



WEST GIPPSLAND
HEALTHCARE GROUP

Caring for our Community

Community Advisory Council

Information Kit

includes Expression of Interest Form and Council's Terms of Reference

July 2015

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Community Advisory Council

| representing the Community and Consumers of West Gippsland |

Acknowledgements

Fifty five years ago, the hopes of many people for healthcare and participation, were summed up by a woman responding to the Australian National Health and Medical Research council's first community consultation:

*“We desire to express out personalities in our own way,
we desire obsolete customs eliminated, and certainly
we desire a voice in our own destinies.”*

The West Gippsland Healthcare Group acknowledges the Kurnai people, the traditional owners of the land the West Gippsland Hospital stands on, and their elders past and present.

The West Gippsland Healthcare Group Community Advisory Council acknowledges the intellectual property from the Consumer Focus Collaboration, Commonwealth Department of Health and Ageing that has assisted in the preparation of early versions of this documentation.

Prepared by:

Customer Services Manager/Quality Coordinator, May 2006, reviewed January 2009, October 2012, and March 2014.

UPDATED:

COMMUNITY ADVISORY COUNCIL June 2015

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Introduction

This information kit aims to assist consumers interested in joining the Community Advisory Council to gain a better understanding of the importance and role of the Community Advisory Council.

The encouragement of consumer participation is a primary objective of the West Gippsland Healthcare Group and is underpinned by the organisation's key values.

WEST GIPPSLAND HEALTHCARE GROUP Vision

To improve the health and wellbeing of our community.

Mission

West Gippsland Healthcare Group is committed to the provision of high quality, integrated health care that meets the changing needs of individuals and our community.

What we value is:

- | | |
|------------------------------|---|
| Our Customers | be committed to continuity of care for individuals whilst recognising rights, responsibilities and participation. |
| Our Community | be a responsible corporate citizen and neighbour in caring for our community and environment. |
| Our Staff | we are committed to our staff's wellbeing and ongoing development. |
| Leadership | be a role model in the planning and delivery of health services. |
| Improving Performance | ensure continuous quality improvement. |



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The Importance and Value of Consumer Participation

- ✓ *Participation is an ethical and democratic right of consumers as citizens*
- ✓ *Consumers have a right to a say in their own care and destiny*
- ✓ *Consumer participation makes services more responsive to the needs of consumers*
- ✓ *Consumers can often provide a particularly valuable perspective shaped by knowledge of personal experiences of health issues and health care that staff may not have realised or forgotten about*
- ✓ *Consumers provide a fresh, interested 'outsiders' look at the project and can bring new ideas and thoughts to traditional processes*
- ✓ *Consumers assist in improving quality improvement through end-user on policy and program development*
- ✓ *Participation can ensure a culturally relevant context for program development and assist in accessing hard to reach groups*

The Consumer Perspective

There is no single perspective that applies to all consumers, but rather a range of issues that will be important to different people.

Looking from a consumer's perspective, means analysing things from standing in one of the following sets of shoes:

- ✓ *Someone with the disease/condition, that uses or will potentially use health services*
- ✓ *A personal carer of someone likely to be a user of the service or is affected by the particular disease/condition.*
- ✓ *Someone who wishes to pursue a healthy lifestyle*



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Definitions

Consumer

People who either directly or indirectly make use of health services. From the individual who is receiving or has received a health service, to their family and carers, to consumer organisation and representation, and ultimately to communities and citizens.

Community

A group of people living in the same geographical area sharing defined basic values and interests.

Consumer/Community Representative

A person who voices a perspective on behalf of consumers. The person is often nominated by, and may be accountable to a group of members. E.g. a member of the Asthma Foundation

Carers

People whose lives are affected by assuming a caring role of a consumer.

West Gippsland Healthcare Group Community Advisory Council Members

Members of the WGHG Community Advisory Council provide a consumer and community perspective to the work of the organisation.

Consumer Participation Levels

West Gippsland Healthcare Group aims to incorporate consumer input at multiple levels of business:

At the organisation level

- ✓ *Participation in community needs assessment processes*
- ✓ *Participation in strategic and business planning processes*
- ✓ *Decision-making at board level.*

At the program level

- ✓ *Consumers input can be incorporated through participation and collaboration in the planning, implementation and evaluation of specific programs e.g. the delivery of breast care services.*

At the individual level

- ✓ *Through developing consumer practitioner partnership models of care*
- ✓ *Assisting, supporting and encouraging consumers to be actively involved in decisions about their care.*

Ladders of Participation

The level of participation is often described on a continuum from low to high, with consequences for processes and outcomes, as outlined in the 'ladder of participation' tables below:



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Levels of consumer participation at an **organisation/community level**

The level of participation	Consumer participants action	Illustrations
HIGH 	Control of project	Organisation asks community to identify the problem and to make sure all the key decisions on goals and means. The organisation is willing to help the community at each step to accomplish goals.
	Delegate control	Organisation identifies and presents a problem to the community, defines the limits and asks community to make a series of decisions, which can be embodied in a plan it can accept.
	As a joint planner	Organisation presents tentative plan subject to change and open to change from those affected. Expects to change plan slightly and perhaps more subsequently.
	As an advisor	Organisation presents a plan and invites questions. Is prepared to modify plan if necessary.
	Is consulted	Organisation promotes a plan. Seeks to develop support to facilitate acceptance or give sufficient sanction to plan so that compliance can be expected.
	Receives information	Organisation makes a plan and announces it. Community is convened for information purposes. Compliance is expected.
LOW	None	Community not involved.

Levels of consumer participation at an **individual consumer level**

The level of participation	Consumer participants action	Illustrations
HIGH 	The consumer has control over the decision making process in care delivery	The practitioner involves the consumer in all levels of decision making. The practitioner ensures the consumer has complete and relevant information in order to decide the form of care/treatment delivered i.e. information about prevention, conditions, complications, treatment options. The practitioner accepts the consumer's right to an informed choice. The key to success at this level is the provision of written and verbal information presented in an accessible and understanding way explaining treatment choices and likely outcomes with pathways for asking and getting answers to questions.
	Consumer and practitioner work in partnership	Practitioner is willing to develop an individual healthcare plan in conjunction with the consumer. The quality and level of consumer participation will depend on how informed and comfortable the consumer is with the process, the degree of participation the consumer chooses and how well or unwell the consumer is feeling at the time of consultation.
	Consumer receives information	Consumer is provided with information about the care they are going to receive.
	Consumers surveyed	Consumers are asked to provide retrospective feedback via customer satisfaction survey.
LOW	None	Consumer is not given the opportunity to participate in care. Care is delivered without consultation or information being provided.



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Accessing Consumer Input

West Gippsland Healthcare Group currently accesses consumer input in a variety of ways, including:

- ✓ *Feedback from surveys e.g. patients and residents*
- ✓ *Input into projects from specialist consumer body representatives, eg the Stroke Foundation*
- ✓ *Special interest groups who meet regularly within West Gippsland Healthcare Group eg WIGS Cancer Support Group, are sometimes used as focus groups to discuss ideas and gain feedback*

The Board of the West Gippsland Healthcare Group established the Community Advisory Council in February 2007.

Community Advisory Council Membership

Members of the Community Advisory Council will be:

- ✓ *Welcomed and accepted as part of a team in a partnership approach to quality improvement*
- ✓ *Provided with information to make sure they can contribute effectively*
- ✓ *Given the opportunity to ensure that issues are clarified and explanations are given in a positive, knowledge sharing way*
- ✓ *Given an equal opportunity to have opinions heard*
- ✓ *Acknowledged for their contribution.*

Member Role Statement

Context

The West Gippsland Healthcare Group (WGHG) Community Advisory Council is important in achieving higher levels of community participation in the development of health services to residents of Baw Baw Shire.

Role of the Community Advisory Council

The role of the Council is outlined in the objectives listed in the Terms of Reference attached.

Role of general members

The specific duties and responsibilities of the General Members of the Community Advisory Council include:

- ✓ *Participating in the Community Advisory Council meetings*
- ✓ *Contributing to the development of improved feedback mechanisms between the community and service providers*
- ✓ *Contributing to the successful completion of the Community Advisory Council's objectives.*

Accountability

General members are accountable to the West Gippsland Healthcare Group Board of Directors.

General members do not have the authority to act as spokesperson on behalf of the Community Advisory Council in roles other than their representational roles.



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General Information

Terms on the committee are fixed term appointments for a period of three (3) years. Meetings are held at the West Gippsland Hospital campus.

As a general rule, members shall not be financially disadvantaged for representing their communities on the Community Advisory Council. Reimbursement of reasonable out-of-pocket expenses including travel costs and carer costs shall be paid in accordance with organisation policies relating to reimbursement of expenses.

The input of and work of the Community Advisory Council will be supported by the West Gippsland Healthcare Group's Performance Improvement Unit Manager.

Criteria for CAC Member Selection

Membership is open to residents who meet the following criteria:

- ✓ *Live in the Baw Baw Shire (residents from outside the Shire who access health services at West Gippsland Healthcare Group - WGHG are also welcome to nominate)*
- ✓ *Reflect the diversity of the community*
- ✓ *Demonstrate their ability to perform a representational role*
- ✓ *Demonstrate their ability to contribute positively to projects.*

The following skills/abilities are required:

Team Building

- ✓ *listen to and build on the ideas of others*
- ✓ *demonstrate respect for the opinions of others*
- ✓ *put the good of the COMMUNITY ADVISORY COUNCIL above personal needs*
- ✓ *encourage the resolution of conflict*
- ✓ *help establish shared goals*

Flexibility

- ✓ *be open and adaptable to new ideas and ways of doing things*
- ✓ *recognize the merits of different options and act appropriately*

Interpersonal Skills

- ✓ *respect individuals right to privacy*
- ✓ *adhere to WEST GIPPSLAND HEALTHCARE GROUP (WGHG) privacy policies*
- ✓ *relate well to and build rapport with people at all levels*
- ✓ *listen to and assimilate information from others*
- ✓ *use diplomacy and tact*
- ✓ *present information in a manner appropriate to the purpose and target audience*

Successful Applicants

Successful applicants appointed to the Community Advisory Council will:

- ✓ *be required to sign a Confidentiality Agreement and Code of Conduct*
- ✓ *undergo a Police Check*
- ✓ *receive full orientation to the Community Advisory Council*
- ✓ *be expected to attend meetings*



**WEST GIPPSLAND
HEALTHCARE GROUP**

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Community Advisory Council

MEMBERSHIP - EXPRESSION OF INTEREST

June 2015



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COMMUNITY ADVISORY COUNCIL EXPRESSION OF INTEREST

Name:

Address:

..... Postcode:

Postal address (if different from above):

..... Postcode:

Telephone: (B) (H) M)

Email address:

Date of birth / /

Please provide an outline of the reasons why you would like to become a general member of the Community Advisory Council:

.....
.....
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.....
.....
.....

Please describe some of the local services or community activities that you have been involved with in the past or are currently involved with:

.....
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.....
.....



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Please provide details of projects that you made a positive contribution to during your involvement with these services or groups:

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.....

Please provide details of your special interests and skills:

.....
.....
.....
.....
.....

Please tick which group you will be best able to represent on the Council:

- Consumers
- Community
- Carers
- Other (please specify).....

Combination of above (please specify)

Signed:..... Date:/...../.....

Please note: General members are selected on the basis of how well they are able to represent the diversity of the community and their community networks and contacts to ensure that information and knowledge is widely distributed.

Further information

Further information about the Community Advisory Council may be obtained from Barry Rogers, Chair of the Advisory Council – by email info@wghg.com.au or by telephoning 0418 515 864.

Please send completed form to:

Chairperson, Community Advisory Council, West Gippsland Healthcare Group, Landsborough Street Warragul OR email to info@wghg.com.au

Terms of Reference Community Advisory Council

Review date:	March 2015
Amended date:	June; August 2007; November 2008; June 2010; May 2012; May 2014
Purpose:	To provide a forum for consumer involvement in the planning, establishment and delivery of health services at West Gippsland Healthcare Group.
Objectives:	<p>To develop and review consumer engagement plans and provide feedback to the Board.</p> <p>To provide consumer input into meeting the requirements of the National Standard on consumer engagement.</p> <p>To provide consumer input on projects as agreed by West Gippsland Healthcare Group & CAC.</p> <p>To review the results of consumer satisfaction surveys and provide recommendations to the Board.</p> <p>To review consumer participation performance indicators.</p> <p>To provide consumer input into the development and review of organisational plans such: cultural diversity, disability and strategic plans.</p>
Organisational relationship:	The Community Advisory Council reports to the Board of Directors.

Membership: The Council shall consist of :

Up to ten (10) voting members made up predominately of, Baw Baw Shire residents representing, where possible, a range of geographical areas, age groups and cultural interests

Non-voting members:

- Chief Executive Officer or delegate
- Performance Improvement Unit Manager
- At least one representative of the Board of Directors

**Membership
Appointments**

Vacancies on the committee are to be advertised in local media.

Nominations for vacancies are to be interviewed by a panel consisting of:

- Chair of the CAC
- One Board Representative
- One Voting Representative of CAC

The panel's recommendation for appointments are forwarded to the Board for ratification.

Term: Members will be appointed for a 3 year period and may reapply.

Frequency of meetings: Minimum of quarterly

Quorum: No less than 4 voting members

Chairperson: Appointed by the Board of Directors.
In the absence of the Chair at a meeting the Chair is to arrange for a replacement or the Chair is to be appointed at the meeting.

Co-opting Powers: Other persons may be co-opted as required with approval of the Board of Directors.

Resignation of members: Members wishing to resign from the Community Advisory Committee are to do this in writing to the Board of Directors via the Chair of the Community Advisory Committee.