

Consumer Representative

Role Description

To Listen, Act, Make Better, Together

Our Consumer Representatives participate in various ways to advocate for our patients, carers and families so we can improve health outcomes and the care experience by working together to achieve person and family centered care.

Role of a Consumer Representative

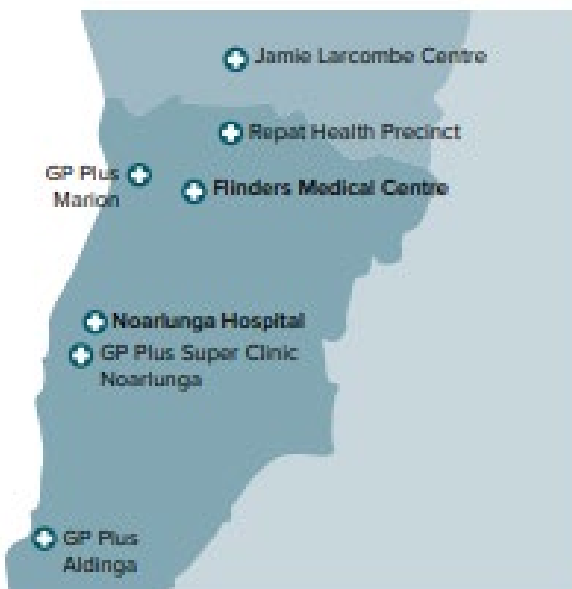
As a Consumer Representative you will:

- Advocate on behalf of others.
- Have experience as a patient, carer or client of our services.
- Be a listener and understand the diversity of healthcare experiences.
- Work well with others and communicate clearly and give unbiased information.
- Set aside self-interest to represent a collective view.
- Be comfortable using computers and various online software and platforms.
- Adhere to the SA Public Sector Code of Ethics.
- Preferably live in the SALHN catchment area.

A Consumer Representative

- Brings consumer insight and issues to meetings, advisory groups, and working groups for discussion.
- Provides a non-clinical perspective to assist the meetings, advisory groups, and working groups to reflect the patients and families/carers experiences.
- Provides consumer input on matters that relate to consumer experience and engagement.
- Contributes to future service delivery planning ensuring the SALHN has a consumer focus.
- Reviews and contributes to Consumer Information sheets, brochures, and other written material.

SALHN Sites



SALHN Catchment areas

- City of Holdfast Bay
- City of Marion
- City of Mitcham
- City of Onkaparinga

Opportunities to be a Consumer Representative

SALHN offers a range of opportunities to be a Consumer Representative:

❖ Consumer and Community Advisory Groups (CCAG)

The role of a CCAG member is to embed the voice of consumers, carers and communities across SALHN through consultation, information sharing, education and transparent communication.

There are a number of CCAGs for consideration in which your skills, experience and knowledge, and cultural understanding will help us shape and improve our services. Refer to the Consumer Representative Nomination Form for further information.

❖ Patient and Family Representative (PFR)

The role of our Patient & Family Representative is to listen to our patients, carers and families and share their feedback with staff. The aim is supporting person and family-centered care, and improving the care experience for patients, carers and families and staff.

Our PFRs are allocated to one or more wards/services/units at Flinders Medical Centre, Noarlunga Hospital, the Repat Health Precinct and community health sites.

The PFR role requires a commitment of 2 hours per week per allocated ward/service/unit to speak with patients, carers and families plus an additional 1 hour per week per ward/service/unit of report writing. Generally, the PFR is required to attend on site for these conversations, but community services request only telephone contact. PFRs may be asked to bring the consumer perspective to meetings and to the review of consumer information.

❖ Committees and Working Groups

Our consumer representatives may be asked to participate on committees, meetings, advisory groups or working groups to represent the voice of the consumer and community. This will be based on their skills, knowledge, and interest.

❖ Other Opportunities

- Assist with staff recruitment.
- Facilitate and contribute to staff training and development.
- Participate in quality improvement activities.
- Research activities.
- Provide feedback via online forums and surveys.

Expectations

The expectations depending on your role:

- As a Consumer Representative on committees/meetings/advisory groups/work groups, your attendance rate must be 80% annually.
- As a Patient and Family Representative, subject to reasonable leave, you are expected to allocate at least 2 hours weekly to this role, to speak with at least 5 patients/families/carers weekly, to report immediately any urgent concerns and to prepare a written report.

Recruitment / Induction Process

To become a consumer representative, you need to apply for the role using a Consumer Representative [Nomination Form](#). If successful, you will need to complete:

- National Police Check
- Working with Children Check (if applicable)
- Online training
- Confidentiality Agreement
- Orientation Checklist items.

Support Provided

As a consumer representative, you receive:

- Mentoring and support from the Consumer and Community Engagement Unit.
- Networking opportunities with other consumer representatives across SALHN.
- Access to training opportunities.
- Access to employee counselling.

Voluntary Hours

There is a requirement that time spent participating in this role will include voluntary hours such as training (including online), professional development and networking events with other consumer representatives.

Reimbursement

You will be reimbursed in line with the SA Health [‘Sitting Fee and Reimbursement’ Policy](#). Currently a sitting fee of \$35 per hour is available for:

- meeting attendance
- meeting preparation (up to 1 hour per meeting).

As a Patient and Family Representative you will be also reimbursed for the following:

- time spent gaining consumer feedback, up to 2 hours
- report writing, up to 1 hour per ward
- mentoring other Patient and Family Representatives – as requested
- presentations and training to staff and/or consumers – as requested.

Consumer representatives are entitled to reimbursement for travel to SALHN sites; this will be reimbursed in line with the relevant [Determination of the Commissioner for Public Sector Employment](#). Either car parking or mileage reimbursement is available, depending on the role.

Further Information

If you would like further information on the roles we have available, please contact the SALHN Consumer and Community Engagement Unit via Health.SALHNConsumerEngagement@sa.gov.au

Additional information can also be found on our [website](#)