

Consumer Advisory Committee Chair

Location:	Central Office – Strategy, Marketing & Experience
Reports to:	Clinical and Services Governance Committee (CSGC)
Support Role:	Senior Manager Client Experience – Secretariat of the Consumer Advisory Committee (CAC)

Overview

The Southern Cross Care WA (SCC (WA)) CAC Chair will facilitate discussions that bring the voices of CAC members into service design planning and strategy based on their lived experiences. The successful incumbent will collaborate with the CAC membership to ensure all members are provided an equal and fair voice to strengthen the partnership between consumers and SCC(WA).

The goal of the partnership is to integrate community views into operations, projects, evaluation of services, planning and policy development as we work together with the aim of creating a model of consumer co-design. The Chair will be supported by a secretariat, to effectively manage communications between the CAC, local community advisory groups and the Clinical Services Governance Committee (CSGC).

The Chair will also be the consumer representative on SCC(WA)'s CSGC.

The expected time commitment includes quarterly in person CAC meetings, monthly SCC(WA) CSGC meetings, informal discussions with Chief Strategy, Marketing and Experience and other engagements as required.

Responsibilities

- Effectively chair quarterly CAC meetings in person.
- Planning and preparation of CAC agendas in consultation with SCC(WA)'s management and governing body, addressing priorities outlined in the CAC workplan and the organisation's Engagement Plan.
- Provides practical guidance and ideas for creating candid discussions that will lead to a resolution of items on the CAC work plan, and in line with the Committee's Terms of Reference.
- Provide feedback and insights to the organisation in relation to its consumer and community engagement, ensuring consumers have access to appropriate information, and assisting with suggested improvements to resolve issues.
- Partner with the organisation to develop a Community Engagement Plan for approval by the SCC(WA) CSGC, and monitor the implementation and effectiveness of the approved plan.

Consumer Advisory Committee Chair

- Assist SCC(WA) with communication to consumers by encouraging feedback about their care and services.
- Participate in the development and review of information which is used by consumers.
- Provide input and feedback in key documents such as SCC(WA)'s Consumer Experience Framework and Community Engagement Plan.
- Consider feedback themes and where appropriate make suggestions to improve the quality of care and services.
- Advise the organisation on opportunities, ideas or innovations to support the integration of consumer, carer and community views into SCC(WA)'s operations, service development, planning and quality improvement.
- Consider matters referred to the Committee by the SCC (WA) CSGC or other SCC(WA) committees where they are seeking co-design for new systems or processes.
- Support the CAC to participate in the organisation's strategic planning processes.
- Support and advocate the SCC(WA) feedback systems and process.
- Comply with record keeping requirements, and reporting to the organisation's governing body, supported by the Secretariat.

Qualifications and Experience

- Preference will be given to consumers who can contribute knowledge and expertise of SCC(WA) care and services based on lived experiences
- The individual will have experience or exposure to chairing meetings, facilitating discussions and decision making, leadership, and collaborating with multidisciplinary stakeholders
- The Chair is appointed to the CAC as an individual with experience of SCC(WA) services and not as a representative of any organisation
- Interact with staff and consumers and discuss issues to bring a consumer voice to service design discussions
- Reflect on and present community issues rather than focusing on personal concerns or individual issues
- Experience in organisational governance systems or volunteering in aged or community care would be an advantage.

Appointment

- The Chair is a member of the CAC. Members are appointed by the CSCG Committee following a formal application and interview process.
- Ongoing appointment is subject to a minimum term of 12 months, with a 3-month probationary period.
- The Chair will need to meet satisfactory Police Clearances and sign a Confidentiality Agreement and Code of Conduct Agreement.

Consumer Advisory Committee Chair

Remuneration

- The Chair of the CAC will be eligible for payments in line with the SCC(WA) Paid Participation Policy.

Workplace Health and Safety

- SCC(WA) is committed to all aspects of equal opportunity, diversity, and inclusion in the workplace, providing staff and consumers with a safe, respectful, and rewarding environment
- All meetings are offered with remote access
- Training and support will be provided to the incumbent including support to develop effective skills when chairing meetings
- Consent to obtaining an annual influenza vaccination and COVID vaccinations in accordance with applicable Federal legislation.

Secretariat

A secretariat has been established to support the CAC's work, with support from the Strategy, Marketing and Client Experience Department.

Key relationships

- Consumer Advisory Committee members
- Clinical Services Governance Committee
- Local Consumer Advisory Groups
- Chief Executive Officer
- Chief Strategy, Marketing & Experience Officer
- Senior Manager, Client Experience
- Chief Operating Officers
- Marketing and Communications Team
- General Manager, Strategy
- Chief People, Learning & Culture Officer
- Other Executive and Board members as required
- Relevant advocacy and training organisations