

Austin Health

Position Description



Position Title: Consumer Partner (Formal)

Classification:	Volunteer / Honorarium
Business Unit/ Department:	Patient Safety and Clinical Excellence Unit
Reports to:	Consumer Engagement Manager
Date:	June 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home, and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is more than \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery, and learning.

Our values define who we are, shape our culture and the behaviours, practices, and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve, and we shape the future.

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Consumer Partners at Austin Health

Consumer participation at Austin Health is an integral part of the core business of Austin Health. We are committed to improving and extending consumer and community participation opportunities in service planning, development, implementation and evaluation across all sites and multiple service-delivery areas.

A Consumer Partner uses their healthcare experience to support Austin Health in a voluntary capacity, helping to improve our services and achieve the best possible outcomes for our patients. Austin Health Consumer Partners draw on their personal healthcare experiences to influence the objectives, roles, and outcomes of the committees or activities to which they are appointed.

Consumer Partners may be engaged in various activities at all levels of the organisation; strategic / organisational, service, individual. Our Consumer Partners are involved in committees, performing patient surveys, document review and/or training.

Consumer Partners report to the Consumer Engagement Team, which is part of the Patient Safety Clinical Excellence Division. The Consumer Engagement Team coordinates recruitment, orientation, and ongoing support for Consumer Partners.

Supportive resources and training are provided as part of orientation to the role. Remuneration is offered for pre-approved activities.

Computer access is available in the Austin Health library. Reimbursement is provided for preapproved expenses related to the role including parking. Consumer Partners can apply for financial support to attend education and training opportunities.

About Patient Safety and Clinical Excellence

The Patient Safety and Clinical Excellence Division are responsible for consumer engagement at Austin Health, ensuring National Standard 2 - Partnering with Consumers requirements are met and that we continue to strengthen consumer involvement at all levels of the organisation.

Purpose and Accountabilities

Role Specific:

- Bring a consumer perspective to the specific issues identified in the relevant activity.
- Represent the views of the community in their personal capacity (rather than as members of an organisation).
- Be available to attend at least 75% of meetings / required activities per year.
- Reading of meeting agendas / papers prior to meetings to facilitate active engagement
- Work collaboratively with staff managing the activity.
- Maintain confidentiality regarding sensitive information and discussions

- Complete mandatory training requirements annual.
- Adhere to Austin Health Code of Conduct, policies, and procedures on the Austin Health intranet.
- Do not make public statements relating to the affairs of Austin Health without seeking prior authority.
- Report any issues that could affect patient or hospital safety to Austin Health Staff.
- Follow the instructions and reasonable directions of Austin Health, including those from the Area Fire Warden in the event of an emergency.
- Meet annually with the Consumer Engagement Team to review and discuss
- Complete Consumer Partner satisfaction survey twice a year for quality improvement purposes.

Consumer Partner Requirements

- Austin Health staff members should not be eligible to be consumer partners
- Consumers can apply to be Consumer Partner's if they are:
 - currently or previously registered health practitioners
 - people working at another health service
- Each applicant will be considered on an individual basis.
- As per the *The Health Services Act 1988 (Vic)*
 - Preference will also be given to an applicant who is not currently and has not recently been involved in the provision of health care related services including but not limited to employment in the health sector and training as an Australian council on health care standards accreditation assessor.

Formal consumer partners will be required to complete the following onboarding documentation:

- Interview by Consumer Engagement Team
- Fit2Work (Police Check)
- Statutory Declaration
- Immunisation Check
- Confidentiality Deed

Essential Knowledge and Skills:

- Be supportive of the Austin Health values:
 - Our actions show we care.
 - We bring our best.
 - Together we achieve.
 - We shape the future.
- Have an interest in improving the Australian public healthcare system.

- Ability to collaborate constructively with staff managing specific activities to improve the quality and accessibility of Austin Health Services.
- Understand consumer participation principles.
- Proficiency in the Microsoft Office Suite particularly in Microsoft TEAMS.

Desirable but not essential:

- An understanding of the experiences of people from culturally and linguistically diverse (CALD) backgrounds or people with disabilities or Aboriginal and Torres Strait people in using health services.
- Established links with health consumer or community groups.
- Current lived experience within the Victorian Healthcare System.
- Resident in the primary patient catchment of Austin Health which includes the local government areas. Rural community residents will also be considered due to Austin Health’s rural patient population.
- Involved with Austin Health’s Statewide Services;
 - Ventilation Weaning Unit
 - Victorian Liver Transplant Unit
 - Victorian Respiratory Support Service
 - Victorian Spinal Cord Service
 - Victorian Toxicology Service
 - Victorian Poisons Information Centre

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to [Austin Health’s Aboriginal Employment website](#).

Document Review Agreement

Manager Signature	
-------------------	--

Consumer Partner Signature	
Date	