

# Information for Community Advisory Committee Members

Melbourne Health

Last updated January 2015



Name: \_\_\_\_\_

Allocated Role: \_\_\_\_\_

| <b>Paperwork</b>   | <b>Completed</b><br><i>tick, date or reference</i> |
|--|--|
| Application Form   |  |
| Police Check Form  |  |
| 100 point identification   |  |
| ID Badge   |  |
| Confidentiality and Conflict of Interest Agreement and Declaration |  |
| Position Description   |  |

| <b>Orientation / Training</b>                        | <b>Completed</b><br><i>tick, date or reference</i> |
|--|--|
| Meeting with Community Engagement                    |  |
| MH Orientation                                       |  |
| Volunteer Orientation (Days 1 & 2)                   |  |
| Fire Training (if not completed through orientation) |  |
| Hand Hygiene   |  |
| Partnering with Consumers                            |  |

**Please ensure you have read and/or know where to access:**

- Partnerships in Care Strategy
- Consumer, Carer and Community Participation Policy
- Consumer & Carer Training Calendar
- Terms of Reference for the Committee you are joining (if relevant)

Please give completed checklist to the Community Engagement Team  
or email [Consumers@mh.org.au](mailto:Consumers@mh.org.au)

## Introduction

Welcome to the Melbourne Health Community Advisory Committee. We are delighted you have decided to help us improve the services within Melbourne Health and look forward to your contribution.

Active consumer participation in health service planning improves the quality of health care and the effectiveness of health systems as a whole. Your role as a consumer is really important to us and will assist Melbourne Health meet the needs of the communities we serve.

We will do our best to assist you in your role as a consumer on a committee and to support you in any way we can.

## Purpose of this information pack

This Information Kit provides information to help you in your role as a member of the Melbourne Health Community Advisory Committee.

### **Feedback**

We welcome your comments about how useful you find this Kit has been, and your suggestions about how it could be improved. Please email [Consumers@mh.org.au](mailto:Consumers@mh.org.au) or contact the Community Engagement Manager on 9342 7760.

## Definitions

### **Consumers**

For the purpose of this Information Kit, “consumer” is defined as a user or a potential user of Melbourne Health Services. This includes not only patients, but also their families, carers and friends.

### **Consumer Participation**

For the purpose of this kit consumer participation occurs when consumers are involved and have input into decisions about the health services policy and planning and the care and treatment of themselves and of the wider community.

### **Partnerships**

Consumer participation involves consumers and staff working in a partnership and recognising the knowledge and experience each brings.

## About Melbourne Health and our community

Melbourne Health is a Metropolitan Health Service and is made up of the

- Royal Melbourne Hospital City Campus,
- Royal Melbourne Hospital Royal Park Campus,
- North West Dialysis Service and
- North Western Mental Health Service.

It provides emergency, hospital and outpatient services to people who live in the cities of Melbourne, Moonee valley and Moreland and to people throughout wider Melbourne and Victoria.

The population Melbourne Health services is diverse and is made up of people from many different cultural groups including culturally and linguistically diverse, age, gender, socio-economic status, sexual orientation, disability and specific interest groups (eg condition related). We need to ensure that the views of all these groups are identified and heard.

Melbourne Health's experience in working with the community and consumers to date has been rewarding and effective. The Melbourne Health Community Advisory Committee, which consists of community members and Board members, works to promote and strengthen consumer participation across the organisation. Melbourne Health services are increasingly inviting consumers to provide feedback and advice about services and to contribute to service planning. The work of the Community Advisory Committee has been instrumental in bringing this about.

### **Strategic Plan - Our Goals and Values**

<http://www.mh.org.au/www/342/1001127/displayarticle/1001228.html>

### **Annual Report**

<http://www.mh.org.au/www/342/1001127/displayarticle/1001498.html>

### **Quality of Care Report**

<http://www.mh.org.au/www/342/1001127/displayarticle/1001509.html>

### **Partnerships in Care Strategy**

<http://www.mh.org.au/www/342/1001127/displayarticle/1018447.html>

### **Organisational Structure**

<http://www.mh.org.au/www/342/1001127/displayarticle/1001227.html>

### **RMH Site Maps**

<http://www.rmh.mh.org.au/contact-us/w1/i1033648/>

## Your role as a consumer on the CAC

Your role as a member of the CAC is to:

- **Provide leadership and direction** in relation to the integration of consumer views into all levels of the health service
- **To advocate to the Board** on behalf of the community consumers and carers

The role of the CAC is detailed in the Community Advisory Committee Guidelines (DHS 2006). Being on a committee is about working in collaboration with the health services. As a member of the committee you need to think not just about your views and issues but about the broader community and the collective impact on all consumers.

### Doing it with Us for Not Us – Department of Health Policy

<http://health.vic.gov.au/consumer/policy.htm>

### Department of Human Services CAC Guidelines (2006)

[http://docs.health.vic.gov.au/docs/doc/09D5D93A4F1DF1D6CA257C140083586E/\\$FILE/community-advisory-committee-guidelines.pdf](http://docs.health.vic.gov.au/docs/doc/09D5D93A4F1DF1D6CA257C140083586E/$FILE/community-advisory-committee-guidelines.pdf)

## Committee Members

It is important that Melbourne Health support you in your role on the CAC.

- **Jane Bell** is the Chair of the Committee and Board member for Melbourne Health.
- **Sharon McGowan** is the Executive Sponsor of the Melbourne Health CAC.
- **Varnia Muys** is the Community Engagement Manager and resource office for the Melbourne Health CAC. She will provide you with orientation and be your point of contact.

The Chair of committee has the responsibility to help all members of the committee to participate in decision-making. The Chair plays a significant role in the business of the committee including keeping track of decisions made, action taken and ensuring that all members are treated fairly and respectfully. The Chair will introduce you to other members of the committee when you commence your role.

## Outside of the Meeting

There will be opportunities for you to be involved in Melbourne Health outside of the CAC meeting times. This may include participating in:

- Completing surveys with patients and carers
- Completing audits with staff
- Focus groups and open board meetings
- Committee or working groups
- Providing feedback on documents and patient information
- Quality activities and Root Cause Analysis reviews

## Training & Support

We encourage you to participate in training through Melbourne Health and other agencies that support consumer representatives in health services.

As a Community Advisory Committee member we ask that you:

- Complete mandatory training (Fire, Hand Hygiene & Partnering with Consumers e-learning packages)
- Participate in a brief annual discussion with the Community Engagement Manager

### **Health Issues Centre Training**

Organisation supporting consumer representatives in Victorian health services  
[www.healthissuescentre.org.au](http://www.healthissuescentre.org.au)

### **Melbourne Health Consumer & Carer Training Calendar 2015**

<http://www.mh.org.au/secure/downloadfile.asp?fileid=1018453>

## Accreditation & Partnering with Consumers

Consumer representatives play an important role in keeping the perspective of the patient and their carer and family central to our decision making. They also help us to see things from a different perspective.

The Australian Commission on Safety and Quality in Health Care have highlighted the importance of partnering throughout the standards that hospitals and health services are required to meet as part of their accreditation process.

National Standard 2 addresses the areas that health services should demonstrate partnership with consumers including participation in:

- Governance and policy
- Strategy and planning
- Quality, safety and patient experience
- Staff education and training
- Development and review of patient information

### **Standard 2: Partnering with Consumers Fact Sheet**

<http://www.safetyandquality.gov.au/wp-content/uploads/2012/01/NSQHS-Standards-Fact-Sheet-Standard-2.pdf>

### **National Standard 2: Partnering with Consumers**

<http://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/national-safety-and-quality-health-service-standard-2-partnering-with-consumers/>

## Before, during and after a meeting

### **Before the meeting**

Read the agenda and minutes of the last meeting. It might be worth meeting with your contact person on the committee prior to the meeting, to go over the agenda and ask any questions about anything that is new to you or you don't understand.

If there is any jargon or medical terminology that you do not understand, ask for an explanation. Make some notes about any points or questions you would like to raise.

### **Informal Meeting**

For 30 minutes prior to the meeting the consumer members meet to discuss issues they would like to raise in the CAC. The aim of this time is to determine the key points that the members want to raise as 'consumer member points for discussion'.

### **At the meeting**

Feel free to ask questions about anything you don't understand. You can also join in the discussion and make comments.

Clarify if you can add items to the agenda, whether this be at the beginning or end of the meeting. If items get dropped, use 'other business' to have them put on the agenda for the next meeting.

### **After the meeting**

If you had any difficulties with the meeting, make a time to discuss them with your support person on the committee between meetings.

## Tips for consumers on committees

### **Be patient**

Consumer participation is about change in a structure like a health service this can take time. Sometimes progress may not be obvious for a while. Each small change you make as a consumer adds to the value and culture of consumer participation, which will benefit consumers in the long term. We believe that your role is important, even if you think it may be slow.

### **Be confident**

There are no right or wrong answers. Be confident to speak up. Your opinion as a consumer is needed and appreciated. It may take several meetings before you feel comfortable and familiar with meeting procedures and issues. Give yourself time to adjust to the new environment. As you become more experienced you will feel more confident and comfortable.

### **Recognise your own expertise**

Remember that you are the one with the expertise when it comes understanding the consumer perspective.

## Useful Resources

Guidelines for consumer representatives on committees  
(e-learning package for consumers joining committees)  
<http://elearning.ourhealth.org.au/guidelines/index.htm>

Fact Sheets for Consumer Representatives  
<http://www.mh.org.au/secure/downloadfile.asp?fileid=1018454>

Jargon Busters (Guide to commonly used acronyms and jargon)  
<http://www.mh.org.au/secure/downloadfile.asp?fileid=1018455>

The Little Purple Book of Community Rep-ing  
<http://healthissuescentre.org.au/images/uploads/resources/The-little-purple-book-of-community-rep-ing.pdf>

Making Space for the Consumer Voice in Quality and Safety  
<http://healthissuescentre.org.au/images/uploads/hic-publications/Making-space-for-the-consumer-voice-in-quality-and-safety.pdf>

Getting Involved: Information for Consumers on Health Service Committees  
<http://healthissuescentre.org.au/images/uploads/resources/Information-for-consumers-on-health-service-committees.pdf>

## **Frequently Asked Questions**

### **How do I make sure I am clear about my role and expectations?**

The Terms of References and position description has been provided to you in this kit or when you started with the committee. If you have any questions about your role, your support person will be available to discuss this with you.

### **What training and support will I receive as a consumer to support me in my role?**

As well as the support you receive from Melbourne Health, the Health Issues Centre has a number of opportunities for you to participate in events and training with other consumers. Information about the Health Issues Centre Consumer Register has been provided for you in this kit.

### **What are my entitlements as a consumer?**

You are entitled to receive a sitting fee for attending the Committee meeting. Varnia will discuss the process for arranging this with you at each meeting. You will be reimbursed for any out of pocket expenses. Reimbursement will include reasonable expenses of travel, parking, childcare and carer respite. All reimbursements must be approved by the Executive Sponsor and must be supported by receipts.

### **Who do I talk to if I am having difficulties in my role?**

If you are having any difficulties please talk to someone who you feel comfortable discussing it with. This could be the Community Engagement Manager, a mentor from the Community Advisory Committee or the Chairperson. Do not be afraid to voice your concerns. We want to ensure that you have every opportunity to express your views and that your views are heard.