



## Recruitment Fact Sheet

### Royal Perth Hospital and Bentley Health Service Consumer Advisory Committees and Volunteer Services.

#### Background

The Royal Perth Hospital (RPH) and Bentley Health Service (BHS) each have a separate Consumer Advisory Committee (CAC) that provides support and advice to each hospital on relevant issues in order to improve experiences for patients and their relatives as well as other consumers.

Both RPH and BHS CAC's are seeking new members to participate in the Community Advisory Committees and other Consumer Engagement Volunteers to help obtain or provide feedback on Royal Perth Bentley Groups services.

#### Role

The CAC's role is to make recommendations relating to the improvement of services at RPH and BHS.

#### Requirements

We are seeking people who have:

- A commitment to quality improvement in health services
- Ability to work cohesively in a team environment with energy and enthusiasm
- Ability to identify issues impacting on the service delivery provided by RPH or BHS
- Ability to attend meetings on a regular basis
- Have been or may be a consumer of RPH or BHS services (not necessarily a patient of the hospital but a consumer of any of the services, including visiting, collaborating, referring or accepting patients).
- People representing these groups are strongly encouraged to apply:
  - Disability services
  - Chronic illness
  - Mental Health
  - Maternity
  - Cultural and Linguistically diverse
  - Rural and remote area access for patients
  - Aboriginality
  - Refugees
  - Aged and Community care
  - Hospital in the Home services or similar



### **CAC Members will need to**

- Attend most meetings: CAC meets for approximately 2 hours once a month.
- Attend other activities about once a month: Attending additional meetings or a few hours of work each month to review or prepare material will also be required.
- Attend an induction or orientation training program within the first 2 months of membership that takes about 3-4 hours
- Attend annual mandatory training that takes approximately 1-2 hour once per year and can be done online.

### **Other Consumer Engagement Volunteers will need to;**

- 1) Be contactable via email to review publications

And/ Or

- 2) Be able to attend RPH and assist with surveying patients for one or two, 2 hour sessions per month (at times that suit the volunteers)

And/ Or

- 3) Be available to occasionally attend working groups/focus groups, complete surveys and provide advice on an ad hock or agreed basis.

### **We will**

- Provide education and training to enable consumer representatives and volunteers to complete their tasks.
- A manager/staff support person to assist and support consumer representatives and volunteers with their role.
- Provide remuneration for consumer representatives for out of pocket expenses as per the Department of Health guidelines for consumer representatives.

### **How to apply**

- Interested applicants are requested to write a brief letter explaining why you would like to join the RPH or BHS CAC.
- Outlining your experience in healthcare, disability services and/or special interest consumer groups, if you have had contact with the health services as a consumer, carer or visitor.
- An application form is available on the RPH and BHS websites but is optional
- For additional information please contact Jo Kelly or Cassandra Englefield at the Consumer Engagement Unit, Royal Perth Bentley Group on (08) 9224 1637 or [RPBG.Feedback@health.wa.gov.au](mailto:RPBG.Feedback@health.wa.gov.au)