

## Consumer Partner Invitation

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**Are you a consumer or carer interested in end-of-life and palliative care and/or the care of older people? If so, the Agency for Clinical Innovation (ACI) would like to hear from you!**

The **NSW Agency for Clinical Innovation (ACI)** works with clinicians, consumers and managers to create and promote better health care for the people of NSW. Our Clinical Networks, Taskforces and Institutes provide opportunities for these people to collaborate and to develop exciting changes in health care that have a positive impact on patients and their loved ones.

### ACI Clinical Networks

The ACI has a number of clinical networks established to drive continuous improvement in health care across the NSW health system. Networks are made up of members from a diverse range of backgrounds including:

- Health professionals (nursing, medical and allied health clinicians)
- Service managers
- Researchers and university staff
- Consumers/patients and carers (people who offer insights, advice and direction based on their own experience)

### Network Executive Committees

A Network Executive Committee is represented by 15-20 members on average, including two consumer partners. An Executive Committee oversees projects and activities and leads in the development of key initiatives, special projects and working groups for a clinical network.

### We would love you to participate

We invite people with an interest in a number of areas to apply to partner with us. You will be someone who wants to make a difference and help drive continuous improvement. We acknowledge all people who have accessed health care services – as patients, consumers, carers and loved ones. The voice of people with lived experience is essential in the development of our work.

We are looking for people who will:

- Share their personal experience
- Contribute the expertise that this experience brings
- Represent the voice of people within the wider NSW consumer community
- Be a resident of NSW and possess the following:
  - An interest in improving health care.
  - Willingness to provide advice and share your personal experience to improve health care.
  - Understanding of the needs, issues and concerns of people, and their carers, who require palliative care health care services.
  - Ability to work with, and represent, health care consumers.

- Ability to attend and participate in meetings and events.
- A willingness to keep all discussions confidential and maintain privacy
- A willingness to undergo a national police record check if required as a part of your role.

You may be a patient, a family member or a carer, who has interacted with health service in NSW. You could also be a member of a consumer health organisation.

## What's in it for you?

- You will meet an interesting range of people – all passionate about improving health services.
- Participation can count toward future employment opportunities and be included on your resume.
- You will get access to education, training, conferences and forums.
- Networking opportunities with other consumer partners.
- You can learn some new skills.
- You can learn about health systems and you can apply these learnings to your own healthcare.
- You might have some fun (we hope!).

## Does it cost anything to participate or will I be paid?

Participation is voluntary. There is no cost to participate nor will you be paid to participate. You will be reimbursed for any reasonable expenses, such as travel costs/parking, printing of documents.

## How we will support you in this role

- We will provide you with an orientation session and training to support you in your role.
- There will be mentoring and support opportunities with other consumers partners from across the ACI clinical networks.
- We will provide ongoing support through phone contact and email if you have any questions and/or concerns.
- We will provide you with the NSW Health Code of Conduct and ACI values for your reference and explain how these are related to the work you will do with us.

## What's involved in being a consumer partner with an ACI clinical network?

A number of clinical networks are seeking interest for consumer partners in various roles including;

### End of Life and Palliative Care Network:

- Executive Committee Members
- Virtual Care in Palliative Care Steering Committee Members
- End of Life and Palliative Care Consumer Partners

### Aged Health Network:

- Executive Committee Members
- "Wiser Advisors" - Older People's Health Consumer Partners

The table below outlines the responsibilities for these various roles including the time commitment/frequency of engagement and activities involved.

Vacant roles	Time commitment / frequency of engagement	Activities that you may participate in
<b>Consumer Partner</b>	Ad Hoc engagement pending Network events activities.	<ul style="list-style-type: none"> <li>• Sharing your story about receiving health care in NSW.</li> <li>• Providing advice about improving health care for patients, families and carers.</li> <li>• Becoming a member of a project working group that works on specific improvements in care (NB: Working Groups usually convene for 6-12 weeks)</li> <li>• Attending Network meetings and events.</li> <li>• Reviewing documents and publications e.g. patient information</li> </ul>
<b>Executive Committee Member - Consumer Partner</b>	Committed member of the Executive Committee. The usual term for the Executive Committee is 24 months however this flexible pending preference and availability.	<p>An Executive Committee member may participate in any of the above activities in addition to:</p> <ul style="list-style-type: none"> <li>• Provide advice on relevant issues to the ACI and NSW Health.</li> <li>• Participate in time limited working groups, as required.</li> <li>• Collaborate with other clinical network consumer partners.</li> <li>• Attending Executive Committee meetings. <ul style="list-style-type: none"> <li>○ End of Life and Palliative Care Network – 2 hours every 2 months</li> <li>○ Older Peoples Network – 2 hours every 3 months</li> </ul> </li> </ul>
<b>Virtual Care Steering Committee - Consumer Partner</b>	Committed member of the Steering Committee. The project is funded to 30 June 2023.	<p>A Steering Committee member may participate in any of the above activities in addition to:</p> <ul style="list-style-type: none"> <li>• Provide advice on palliative care issues to the ACI and NSW health.</li> <li>• Participate in time limited working groups, as required.</li> <li>• Collaborate with other clinical network consumer partners.</li> <li>• Attending Steering Committee meetings monthly.</li> </ul>

**Due to the pandemic, meetings are being held via video conference. This means you will need a computer, laptop or tablet with a camera and microphone. We can support you to get this set up by walking you through the instructions.**

## How to apply

If you are interested but aren't sure if you are suitable for the role, or if you would like more information, contact:

- End of Life and Palliative Care Network: Vanessa Evans  
E: [ACI-PallCare@health.nsw.gov.au](mailto:ACI-PallCare@health.nsw.gov.au)  
P: 0447 782 393
- Aged Health Network: Glen Pang  
E: [ACI-AgedHealth@health.nsw.gov.au](mailto:ACI-AgedHealth@health.nsw.gov.au)  
P: 0407 995 329

We will be in touch with you shortly after the 24 June 2022 when nominations close.

You may complete the [nomination form electronically here](#) OR complete the form on the following page and return it by email to one of the email addresses above.

## Nomination Form to join the ACI as a Consumer Partner

Please complete this nomination form [electronically here](#) OR complete this page by and return it by email to [ACI-PallCare@health.nsw.gov.au](mailto:ACI-PallCare@health.nsw.gov.au) and/or [ACI-AgedHealth@health.nsw.gov.au](mailto:ACI-AgedHealth@health.nsw.gov.au) by Friday 24 June 2022

### Your personal details

Surname: \_\_\_\_\_ Given Names: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Post Code: \_\_\_\_\_

Date of Birth: \_\_\_ / \_\_\_ / \_\_\_ Gender: Male Female Other: \_\_\_\_\_

*Applications are not generally accepted for people under 16 years of age.*

Phone: (Mobile) \_\_\_\_\_ (Home) \_\_\_\_\_

Email: \_\_\_\_\_

Do you identify as: *Tick or highlight all that apply.*

- |   |  |
|---|--|
| <input type="checkbox"/> Having lived experience as a consumer?               | <input type="checkbox"/> Having a disability?  |
| <input type="checkbox"/> Having lived experience as a carer or family member? | <input type="checkbox"/> Having a non-English speaking background? <ul style="list-style-type: none"><li>• Primary language:</li><li>• Secondary language:</li></ul> |
| <input type="checkbox"/> Aboriginal?  | <input type="checkbox"/> Being sexuality and gender diverse?   |
| <input type="checkbox"/> Torres Strait Islander?                              |  |
| <input type="checkbox"/> Aboriginal and Torres Strait Islander?               |  |

### Statement of interest

*Why do you want to become involved?*

*Enter text here*

### Role selection

Respond yes / no to all options that apply. You may select more than one role.

#### END OF LIFE AND PALLIATIVE CARE NETWORK

End of Life and Palliative Care Network Executive Committee? Yes / No

End of Life and Palliative Care Network Consumer Partner? Yes / No

Palliative Care Virtual Care Steering Committee? Yes / No

#### AGED HEALTH NETWORK

Aged Health Network Executive Committee? Yes / No

Aged Health Network Consumer Partner? Yes / No