



# Consumer Participation Framework 2019 – 2022

Connecting with people and working together



***Central Coast Local Health District respectfully acknowledges the traditional custodians of the land on which we provide services. We also acknowledge and pay respect to Aboriginal Elders both past, present and future.***

## Foreword

Welcome to the Central Coast Local Health District (the District) Consumer Participation Framework. This Framework has been developed in partnership with local consumers to provide support and opportunity for community engagement within our Local Health District. We are fortunate to have a wonderful local community and consumers who are willing to provide us with feedback when we do things well and also when they notice opportunities for improvement. In addition we have many individuals and organisations willing to help us by volunteering their time and services.

Partnering with consumers helps us to identify opportunities to improve how, when and where we deliver care to the community and meet growing demand. We are committed to developing strong and effective partnerships to meet the community's health needs and welcome suggestions from the community to help us improve the care we provide.

If you would like to provide feedback on a service that you or your family have used or if you would like to get involved we welcome your input and support.



**Dr Andrew Montague**

Chief Executive

Central Coast Local Health District



**Mr Paul Tonkin**

Board Chair

Central Coast Local Health District



Dr Andrew Montague



Mr Paul Tonkin

## Acknowledgements

We would like to acknowledge the following organisations for contributing to the development of this Framework

- Consumer and Community Engagement Committee
- Consumer Network
- Nunyara
- Coast Shelter
- 'Men Care Too'
- Arthritis and Osteoporosis NSW, Long Jetty Support Group

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# Chapter 1 – For Consumers

- **Who is this Framework for?**
- **What is the Consumer Network?**
- **How can I get involved?**
- **Consumer Partnership Model – an overview**
- **How you will be supported as a Consumer representative?**
- **What our Consumer representatives say**
- **Get in touch**



## Who is this framework for?

- patients
- carers
- families
- consumers
- service providers
- non-government organisations
- other groups – associations, volunteer groups, community support groups
- users and potential users of our health services
- health staff

This Framework is designed to guide the engagement, involvement, participation and partnership between consumers and the Central Coast Local Health District (the District) to make sure consumers and communities have a voice about their health care. They can do this by being involved in the Consumer Network.

The purpose of consumer partnership is to inform the development of health care services so they reflect the needs of the community.

### This Consumer Partnership Framework will:

- help guide consumers on ways to be involved and work actively as partners with the District.
- guide the District to develop consumer and community engagement strategies, using a shared and collaborative approach.



*"It has given me a sense of empowerment that my contribution is considered to be of value and that we can make a difference in improving the health services to the community."*

# Consumer Network

## What is the Consumer Network?

The Consumer Network offers different ways you can have a say about healthcare and the local health service. It provides ways to become involved that is meaningful to you as well as us.

We believe that developing a partner relationship with consumers is important to help us work in a way that reflects the topics people like yourself feel are important in the local health service and healthcare.

### The Consumer Network will:

- provide a range of ways that consumers can be involved
- enable the District to match the skills, experience and preferences of the consumer to the various opportunities to contribute within the organisation
- represent and respect the diverse demography and developing health needs of our community

## How can I get involved?

### Consumer Network

Consumers are invited to volunteer to join the District Consumer Network. It offers ways for people to get involved at different levels in various ways.

- **Join the email** group to tell us your opinion on a health service subject or health care topic. You may receive occasional information and be invited to give your advice.

- **Tell us about your experience** so we can better understand what works for you. Sharing your story is a powerful way to let us know what works well and what does not. It can help guide changes to the way health care is delivered. This can be written down, filmed or recorded.

- **Attend a forum** to get information and provide advice on health services or health care topics.

- **Join a project team** working with staff to redesign a system to improve care. Meeting schedules may vary. You may join a project team for a limited time.

- **Join a working group** to discuss and plan about a single health service or issue. Meetings can be once a month, or more frequently. Each meeting may run for one or two hours. You may join a working group for a limited time.

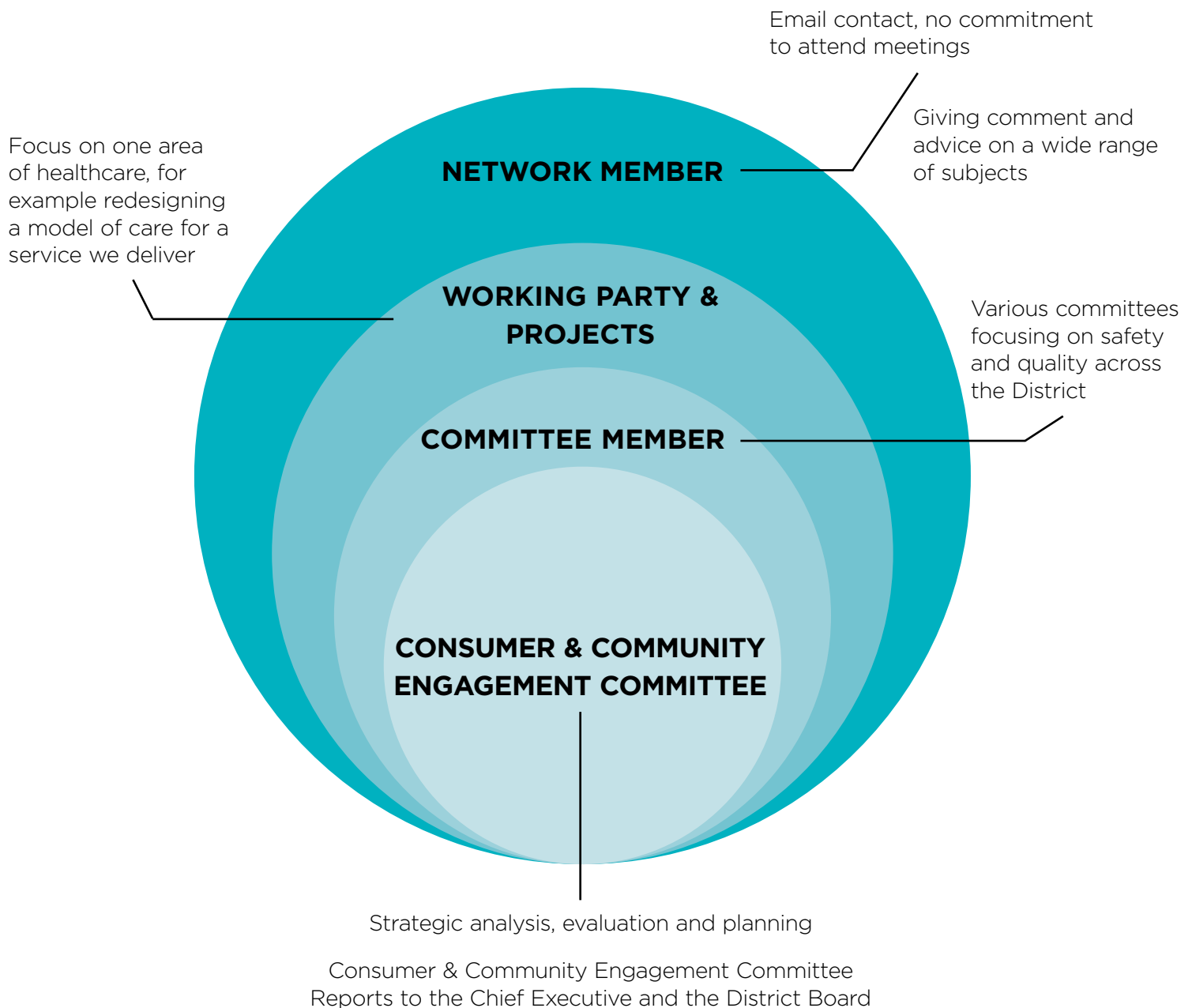
- **Join a committee** to contribute to planning, design and evaluation of health services. Committees generally meet once a month. Each meeting may run for one or two hours. You may join a committee for a number of years. Some knowledge or experience in how health services work is desirable, but not essential.



*"I am able to volunteer my experience and skills to work with committees/groups to improve local health services for the benefit of the community"*



## Consumer Partnership Model – an overview of consumer involvement



## How will you be supported as a consumer representative?

The District employs Patient Experience staff to support the Consumer Network and consumer representatives.

The Patient Experience staff will support you in the following ways:

- inform you about the role and expectations of the consumer representative and network membership
- make contact with you regularly
- ask about your ongoing experience as a consumer representative
- answer any questions, concerns or suggestions you may have
- give advice and assistance to you about the role of consumer representatives
- keep you informed about consumer participation opportunities
- seek your advice on a variety of healthcare and service subjects



*"Being a member of a consumer committee gives me a voice to talk about health care issues that have impacted on me, my family, friends or that I have heard about from members of my local community."*





## What our Consumer Representatives say

*"I would recommend becoming a consumer representative, if you have experience as a consumer or carer, or have an interest in making a contribution to health services."*

*"I enjoy being able to advocate for others who may find it difficult to speak out."*

*"You need to allocate sufficient time to travel and attend meetings read up and respond to the various documents"*

*"Volunteering as a consumer representative has given me a feeling of connectedness with other like-minded community members, health services staff and health consumers/carers generally."*



## Get in touch

If you would like to get involved or have a question contact:

### Patient Experience Team

#### Send an email to

CCLHD-PatientExperience@health.nsw.gov.au

#### Write to

CCLHD Patient Experience Team  
PO Box 361  
Gosford Hospital,  
Gosford,  
NSW 2251

#### Telephone

Patient Experience  
02 4320 3527

# Chapter 2 – About us

- **Central Coast Local Health District – About us**
- **Central Coast Local Health District's**
  - **Vision**
  - **Values**
- **Principles of working with consumers**
- **Guiding principles**
- **Our Clinical standards**



## About us

The District provides a range of health services across the Central Coast.



The hospitals at Gosford and Wyong deliver acute hospital care.

Woy Woy Hospital and Long Jetty Healthcare Centre provide sub-acute care. Sub-acute care is health care for people who are not severely ill but need professional support and help.

Community based health services are available at a range of sites across the District. This includes community nursing, early childhood, mental health and drug and alcohol, child, youth and family services, chronic disease, aged care and rehabilitation.

The District also provides other services including, Aboriginal Health, Health Promotion & Population Health, Ambulatory Care, Education and Research.

*(Information taken from the clinical services plan 2017)*

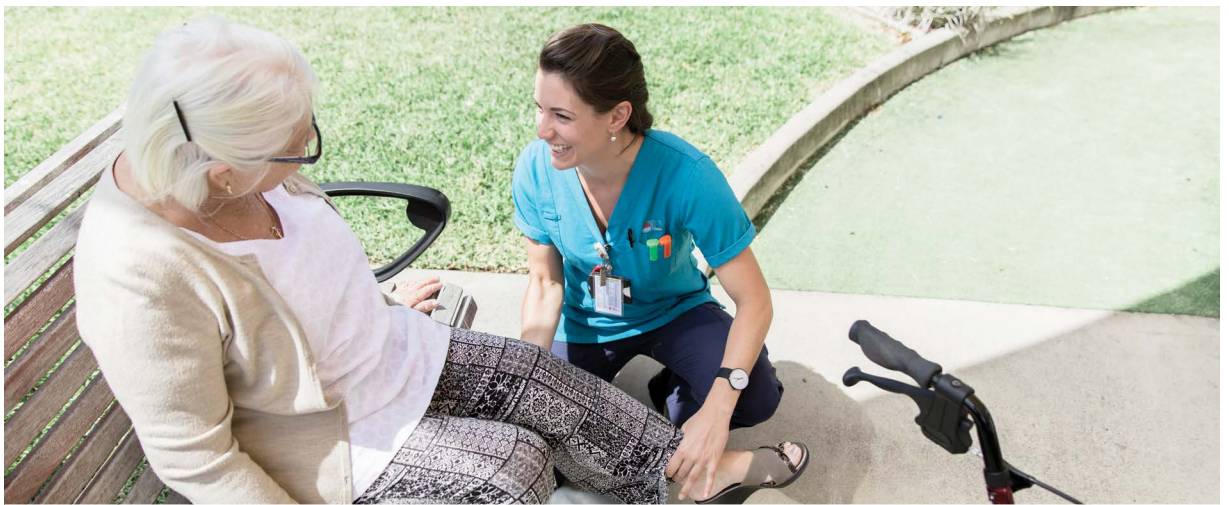
## Our vision

Our vision is for healthy people and a vibrant community and to do this we aim to promote and enhance the health and wellbeing of our community.

We recognise five key strategic priorities:

**Caring for Our patients | Our staff | Our resources | Our community | Our future**

## Our values



### Caring for the Coast - every patient every time

To achieve our vision of a healthy and vibrant community, our District will play a leading role in making the Central Coast a place where the health of the people is maximised through quality health services, accessible when and where people need them.

***Caring for the Coast - every patient every time*** is not just a slogan, it is what all of us are here for. This strategy enables us to achieve excellence in patient care and focus on our Vision - Healthy people - Vibrant community.

These are the values held by the District and those working for the District. We use these to guide us in our day-to-day work building trust and partnership with those we work with.

**Respect and Dignity**

**Safety**

**Teamwork**

**Fairness and Equity**

**Honesty and Accountability**

**Professionalism and Learning**

**Care and Compassion**



## Principles of working with consumers

### We believe that a collaborative relationship with consumers is important to:

- give us a more rounded view and depth of understanding of health policy and leadership
- help to ensure our work reflects the issues people feel are important in healthcare
- model the values that we encourage in the healthcare system

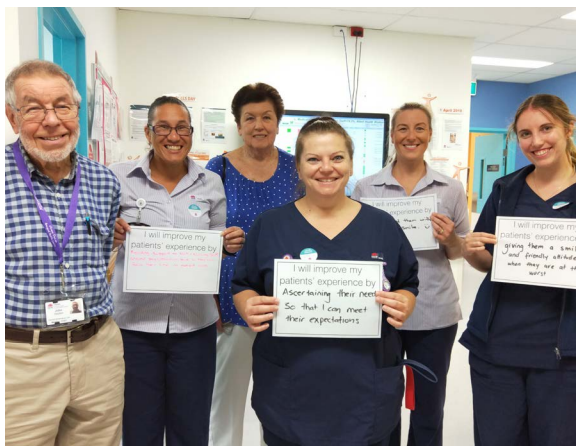
### Our approach to involving people in our work is to:

- actively consider the role of patients and carers for opportunities of involvement
- involve people in ways that are meaningful to them and us
- include a diverse range of voices
- support the people we involve and be clear about what we are asking of them and what they can expect of us
- support staff to develop skills in working with consumers

### What have we done so far?

Some of the ways we have involved and worked collaboratively with patients include:

- aiming to have at least one consumer on committees that monitor and shape the safety and quality of local health care
- involving consumers in the redevelopment of Gosford and Wyong Hospitals
- listening to consumers by involving them in projects, working groups and forums
- inviting consumers to contribute to our publications and seeking their views to inform the development of our new website
- celebrating Patient Experience Week to involve consumers, patients and staff
- supporting the integrated care programme, bringing together clinicians, managers, and consumers to explore different ways for health care to be delivered



## Guiding principles

The District will apply these principles to support the engagement, involvement and partnership with consumers

### Accessible and Inclusive

- we will continue to find ways to be inclusive of all users and potential users of services
- this includes people who are marginalised and experience poorer health outcomes

### Participation

- consumers are invited to participate in strategic and operational decision making about health care at all levels

### Partnership and Involvement

- we will invite and encourage partnerships with consumers at all levels of health care in the planning, designing, delivering, monitoring and evaluating services
- we value the consumers' point of view

### Person-centred

- the consumer is placed at the centre of all frameworks and planning for health care
- we value the contribution of the lived experience

### Diversity

- we value the richness of different people from varied backgrounds, age groups and experiences
- we support and respect the diversity of all consumers and the population of the Central Coast

### Support and Influence

- consumers are provided with the support they need to be involved and participate meaningfully with health services

### Mutual Respect and Value

- we recognise that consumers are experts by experience.
- we are respectful and value the contribution that consumers bring to improving health services.

### Continual Improvement

Consumer involvement and participation is a key driver of continuous improvement. We will invite consumers to be involved in the review and evaluation of feedback to maintain and improve consumer experience.

## Our Clinical Standards

The National Safety and Quality Health Service Standards were developed by the Australian Commission for Safety and Quality in Health Care

<https://www.safetyandquality.gov.au/our-work/assessment-to-the-nsqhs-standards/nsqhs-standards-second-edition/>

Our health service is assessed against the following eight standards that provide a nationally consistent and uniform set of measures. These are the standards we use in the delivery and measurement of the health care we give.



Clinical Governance



Comprehensive Care



Partnering with Consumers



Communicating for Safety



Preventing & Controlling  
Healthcare-Associated Infection



Blood Management



Medication Safety



Recognising and Responding  
to Acute Deterioration

A Clinical Care Standard tells you what care you should be offered if you have a particular clinical condition. You can use the clinical care standard to guide discussions with your health care professional about treatment options suitable to your individual condition.



# Chapter 3 – For Staff

- **What do we want to achieve?**
- **The Consumer and Community Engagement Committee**
- **Consumer representative – Rights and responsibilities**
- **Communicating with consumers**
- **Health literacy**



## What do we want to achieve?



**Lead** a continuously improving consumer-centred culture.

**Include** a diversity of people and voices.

Improve how we **respond** to consumer experiences and expertise.

**Integrate** for a seamless care experience for individuals, families and communities on the Central Coast.



*"As clinicians we thought we knew what we would find – but once we surveyed patients we were surprised with the results"*

**(Leeann, Service Improvement and Quality Manager,  
Oral Health Service)**

## The Consumer and Community Engagement Committee

This is the leading consumer committee for the District.

The purpose of the committee is to:

- drive consumer engagement and partnership across the District at all levels
- provide guidance and views of consumers to the District Chief Executive and Board in order to improve the quality of health care for the local community

The Committee meets once a month. Many consumer representatives also sit on other committees and working groups.

The District is committed to advancing and supporting the continued activities of the Consumer and Community Engagement Committee.



*"I have the opportunity to speak up for consumers, to put an outside point of view forward and highlight issues which may arise."*

*"It is an opportunity to learn about our Districts Health services – organisation structure, administration, policy development, planning, health care services, health promotions etc"*

## Consumer representative - rights and responsibilities

All consumer representatives will be guided in their contribution by the following set of health rights:

- the right to safety
- the right to be informed
- the right to participate
- the right to respond
- the right to consumer information
- the right to respect

It is the consumer representative's role to provide the view of a consumer or community member. This often differs from an official, service provider, academic or professional perspective.

Consumer responsibilities include:

- following the Code of Conduct and upholding confidentiality
- protecting the interests of consumers
- presenting consumer opinions about certain issues
- sharing the consumer experience
- participating in committees, voicing the consumers' concerns and interests
- communicating with other consumers about the activities of the Committee
- linking back to the community
- overseeing any issues affecting consumers
- providing information about any relevant issues affecting consumers





## Communicating with consumers

There are different levels of consumer engagement. Our aim is to create an organisation that supports:

- consumers as partners in planning, design, delivery, measurement and evaluation of systems and services; and
- patients as partners in their own care, to the extent that they choose



- **INFORM** - to provide consumers with the information they need in a manner they can understand. To promote participation and partnership
- **GATHER INFORMATION** - to provide opportunities for consumers to share information and to receive feedback on how this has influenced decision making
- **INVOLVE** - to provide opportunities for consumers to work with health services to ensure their concerns and wishes are understood, acknowledged and considered
- **COLLABORATE** - to provide consumers with opportunities to provide advice and contribute to decision making
- **PARTNER** - to provide consumers with the opportunities to partner in the development and delivery of solutions





## Health Literacy

The District has a strong commitment to health literacy and providing information that is easily understood by all consumers. There is a vision to create a culture and environment that supports the community to understand information about healthcare and services, and to assist them to use this information to make decisions about their health and lifestyle.

### The key principles of health literacy:

- People have a right to information. It is the responsibility of the District to communicate effectively
- People have a right to be involved in decision-making about their health and wellbeing
- Improving health literacy is a shared responsibility across the health system
- Consistency of messages is important, and should be supported by evidence-informed practice<sup>5</sup>

### A health-literate organisation:

- Uses health literacy strategies in all communications and confirms understanding at all points of contact
- Builds a culture that encourages checking for understanding in all communication interactions (both clinical and non-clinical) and allows adequate time for all interactions
- Plans for and provides language assistance where needed and treats communication failures as patient safety issues<sup>6</sup>

### What is needed to create a health literate organisation?

- commitment of leadership
- inclusion of health literacy aspects into systems
- written information that is clear and focused
- verbal communication that results in effective partnerships with consumers
- numerical information that is clear and simple
- education of consumers and health care providers
- way-finding to assist consumers to navigate through the service and areas easily<sup>7</sup>

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*Adapted from the following sources*

<sup>5</sup> Web page: [www.dhhs.tas.gov.au/about\\_the\\_department/your\\_care\\_your\\_say/publications/health\\_literacy](http://www.dhhs.tas.gov.au/about_the_department/your_care_your_say/publications/health_literacy)

<sup>6</sup> <https://healthliteracy.nswlhd.health.nsw.gov.au/verbal-communication/>

<sup>7</sup> <https://www.safetyandquality.gov.au/wp-content/uploads/2014/08/Health-Literacy-Taking-action-to-improve-safety-and-quality.pdf>

# Chapter 4 – Planning for the Future

- **Consumer Participation: 2019 – 2022**





## Consumer Participation: 2019 to 2022

Performance will be measured and monitored against the organisations key performance indicators and objectives, and the National Safety and Quality Health Services (NSQHS) Clinical Standard 2 'Partnering with Consumers'.

The Community and Consumer Engagement Committee (CCEC) have a role in monitoring and making recommendations to improve and enhance consumer participation and patient experience where indicated.

ACTIONS	PERFORMANCE MEASURE
Align performance to: <ul style="list-style-type: none"> <li>• National Safety Quality Health Service Standard: Standard 2 Partnering with Consumers</li> <li>• Organisation Key Performance Indicators (KPI's)</li> <li>• Better Value Based Care</li> </ul>	CCEC monitors and makes recommendations where indicated to enhance performance.
Create a health literate organisation to assist in ways people can understand information about health care and services	Plan, implement and sustain a governance framework and toolkit that includes: <ul style="list-style-type: none"> <li>• leadership</li> <li>• embedding health literacy in systems</li> <li>• written information that is clear and focused</li> <li>• verbal communication that results in effective partnerships with consumers</li> <li>• numeracy</li> <li>• education of consumers and health care providers</li> <li>• way-finding so consumers can navigate through the service easily</li> </ul>
Ensure effective systems are in place to gain information about patient and carer experience that can be used for quality improvement.	<ul style="list-style-type: none"> <li>• review and revise the current organisational approach to collection, analysis and use of consumer feedback to improve quality, safety and performance.</li> <li>• implement and sustain a system for the collection and reporting of Patient Reported Experience Measures (PREMs)</li> <li>• PREMs are collected in Quality Audit Reporting System</li> <li>• an action plan for improvement is generated when indicated</li> <li>• CCEC monitor, analyse and evaluate reports generated from PREMs and action plans</li> <li>• develop a governance system to support the use of patient-stories and experience in a safe, appropriate and effective way</li> </ul>

ACTIONS	PERFORMANCE MEASURE
Build a Central Coast Consumer Network	<p>A dynamic register exists of:</p> <ul style="list-style-type: none"> <li>• consumer representatives on committees</li> <li>• consumer representatives on working groups</li> <li>• e-consult consumers</li> </ul> <p>The register will show a range of consumers are from:</p> <ul style="list-style-type: none"> <li>• a mixed age range</li> <li>• different geographical areas</li> <li>• different cultural/language groups</li> <li>• varied areas of interest</li> </ul>
Consumers are integral to planning, analysing and evaluating	<p>Consumer representation on CCLHD committees:</p> <ul style="list-style-type: none"> <li>• maintain consumer representation on committees</li> </ul> <p>All relevant committees will have:</p> <ul style="list-style-type: none"> <li>• an identified consumer representative; or</li> <li>• will be in the process of recruiting a consumer Representative onto the committee</li> </ul>
Through the Consumer Network there is provision of support for consumers to be involved	Patient Experience Manager is in contact with committee consumer representatives at least quarterly and this is recorded on the network register (staff link)
Invest in innovative systems that make it easy for consumers to provide feedback in a manner that allows them to tell us about their experiences both at the point of care as well as after care	<p>Develop interactive internet page for consumer participation</p> <p>Explore provision of an E-platform</p> <p>An e-platform is established to provide</p> <ul style="list-style-type: none"> <li>• improved access for involvement and partnership</li> <li>• two-way communication</li> <li>• a platform for consultation</li> </ul>
Develop systems and processes to deliver staff training and orientation in partnering with consumers	<p>Information and education is delivered to targeted groups:</p> <ul style="list-style-type: none"> <li>• the CCLHD Board</li> <li>• the CCLHD Executive and Leadership team</li> <li>• divisional managers</li> <li>• team leaders/unit managers staff</li> </ul>
Monitor, evaluate and improve existing policies, procedures and guidelines to facilitate and support partnerships with consumers	<ul style="list-style-type: none"> <li>• Health Literacy procedure</li> <li>• PREM procedure</li> <li>• Recruitment and orientation of consumer representatives</li> <li>• Patient stories procedure</li> </ul>
Promote co-design as a method and 'way of thinking' across the District	<p>Consumers are invited to partner in:</p> <ul style="list-style-type: none"> <li>• redevelopment</li> <li>• projects</li> <li>• redesign</li> <li>• models of care</li> </ul>

# Appendix

**This Chapter has additional and supporting documents**

- **Definitions – what do we mean by?**
- **Abbreviations and acronyms**
- **Position description Consumer Representative**
- **Consumer application form**





## Definitions – What do we mean by?

**Carer** A carer provides ongoing, unpaid support to a family member, neighbour or friend who needs help because of disability, terminal illness, chronic illness, mental illness and/or ageing. Anyone can become a carer, at any time.

A person is not a carer if they care for a person as a paid employee, a volunteer or as part of education or training.

**Consumer advisory group:** An advisory group established by a healthcare organisation which comprises consumers and/or carers and community representatives.

**Consumer and Community Engagement Committee (CCEC):** is a committee (advisory) made up of consumer and community members. The purpose of this committee is to drive consumer engagement and partnership across the Central Coast Local Health District (CCLHD) at all levels. Provide guidance incorporating the views of consumers to the CCLHD Chief Executive and to the CCLHD Board in order to improve the quality of health and healthcare for the local community.

**Consumers:** Consumers and/or carers are members of the public who use, or are potential users, of healthcare services. It includes patients, consumers, families, carers and other support people.

**Consumer engagement** is partnership and participation with consumers.

**Consumer and community participation** – Forming partnerships with consumers and community members in decision making about their own health care, health service planning, policy developments, setting priorities and addressing quality issues in the delivery of local health services.

**Community Representative** a community representative is a member of a committee or project who voices a community perspective and takes part in the decision making on behalf of their local community. This person may be nominated and accountable to an organisation of consumers.

**Governance** is the set of rules, policy directives and laws affecting the way an organisation is managed and administered. Corporate governance guides how the finance and business is run. Clinical governance guides the way healthcare is provided.

**Health literacy** is the ability to obtain, read, understand, and use healthcare information in order to make appropriate health decisions and follow instructions for treatment.

It is defined as how well people can obtain, communicate, process and understand health information and services to make appropriate health decisions. Health literacy is important because it shapes people's long term health outcomes and the safety, quality and cost of the care they receive.

**Patient-Centred Care** is health care that is respectful of and responsive to the preferences needs and values of patients and consumers, and is sensitive to their families and carers. This places the consumer at the centre and in control of their health and health care decisions.



## Abbreviations and Acronyms

CCEC	- Consumer and Community Engagement Committee
CCLHD	- Central Coast Local Health District
NSQHS	- National Safety and Quality Health Services
QARS	- Quality Audit Reporting System
PREM	- Patient Reported Experience Measures

## Position Description Consumer Representative

<b>Position Title:</b>	Consumer Representative
<b>Organisation:</b>	Central Coast Local Health District (CCLHD)
<b>Geographical Locations/Suburbs:</b>	CCLHD
<b>Facilities/Hospitals:</b>	All facilities and services in CCLHD
<b>Vaccination Category:</b>	Category B
<b>Responsible To:</b>	Executive Director Clinical Governance Patient Experience Manager
<b>Purpose of Position:</b>	<p><b>Central Coast Local Health District (CCLHD)</b> is committed to involving consumers as partners in designing, planning, delivering, monitoring and evaluating safety and quality of health and healthcare within the CCLHD. The CCLHD respects and values the diversity of the population and the contributions made by all Consumers and the Community in improving the quality and safety of our services.</p> <p><b>Consumer representatives</b> can provide key insights and a voice for their community. The purpose of partnering with consumer representatives is to inform the development of health services so they reflect the needs of the community.</p> <p>The role of the <b>Consumer Representative Committee Member</b> is to contribute to the improvement and quality of healthcare for the local community. Committee Members provide advice on the service needs of the local community and the planning and provision of health services from a Consumer and Community view point.</p> <p>Consumer Representatives are supported by the Patient Experience Manager and the Clinical Governance Unit.</p>

<b>Key Accountabilities</b>		<p>Uphold the CORE values of NSW Health</p> <p>Endorse and support the Central Coast Local Health District Caring for Coast values and framework</p> <p>Represent community views on health improvement issues</p> <p>Act in the best interest of the community</p> <p>Advocate for the needs of disadvantaged groups in the community</p> <p>Provide objective advice on the health needs of the community</p> <p>Engage with individuals and groups within the community about health needs</p> <p>Contribute to increasing community knowledge, health literacy and understanding of health issues</p> <p>Actively participate in the development and implementation of the CCLHD community engagement strategy</p> <p>Participate and work collaboratively with other members of the committee and CCLHD employees</p> <p>Abide by the Central Coast Local Health District and NSW Health Code of Conduct</p> <p>Uphold the rules around confidentiality</p> <p>Regularly attend committee meetings and send apologies if not able to attend a meeting</p> <p>Read any material sent out before the meeting</p> <p>Contribute to committee meeting discussions</p> <p>Decline any invitations to speak on behalf of Central Coast Local Health District to local media or other organisations except when approved</p>
<b>Challenges / Problem Solving</b>		<p>Working in an environment where multiple stakeholders with differing values and competing objectives are involved</p> <p>Meeting community needs in an environment of limited resources and competing agendas</p> <p>Maintaining the committee's ability to respect and accommodate the diversity of other people's views even when they are not the same as the views held by you</p>
<b>Communication</b>	<b>Internal</b>	<p>This position communicates with and liaises closely with:</p> <ul style="list-style-type: none"> <li>• Chair of the committee</li> <li>• Other Committee members</li> <li>• Patient Experience Manager</li> <li>• CCLHD employees</li> <li>• Consumers</li> </ul>



	<b>External</b>	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Non-government organisations (NGO)</li> <li>• Community agencies</li> <li>• Community support groups</li> </ul>
<b>Selection Criteria</b>		Demonstrate the ability to relate your own experience of health care to broader consumer issues.
		Have good communication skills. Show an ability to communicate well on behalf of consumers and to report back to consumer groups / organisations or other members of the community.
		Be able to show you have an awareness of the needs of groups of consumers and communities and not just individuals.
		Show that you will respect the views of other people who use the health system.
		Show a willingness to contribute to feedback and decision making in a group setting.
		Display commitment to behaviours in line with the Central Coast Local Health District Caring for the Coast Vision, and NSW Health CORE values <a href="http://www.cclhd.health.nsw.gov.au/caringforthe coast/Pages/default.aspx">http://www.cclhd.health.nsw.gov.au/caringforthe coast/Pages/default.aspx</a>  CORE Values, Collaboration, Openness, Respect, Empowerment <a href="http://www.healthshare.nsw.gov.au/about/our_culture_and_values">http://www.healthshare.nsw.gov.au/about/our_culture_and_values</a>
<b>Pre-Employment Screening Check – select one</b>		What pre-employment screening check is required for this position: <input type="checkbox"/> <b>✓National Criminal Record Check</b> <input type="checkbox"/> Working With Children <input type="checkbox"/> Aged Care

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to contribute in accordance with the requirements of the position.

Consumer Representative Name: \_\_\_\_\_

Consumer Representative Signature \_\_\_\_\_ Date: \_\_\_\_\_

Manager's Name: \_\_\_\_\_

Manager's Signature \_\_\_\_\_ Date: \_\_\_\_\_

## Expression of Interest: Consumer Representative on a Committee

### These are some of the skills of a Consumer Representative

- The ability to relate your own experience of health care to broader consumer issues
  - Good communication skills
  - An awareness of the needs of groups of consumers and communities and not just individuals.
  - Experience, involvement with or knowledge of some health consumer groups
  - Experience in actively participating in a committee or group work
  - Commitment to behaviours in line with the Central Coast Local Health District vision and NSW CORE values (Collaboration, Openness, Respect, Empowerment)
- <http://www.cclhd.health.nsw.gov.au/caringforthecoast/Pages/default.aspx>

### Please tell us about your skills and experience

My skills include:

My experience includes:

Office Use Committee Consumer Representative 2019	Contact made Yes <input type="checkbox"/> No <input type="checkbox"/> Interview Yes <input type="checkbox"/> No <input type="checkbox"/> Date of Interview	Outcome:
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### Personal Details

Name	
Address	
Phone	
Email	
What is the best way to contact you? Phone <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/>	

### Referees

- Please provide the contact details of two people who can be a referee
- Referees should be able to advise about your skills and abilities
- They should not be family members
- Referees will only be contacted with your agreement

Name	
Phone	
Email	
How do you know this person	

Name	
Phone	
Email	
How do you know this person	

### This information is voluntary

Do you identify as Aboriginal or Torres Strait Islander?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which language do you speak at home?	
Do you need help with English language?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you identify as person with a disability? How can we help to assist you overcome any barriers?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Please return the completed form to [CCLHD-PatientExperience@health.nsw.gov.au](mailto:CCLHD-PatientExperience@health.nsw.gov.au)

Thank you

**PRIVACY OF INFORMATION** : Any personal information provided remains confidential and will be kept and used in accordance with the information protection principles under the Privacy and Personal Information Protection Act 1988. For further information on these principles you can contact the Privacy Commission of NSW on (02) 9268 5588 or at: <http://www.lawlink.nsw.gov.au/privacynsw>

Office Use Committee Consumer Representative 2019	Contact made Yes <input type="checkbox"/> No <input type="checkbox"/> Interview Yes <input type="checkbox"/> No <input type="checkbox"/> Date of Interview	Outcome:
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