



## FACT SHEET

### Consumer Engagement Register and Consumer Advisory Committee

#### Armada Kalamunda Group

In recognition of the evidence supporting the enormous value that partnerships with consumers provide to the overall quality and outcomes of health services, the Armada Kalamunda Group (AKG) have established a Consumer Engagement Register.

AKG is proud to partner with Consumers and Carers to improve the services and overall patient experience we provide. Working collaboratively with consumers and carers ensures that our health services are responsive to the needs of our community.

The ways in which we engage with our consumers is multifaceted and includes:

- **Feedback**

We use both positive and negative feedback to inform our services. Concerns are investigated in liaison with the relevant teams and a response provided. This feedback is used to inform both immediate and longer-term improvements.

- **Consumer Advisory Committee (whole of service)**

The CAC provides advice, direction and advocacy for the planning and delivery of health care provided by AKG from a consumer-based focus. CAC members attend monthly meetings and can also take part in other hospital activities and initiatives. Feedback provided by the CAC helps generate change and improvement and is highly valued. Appointments to the CAC are for a two-year term and members may elect to re-apply for membership at the end of the term.

- **Consumer Pool (whole of service)**

The Consumer Engagement Register is a register for those who are interested in providing a consumer focus to AKG activities. Your availability and interests will be matched with the hospital's activities and your commitment would be dependent on the activity you choose. Consumers in the pool provide guidance and input into Hospital initiatives. The voice of the consumer advisor is important as it helps ensure the service is focused on the consumer in everything we do.

#### What might you be involved in?

Being a member of our consumer engagement register provides an opportunity to work with teams across the hospitals on a variety of projects and committees. The role gives you a chance to influence the way the hospital delivers consumer focused care and to

have a say in improvement and innovation initiatives. All our consumer representatives provide AKG with advice on how the services are delivered.

You will be supporting AKG to deliver a consumer and carer focused service through:

- co- designing new innovations
- consulting on programs and projects
- sitting on various committee meetings and working groups
- providing feedback on policy and process
- reviewing draft consumer focused posters and brochures
- taste testing new dishes
- scenario testing patient experiences
- undertaking audits
- involvement in training activities
- participating in photo/video shoots, and
- many other ad-hoc activities.

These opportunities will be emailed to consumers registered in the AKG register to identify interest. Invitation to join an activity may be random, best fit or first come basis.

#### What is expected of a member in our consumer engagement register?

If a consumer joins a Committee or a Working Group, it is expected that you:

- Attend all meetings or provide your apologies in advance if unable to attend
- Complete required on-boarding paperwork prior to commencement
- Complete required initial and annual training modules
- Be contactable via email to receive agendas/minutes and other correspondence
- Provide a Consumers perspective in activities
- Report back to the Consumer Liaison Coordinator on engagement activities.

You are entitled:

- to be reimbursed for your time and out of pocket expenses
- to attend education and training which is available for staff (non- mandatory training is not reimbursed)
- to use the Employee Assistance Program (EAP) and access online counselling support and up to three face to face sessions
- to the support of the Consumer Liaison Coordinator.

#### Who is eligible to join the Register?

- Members are consumers and/or carers who have had first-hand experience of the AKG health care service in the last five years i.e. Kalamunda District Community Hospital, Armadale Kelmscott Memorial Hospital, Armadale Mental Health Services.
- Members should be active in the community, with strong community networks and a sound understanding of local or regional issues.
- Membership will reflect the diversity of the population within the geographical boundary.

#### What is the time commitment for a consumer?

The time commitment varies and can be structured to suit individual capacity and interests.

On average our consumer representatives can spend up to 2 hours each month on activities. This will vary as our consumers can opt to participate as much or as little as they can.

### How to apply and Enquiries?

Applications to join the Consumer Engagement Register are always open and can be submitted at any time.

To register your interest or for further information please contact the AKG Consumer Liaison Coordinator on (08) 9391 1153 or email

[AKG\\_ConsumerLiaison@health.wa.gov.au](mailto:AKG_ConsumerLiaison@health.wa.gov.au)

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