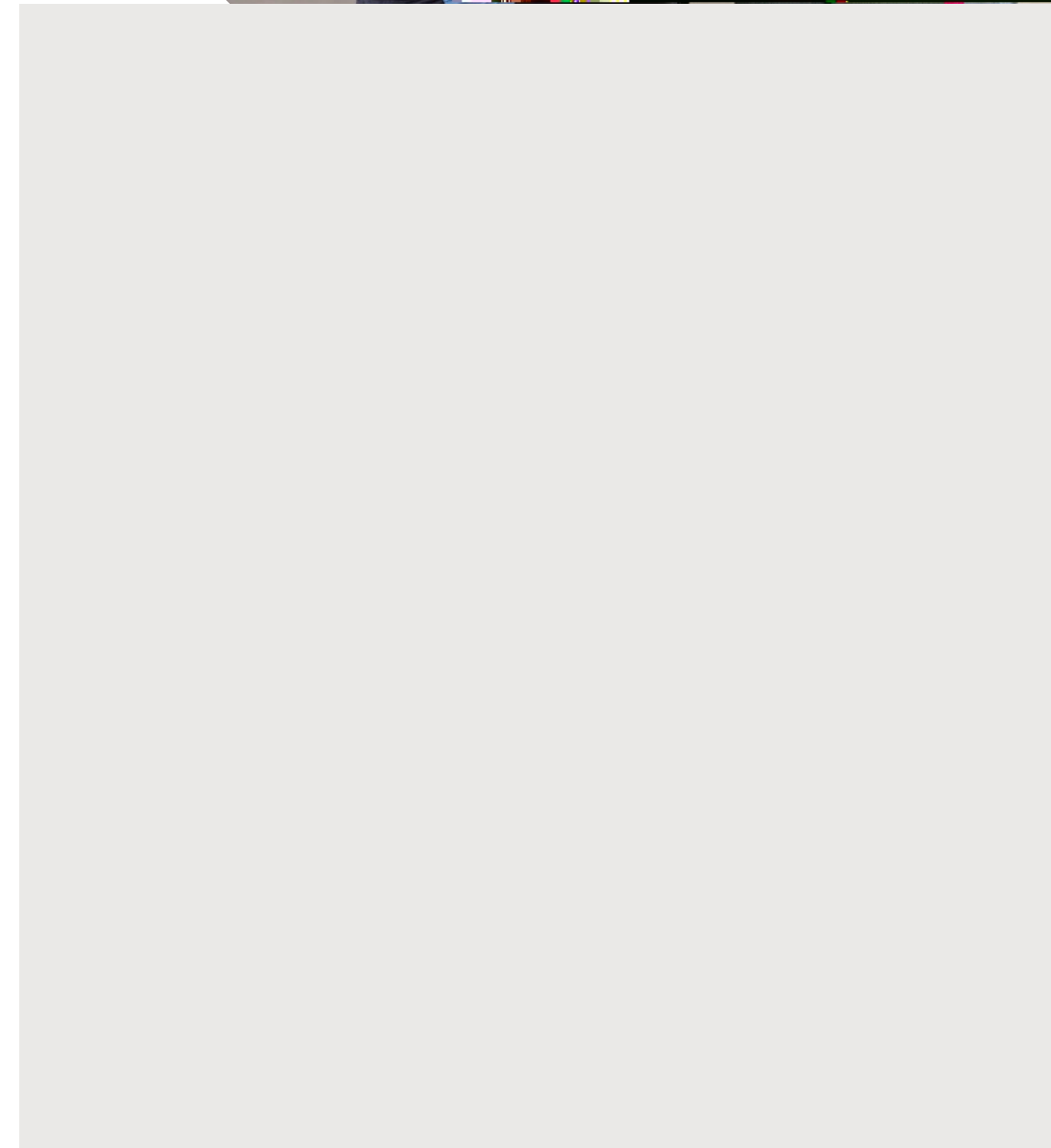
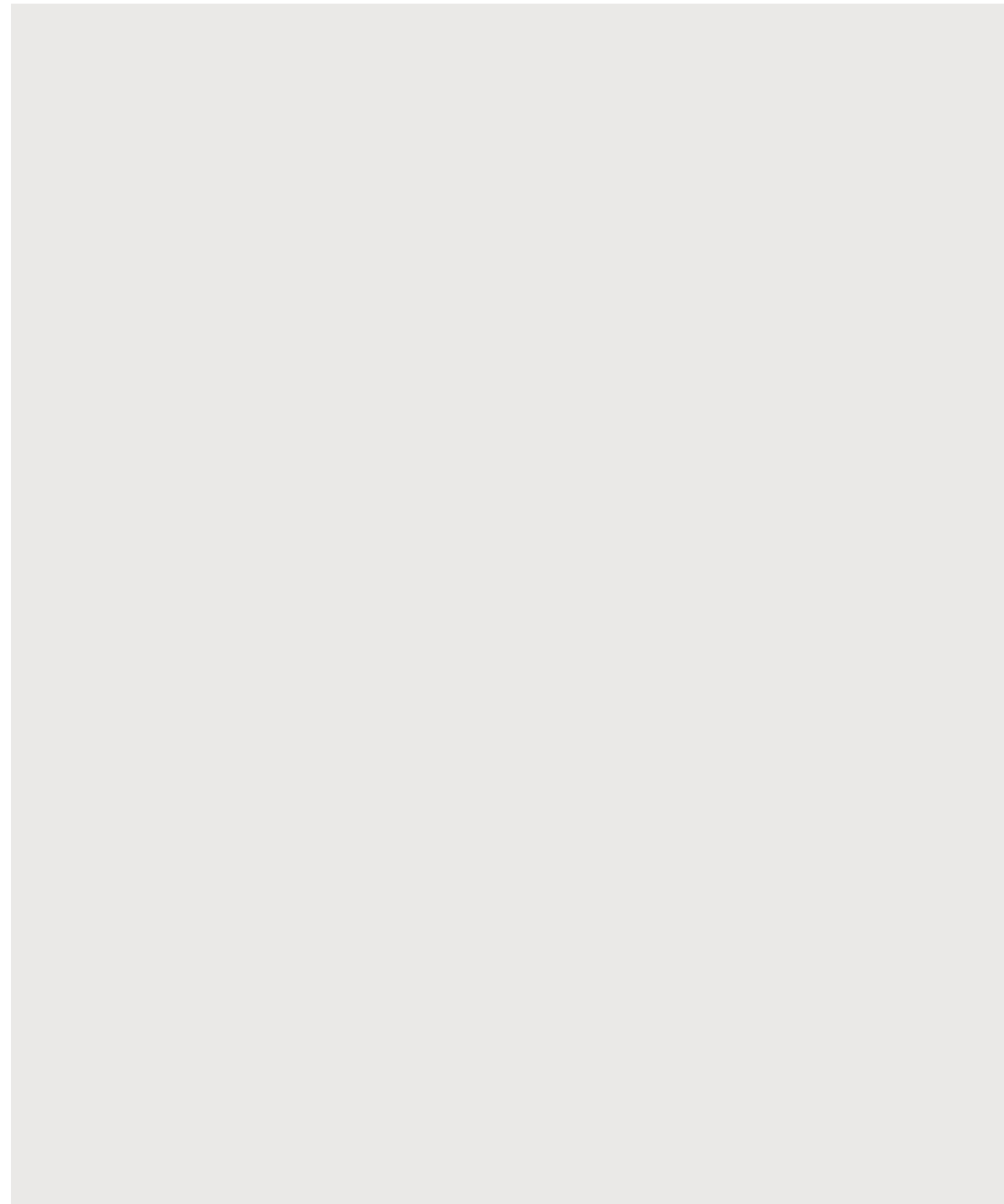
Focus 1
Health
education

Focus 2
Service
co-design

Focus 3
Organisational
capability

Focus 4
Collaborative
partnerships







3.1 Ambulance Victoria staff are capable, motivated and engaged in consumer engagement



/ o

oo P u

