



Tresillian Family Care Centre

Consumer Representative's Expression of Interest

Contact information

Name _____

Address _____

Telephone _____

Mobile _____

Fax _____

Email address _____

Areas of previous interaction with Tresillian (please tick those applicable)

- Residential care
- Day stay
- Outreach
- Other

Would you like to be part of Tresillian's consumer representative program?

- Yes No I would like to discuss what this might mean for me

Issues of special interest to you

Have you been part of a consumer representative program before?

- Yes No

If yes, please describe your experience

When would you be available to attend meetings or other interactions with Tresillian?

Please indicate day and times that would suit you best

	Day	Time
<input type="checkbox"/> Mornings	_____	_____
<input type="checkbox"/> Evenings	_____	_____
<input type="checkbox"/> Weekends	_____	_____
<input type="checkbox"/> Other	_____	_____

I would be interested in providing consumer representation for the following areas

- Development and review of client related information/education/resources
- Review of client feedback
- Providing education to staff and other consumers
- Working with Tresillian to improve client safety
- Service planning
- Policy development and/or review
- Other area

Please return the completed form to the

Quality and Safety Manager
PO Box 1003
CAMPSIE NSW 2194

Email: marie.dickinson@sswabs.nsw.gov.au

During the appointment process, we will discuss with you how to obtain the following document required prior to commencement:

- 100 points of identification
- Working with children check

- National criminal record check
- Evidence of vaccination/immunity against common childhood illnesses e.g. DPT, MMR, chicken pox



Consumer Representative General Information Pack

Consumer representatives are volunteers who work with Tresillian to improve the safety and quality of its services. Reasonable expenses incurred in undertaking this role will be reimbursed.

Consumer representatives can provide assistance in many ways including:

- Assisting with the development and/or review of client information/education resources
- Assisting with the review of client feedback and improvement plans developed from the feedback
- Assisting with the development and delivery of education to staff and other consumers
- Participating on working parties that may
 - Develop and implement quality improvement projects
 - Review service planning/development opportunities
 - Develop and/or review policy
- Becoming a member of a Tresillian committee
- Reviewing, with Tresillian Management, Tresillian's performance and identify plans for improvement
- Acting as an advocate for other consumers and clients

Consumers can be involved in the Quality and Safety program through:

- Opening the dialogue between consumers and the organisation
- Providing feedback that allows for improvements in the safety, effectiveness, appropriateness and acceptability of episodes of care
- Providing information on the impact of care on consumers
- Assisting with the identification of priorities, expectations and needs
- Providing information on the short and long term outcomes of their care experience
- Developing a shared culture of partnership
- Improving consumer information quality and accessibility
- Developing consumer and community support for the health service.

It is recognised that active involvement of consumers in the development, implementation and evaluation of health programs is integral to their success.

The benefits for consumer and carers of consumer participation include¹:

- receiving services that are more responsive;
- improved quality and safety of services;
- increased trust and engagement with health care professionals;
- increased confidence, competency and sense of self-determination;
- improved health literacy and help-seeking behaviour;
- increased social inclusion; and
- improved long-term health outcomes.

The benefits for organisations include:

- improved safety and quality of health services provided;
- improved health outcomes for consumers;
- improved responsiveness based on meeting consumer needs and community priorities;
- increased openness, trust and respect for consumers, carers and community;
- improved efficiency and cost effectiveness in how health services are provided;
- increased accountability to consumers and carers;
- increased consumer focus to drive quality improvement processes;
- inclusion of valuable insights from consumers and carers which may not otherwise be apparent, or may be significantly different to those held by health professionals;
- improved access to a diverse range of skills, experiences and knowledge;
- increased capacity to meet accreditation standards;
- improved job satisfaction, staff retention and morale;
- reduced conflicts, complaints, litigation; and absenteeism; and
- increased social capital towards a more inclusive community.

¹ ACT Health (2011) Consumer and Carer Participation Framework



Tresillian Family Care Centre Consumer Representative's Statement of Duties

Centre:	Tresillian
Unit:	Tresillian
Cost Centre:	
Classification:	Consumer Representative
Award:	None
Vaccination Category:	A
Child Related Employment:	Yes
Reports to:	Quality and Safety Manager
Direct Reports:	None

Purpose of Position

The family is considered to be an integral member of the health care team at Tresillian. It may consist of parents, other carers, siblings and other significant individuals forming a cohesive unit for the child.

The consumer representative has a role in ensuring that the care delivered by Tresillian respects the nature of the carer/child relationship; that there is capacity and opportunity for their input to be considered as partners in the health care team, and that there are opportunities for constructive feedback to be provided in order to improve service delivery to the family.

The consumer representative offers input into care and other organisational processes as an advocate for the family and the child.

This role may operate at many levels within Tresillian and participate in activities such as:

- Participation in Tresillian committees
- Review of client relation information
- Policy development and review
- Project design, implementation and evaluation
- Facility design
- Service planning

Key Accountabilities

The consumer representative will have the following key accountabilities:

- A willingness to partner with Tresillian on a range of activities and projects
- Actively contribute to project and participation outcomes
- Provide feedback to staff and other stakeholders on participation activities
- Participate in providing information to staff on your experience on the consumer participation role at Tresillian

Where membership of a committee becomes part of the role:

- Ensure appropriate preparation is undertaken for each meeting
- Ensure that the consumers view is heard at meetings
- Participate in a briefing and debriefing session to ensure that requirements and actions of the Committee are understood

Challenges

- Working with stakeholders
- Meeting internal and external expectations
- Representing a wide range of consumer interests

Communication

Develop and maintain effective relationships with key stakeholders within and external to Tresillian by providing a positive input into health service delivery, assist Tresillian in ensuring the consumer perspective is incorporated into everyday practice, and be an active participant in committees where applicable.

Decision Making

In accordance with Tresillian Family Care Centres Policies and Procedures, the incumbent will work cooperatively with the Quality and Safety Manager to provide input into service planning, delivery and evaluation.

Selection Criteria

- Interest in improving the health system
- Willingness to commit time to health issues
- Ability to relate their own experience of health care to broader consumer issues
- Ability to represent and respect the views of other people who use the health care system
- Good communication skills
- Personal level of empowerment
- An awareness of the needs of groups of consumers and not just the individual
- Reliability and responsibility with a willingness to commit time and if applicable to attend relevant meetings

As the incumbent of this position, I have read this Statement of Duties, understood its contents and agree to participate in accordance with the requirements of this position. I understand and accept that I must also comply with the policies and procedures of Tresillian Family Care Centres and can be required to undertake representative functions in any location under the jurisdiction of Tresillian Family Centres, unless otherwise agreed.

I also agree to strictly observe the Tresillian policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my appointment as consumer representative.

Consumer Representative Signature: _____

Consumer Representative Name: _____

Date: _____



Tresillian Family Care Centre

Consumer Representative's Participation Agreement

Please read the information below and if agreeable, sign this agreement. If you wish any content of this agreement to be explained to you please discuss this with the Quality and Safety Manager, prior to completing the document.

I understand that as a consumer representative of Tresillian Family Care Centres:

- Any information that I provide during the recruitment and selection process will be held by Tresillian Family Care Centres in line with retention requirements for employment records under the state Records Act and will be maintained in a confidential file by Tresillian
- Information contained with my expression of interest may be entered into Tresillian's Human Resource Database for the purposes of appropriately managing the requirements of my appointment and any entitlements.
- I will abide by the Tresillian Code of Conduct
- I will adhere to Tresillian Policy and Procedures and any other instruments of governance relevant to Tresillian
- I will declare any potential and actual conflict of interest relating to the activities undertaken as a Tresillian Community Representatives
- I will not make any public statements or media comment on behalf of Tresillian unless requested to do so by the Chief Executive Officer of Tresillian Family Care Centres

I _____ agree as a consumer representative of Tresillian Family Care Centres to the items outlined above and agree to meet the conditions as outlined.

Signature _____ Date _____

I _____ on behalf of Tresillian Family Care centres agree that Tresillian will provide support to meet the contents of this agreement and associated job description

Signature _____ Date _____



Tresillian Family Care Centre

Consumer Representative's Confidentiality Undertaking

I _____ of _____
(Name) (Address)

Understand that as a consumer representative for Tresillian Family Health Services, I may come across information at Tresillian relating to the treatment of clients, the activities of staff and the operation of Tresillian Family Care Centres and/or the NSW Public Health System.

I understand that there are laws concerning privacy, confidentiality and non-disclosure which may apply to information that comes into my possession as consumer representative and/or as a member of a Tresillian committee.

I undertake to maintain the confidentiality of any material that may come into my possession and confine discussion of such material to meetings within Tresillian.

I recognise that part of my role involves bringing a broad community perspective and will abide by any decision made by Tresillian Family Care Centres regarding the breadth of consultation on a given issue.

Signed: _____

Printed Name: _____

Date: _____

In the presence of

Name: _____

Position: _____



Tresillian Family Care Centre

Consumer Representatives Reimbursement Guidelines

Tresillian Family Care Centres will reimburse consumer representatives for reasonable out of pocket expenses incurred as part of their role as a consumer representative for Tresillian, if so requested by the consumer representative.

Tresillian will assist in reducing the out of pocket expenses that might be incurred by a consumer representative by:

- Providing reasonable access to stationary items
- Providing transport to a meeting on behalf of Tresillian
- Providing access to car parking facilities where possible
- Provision of fax and photocopying facilities

Reasonable out of packet expenses could include:

- Mileage reimbursement for the use of their private vehicle when attending to Tresillian related business
- Reimbursement for public transport or taxi fares when attending to Tresillian related business
- Parking costs associated with attending to Tresillian related business
- Reasonable child care costs for time taken attending to Tresillian related business
- Conference and workshop registration fees where these have been approved and supported by Tresillian
- Reasonable costs associated with printer cartridges or refills, photocopy paper and other stationary supplies not provided by Tresillian
- Reasonable telephone costs associated with attending to Tresillian related business

Consumers will be required to provide a receipt where possible and should seek approval prior to incurring the expense. Reimbursement must be made on the reimbursement form following this information.

Reimbursement can be via electronic funds transfer – details will need to be provided by the consumer representative.

Mileage rate used for reimbursement will be that as determined by NSW Premiers Office and may be subject to variation. Any differential between this and the amount identified by the Australian Taxation Office may be claimed by the consumer representative as part of their tax return subject to ATO guidelines.