



TERMS OF REFERENCE “CONSUMER VIEW”

Objective

The “Consumer View” functions as a consumer representative voice for people who are diagnosed with cancer or other chronic medical conditions and treated with View Health - chemo@home. The group supports a collaborative process to improve the patient experience and quality and safety of health services.

Representation consists of patient, family and community members who have been affected by cancer and other chronic medical conditions, and team members from View Health - chemo@home.

The aim of the advisory group is to improve and enhance patient-centred care for all families affected by cancer and other chronic medical conditions by directly involving consumers in health service activities.

By working together, the “Consumer View” provides a opportunity for the consumer voice to be heard in the spirit of partnership, with the overall goal of providing better services for patients with cancer and other chronic medical conditions and their families.

Role

The group, in its advisory capacity, will:

- Maintain a strong and positive partnership between View Health – chemo@home team members and patients/families to represent the wider population of families who use the health service;
- Promote sensitivity and attention to meeting the individual needs of consumers and communities affected by cancer and other chronic medical conditions;
- Actively seek feedback from consumers affected by cancer and other chronic medical conditions;
- Address issues and priorities identified by consumers as appropriate;
- Suggest service delivery solutions that are well matched to consumer needs;
- Provide input into resources developed for families;
- Facilitate communication of outcomes to other health services and stakeholders as appropriate; and
- Document View Health - chemo@home’s activities and outcomes annually.

Responsibilities

- Support opportunities for joint consumer and View Health – chemo@home team member initiatives;
- Work with people of diverse backgrounds and experiences;
- Maintain confidentiality regarding sensitive information and health service matters discussed with the group;
- Act as the primary source for consumer consultation for View Health - chemo@home; and
- Provide a representative view of the wider community.

Membership
<p>Consumer representatives should come from a mix of consumers familiar with cancer services and other chronic medical conditions. The number of consumer representatives is not limited.</p> <p>Health service representatives including nursing, pharmacist, allied health/psychosocial representation from the health services. A minimum of two to three health service team members should be included in this group.</p> <p>All members of the “Consumer View” will maintain confidentiality regarding sensitive information and organisational matters discussed within the group.</p> <p>The “Consumer View” may invite any person or body of persons to attend and assist the group as an invited participant. “Consumer View” may consider membership of other health services with expertise in the future.</p>
Chair & Deputy Chair
<p>The Chair and Deputy Chair of the “Consumer View” will be voted by secret ballot on an annual basis.</p>
Coordinator
<p>The Coordinator of the “Consumer View” will be an employee of the health service. The Coordinator is responsible for the moderation of the Social Media page, coordination of any online meetings (including meeting invitations, agendas and minutes), recruitment, providing information to new consumer members, facilitating the group activities and ongoing support and facilitation of training for consumer members as required. The Coordinator will be responsible for preparing an annual report.</p>
Tenure
<p>Consumer members of the “Consumer View” will continue until such time as the member no longer choose to be involved with the group. Health Service team member membership will be reviewed bi-annually by the Directors.</p>
Reporting
<p>The “Consumer View” will provide an annual report at 30 June each year, which should be made available to the relevant health services and other jurisdictions as necessary. Other brief activity reports may be provided as appropriate.</p> <p>State-wide priorities: As appropriate, the “Consumer View” will liaise at a state-wide level through the Chair to the appropriate Health Department.</p> <p>Health service specific priorities: The “Consumer View” will liaise directly with the Health Services Director.</p>
Meetings
<p>“Consumer View” will meet, through online platforms, as required.</p> <p>Agenda papers and reports will be disseminated to “Consumer View” members no less than one week prior to any scheduled meetings. Members should be familiar with the content. Minutes from the meetings will be disseminated no more than two weeks post meeting.</p>

Recruitment					
Consumer representative members of “Consumer View” will be appointed through a formal recruitment process. Positions will be advertised at the appropriate site via mechanisms decided as appropriate at the time.					
Health service team member membership will be appointed via the Directors.					
Volunteer Registration					
All consumer members will need to meet the volunteer requirements of “Consumer View”. As a Registered Volunteer, members will act in accordance with the Health Services policies and procedures and agree to keep information confidential.					
Orientation					
The Chair or Deputy Chair of “Consumer View” and the View Health - chemo@home coordinator will work together to determine the information required by new consumer members, as well as providing an ongoing point of contact for any questions the consumer members may have. Appropriate materials and resources will guide a structured approach to orientation and ongoing support and training at View Health - chemo@home.					
Reimbursement					
“Consumer View” does not hold any budget. Membership of “Consumer View” is a voluntary position but funding may be available for reimbursement of costs to attend meetings e.g., parking costs.					
Terms of Reference Review					
“Consumer View” TOR will be reviewed every three years as a minimum.					
Issue Date	Next Review date	Reviewer	Owner	Ratified	Document Revision History
Jan 2014	Jan 2017	Julie Wilkes	Senior Management	Director	Original (Version 1)
Dec 2020	Dec 2023	Julie Adams	Senior Management	Director	Version 2

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