

# Consumer Advisory Committee Member

**Location:** Central Office – Strategy, Marketing & Experience

**Reports to:** Quality Care Advisory Committee (QCAC)

**Support Role:** Head of Client Experience

## Our Mission & Values

**Respect** We believe that every person is unique - we will listen to them and respond to their needs and aspirations.

**Integrity** We will be honest, accountable, and prudent in everything we do.

**Compassion** We will demonstrate and foster empathy and sensitivity towards those we serve, their families and the whole community.

**Excellence** We will do the best we can, we will not be complacent, and we will try to do even better.

## Overview

Act as a positive role model for your community in accordance with the mission, values and strategic objectives of Southern Cross Care (WA) Inc. (SCC(WA)) and consistent with our Consumer Participation Framework and Clinical Governance Framework. Support feedback systems and communications with specific advice or information based on lived experience with SCC(WA)'s care and services. All advisors play a key role in shaping and influencing our organisation's strategy and workplace culture and require a commitment to the organisation's mission and values.

## Responsibilities

- Identify and advise the CAC and QCAC on priority areas and issues requiring consumer and community participation.
- Review outcomes and performance to inform continuous improvement;
- Partnering with and engaging our consumers and staff to develop the SCC(WA) community engagement plan;
- Advising on new innovations;
- Assisting to achieve an outstanding care experience for our consumers;
- Have input to timely monitoring, identification, reporting and management of risk.
- Attend quarterly meetings which will be Chaired by the Chief Strategy, Marketing & Experience Officer or an elected Committee Member.
- Support the SCC(WA) feedback systems and process, utilising data to inform improvements and innovation for our care and services.
- Participate in the development and review of processes, policies, audit tools and documents to support the provision of high-quality care and services.

# Consumer Advisory Committee Member

## Consumer Participation Responsibilities

### Workplace Health and Safety

- Maintain a safe working environment
- Ensure that Work, Health & Safety principles are adhered to
- Report any breach, accident or near miss per SCC(WA) guidelines

### Qualifications and Experience

#### *Qualifications*

Members are appointed as individuals, and not as a representative of any organisation. They should be able to:

- Contribute specialist knowledge and expertise by providing lived consumer, carer and community experience and perspectives.
- Interact with staff and consumers and discuss issues to influence decisions at a strategic level.
- Reflect on and present community issues rather than focusing on personal concerns or individual issues.
- Able to reflect the perspectives of one or more of the communities served by Southern Cross Care (WA) Inc. and to bring to the Consumer Advisory Committee knowledge of the opinions and policies of service users.

#### *Desirable*

- Experience in volunteering in aged or community care

### Additional Requirements:

- Consumer Advisory Committee members are appointed by the Quality Care and Advisory Committee (QCAC) following a formal application and interview process.
- Ongoing appointment is subject to a minimum term of 12 months, with a 3 month probationary period.
- Members of the Consumer Advisory Committee will be eligible for payments in line with the SCC(WA) Paid Participation Policy.
- Comply with criminal history checks as per the *Aged Care Act 1997*. This includes production of a satisfactory National Police Clearance.
- Successful members will be asked to sign a Confidentiality and Code of Conduct agreement.
- Consent to obtaining an annual influenza vaccination and COVID vaccinations in accordance with applicable Federal legislation.