

# Consumer Representative EOI Form

## Community Advisory Committee

**Western Health is seeking community members to provide a consumer perspective to our health service by becoming members of the Community Advisory Committee (CAC). There is evidence that active consumer participation in health service planning improves the quality and effectiveness of health systems as a whole. This is a very important role to Western Health as we look to our community to assist us in meeting the needs of the communities that we serve.**

### **About Western Health**

Western Health provides a range of health services including emergency, elective, medical, surgical, obstetrics, paediatrics, community-based rehabilitation, acute geriatric medicine and subacute services from three acute hospital campuses - Western Hospital (Footscray), Sunshine Hospital Williamstown Hospital and Sunbury Hospital.

Western Health's catchment extends from Footscray and out to the growth corridors of Caroline Springs and Melton, up to Sunbury and down to Werribee. It numbers approximately 690,000 people and is growing at 4% per annum.

### **Western Health Strategic Plan 2015-2020**

The CAC is aligned with the Western Health Strategic Plan aims of :

Aim 2: Connecting the care provided to our community

Aim 3: Communicating with our patients, our partners and each other with transparency

## EMBODYING THE VALUES OF:

- Compassion
- Accountability
- Respect
- Excellence
- Safety

## ACHIEVING THE OUTCOMES OF:

- The best care for all our patients
- Improved health outcomes for our community
- Reduced waiting for patients and staff
- Partnerships that provide services where they best meet care needs
- Leading translational and health service research
- The best use of constrained resources

WE WILL  
DO THIS  
TOGETHER  
BY

## IMPLEMENTING OUR STRATEGIC AIMS:

### AIM 1:

*Growing & improving  
the delivery of safe,  
high quality care*

### AIM 2:

*Connecting the care  
provided to our  
community*

### AIM 3:

*Communicating  
with our patients, our  
partners & each other  
with transparency  
& purpose*

### AIM 4:

*Being socially  
responsible &  
using resources  
sustainably*

### AIM 5:

*Valuing &  
empowering  
our people*

## About the Committee:

The Community Advisory Committee (CAC) ensures Western Health engages with its community in decision making related to service operations, planning and policy development. This engagement is based on the principle that community participation improves safety & quality of health care and leads to improved health outcomes for patients. This engagement is informed by community needs and includes but not limited to those consumers representing those communities of people with disabilities, lesbian, gay, bi sexual and Intersex (LGBTI), Aboriginal & Torres Strait Islanders (ATSI) and Culturally & linguistically diverse (CALD). The CAC provides consumers with a mechanism to influence decision making at an organisational level. The CAC is appointed by the Western Health Board of Directors and is a Victorian statutory requirement as outlined in the Health Services Act 1988 i.

## Membership:

Position/Role
Chair & Western Health Board Member
Western Health Board Member
Secretariat Manager, Community Partnerships
Consumer Representative
Consumer Representative
Consumer Representative
Consumer Representative
Consumer Representative
Consumer Representative
Consumer Representative
Consumer Representative
Consumer Representative
Western Health Executive
Western Health Executive

## Purpose:

The Community Advisory Committee plays an important role in helping to ensure we partner with our patients, consumers and the community in our planning, service delivery and improvement.

## Objective:

The Western Health Community Advisory Committee (CAC) is made up of 8 community members, a Board Chair and is supported by the Executive Director of Nursing and Midwifery.

The CAC is a high-level committee, which is appointed in an advisory capacity to the public health service board as a legislated advisory committee of the board. It has no executive authority.

## **The role of a consumer member**

CAC members are able to show skills and expertise including:

- Active interest in health issues affecting the community
- Strong community links and commitment
- Good communication skills
- Contribute specialist knowledge and expertise by providing consumer, carer and community perspectives.
- Inform and or influence decision making at a strategic level.
- Be active community members with strong community networks and a sound understanding of local or regional issues.
- Interact with staff and consumers and discuss issues pertaining to a strategic level
- Reflect on and present community issues at a strategic level, rather than focusing on personal concerns or individual issues.
- Provide advice on how to report information back to the community.
- Provide advice on how to improve the service form a consumer perspective.
- Advocate on behalf of Consumers Carers and Community members.

## **As the successful applicant you will be required to**

- Participate in complex discussions with healthcare professionals and articulate the potential issues that confront patients, families and carers who receive services from Western Health whilst also embracing a broader view.
- Be able to listen to differing opinions and work constructively with fellow committee members and staff and management.
- Demonstrate a basic knowledge of the Australian public health care system.
- Abide by Western Health's Privacy and Confidentiality policy
- Be 18 years of age or over
- Be able to physically attend a minimum of three meetings a year
- Actively participate in meetings or any additional activities arising from the work of the Committee
- Reside in the primary patient catchment of Western Health. The Western Health catchment includes the local government areas of Hobson's Bay, Brimbank, Maribyrnong, Hume, Melton, Wyndham

- Be a Western Health, patient carer or family member of patient, or a former patient.

The CAC has the following critical roles:

1. To provide direction and leadership in relation to the integration of consumer, carer and community views into all levels of health service operations, planning and policy development.
2. To advocate to the board on behalf of the community, Consumers Carers and Community members and carers.
3. To inform and or influence decision making at a strategic level.

### **Meetings**

The Committee will meet four times per year. The meetings are 1.5 hours in length and will have at least 8 and up to 12 community members, appointed by the Health Service Board.

### **Term of Appointment**

3 years with members have the opportunity to also be reappointed for up to 3 terms

### **Support**

Successful candidates will be provided with:

- Access to car parking.
- An orientation to the Committee
- Support from the Committee Secretariat and Chair
- Support from the Manager of Community Participation
- Opportunities for training and professional development relating to the consumer role
- A sitting fee