

# Consumer Advisor Welcome to Barwon Health

Prepared by Dr Louise Heuzenroeder  
Consumer Experience Lead  
Barwon Health  
Updated 10 November 2022



## Acknowledgement of Country

We, Barwon Health, acknowledge the Traditional Owners of the land, the Wadawurrung people of the Kulin Nation. We pay our respects to the Elders both past and present. We thank the Traditional Owners for custodianship of the land, and celebrate the continuing culture of the Wadawurrung people acknowledging the memory of honourable ancestors. We also welcome all Aboriginal and Torres Strait Islander people present today.



**Barwon  
Health**



# Thank you

To the Consumer Advisor members of the Community Advisory Committee &  
To the Consumer Advisor members of the Written Information Simply Explained (WISE) group  
who improved this information through their process of review and revision.



# About Barwon Health

History

Our catchment

Our sites

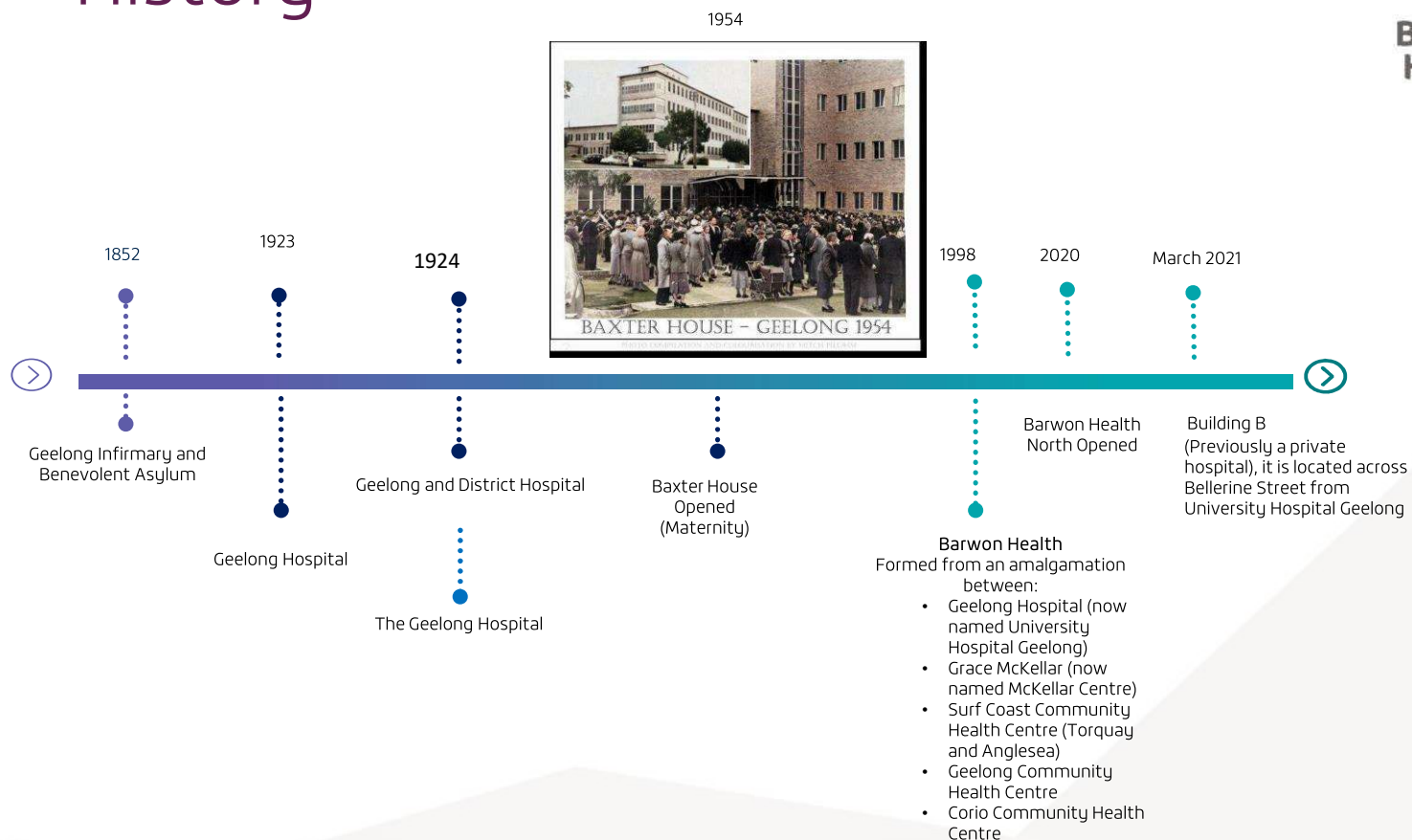
Our Executive

Teams supporting our consumers

Our Values



# History



# Our Catchment



The primary catchment for Barwon Health has a population of 350,000, extending to 500,000 for some consultative services to the South Australian border.

The catchment has 7 million visitors each year that impact on service demand.

Barwon Health operates from 22 sites, including:

- University Hospital Geelong
- McKellar Centre (aged care and rehabilitation)
- Community Health Centres
- Alan David Lodge (aged care)
- Barwon Health North



<https://www.barwonhealth.org.au/patients-visitors/our-sites>

# Our Executive



Frances Diver  
Chief Executive



Angela Erwin  
Interim Chief  
Nursing & Midwifery



Amanda Cameron  
Chief  
Operating Officer



Anna Burgess  
Executive Director  
Strategy & Planning



Lee Jeffery  
Chief  
People & Culture



Bernadine McNamara  
General Counsel



Dr Ajai Verma  
Chief  
Medical Officer



Cobus Lotharingen  
Chief  
Financial Officer



Andrew MacFarlane  
Chief  
Information Officer



Kate Bibby  
Director  
Public Affairs &  
Communications



# Teams supporting our consumers



Aboriginal Health Unit



Consumer Liaison Office



Disability Liaison Officers

# Our Values



**Respect** - We respect the people we connect with.

**Compassion** - We show compassion for the people we care for and work with.

**Commitment** - We are committed to quality and excellence in everything we do.

**Accountability** - We take accountability for what we do.

**Innovation** - We drive innovation for better care.



# About Barwon Health

PROMPT: Our online policies and procedures

Our Strategic Plan

Our Cultural Safety Plan

Our Disability Action Participation Plan

Our Family Violence Response



PROMPT: Barwon Health official publications  
(policies / procedures / guidelines / patient handouts etc)

A screenshot of the "Prompt Documents" search interface. The interface has a blue header with the "Prompt DOCUMENTS" logo. Below the header, the word "Search" is displayed. The main search area contains a text input field with the placeholder "Enter Search Keywords" and a "Search Documents" button. To the right of the input field is a blue "Search" button. Below the input field, there is an "Advanced Search" toggle switch set to "OFF". At the bottom right of the search area, there are two buttons: a blue "Search" button and a grey "Clear" button.

If you experience problems with access  
[PromptDocuments@barwonhealth.org.au](mailto:PromptDocuments@barwonhealth.org.au)

# Our Strategic Plan 2020-25



## Our Vision

By 2050, everyone in our community enjoys the best health and wellbeing in Victoria.

## Our Purpose

Provide best care, every person, every day, so that everyone feels better.

## Our Community

The G21 Region



[https://www.barwonhealth.org.au/images/documents/11295\\_StrategicPlan2020-25](https://www.barwonhealth.org.au/images/documents/11295_StrategicPlan2020-25)

# Our Cultural Safety Plan



Barwon Health's vision for Aboriginal Health is to close the unacceptable and ongoing health gap that still exists between Aboriginal and Torres Strait Islander Australians and non-Indigenous Australians. Barwon Health's values will be reflected as we collaborate with the local Aboriginal and Torres Strait Islander community. Participation, access and engagement in all aspects of our health service will be equitable, collaborative supportive and culturally appropriate. Our relationship with the local Aboriginal and Torres Strait Islander community will be built on Barwon Health's values of compassion, respect, commitment, accountability and innovation.

Barwon Health currently employs over 7,500 people across all disciplines and currently employs 61 Aboriginal and/or Torres Strait Islander staff in the organisation across the areas of Medicine, Mental Health, Community Health, Surgical and Critical Care and Corporate Services.

The eight cultural safety domains for the Aboriginal cultural safety fixed grant are informed by the National Safety and Quality Health Services Standards (NSQHSSs), the Department of Health and Human Services: Aboriginal and Torres Strait Islander cultural safety framework, and the findings of the Koolin Balit evaluation: Improving the Cultural responsiveness of Victorian public health services. Health services are required to address all eight cultural safety domains: CEO/executive leadership, Aboriginal Hospital Liaison Officer employment, engagement and partnerships, cultural safety training, creating a welcoming environment, improving patient identification, monitoring and accountability.

# Our Disability Action Participation Plan



## Priority areas

Barwon Health's DAP focuses on the following priority areas for action:

### 1. Awareness, recognition and inclusion

- Driving cultural change through awareness, recognition and inclusion by actively promoting participation and disability inclusion.

### 2. Accessibility

- Ensuring that our consumers and staff can access and participate in all of our services offered at Barwon Health.

### 3. Provision of care through our services

- Supporting our community with their individual needs through inclusive and accessible care.

### 4. Increase employment opportunities

- Meaningful and sustainable employment to provide improved employment outcomes for all people participating in the workforce.

<https://onepoint.barwonhealth.org.au/news/Publications/2020-2025%20Disability%20Participation%20Action%20Plan.pdf#search=disability%20plan>

# Our Family Violence Response



## *Statement of Action*

Barwon Health acknowledges that family violence is a serious health issue and that family violence, in all its forms, is always unacceptable.

Barwon Health is committed to providing a comprehensive response to family violence to assist consumers, staff and volunteers to live lives free from violence.

Under this Statement of Action, Barwon Health commits to:

- Developing a comprehensive response to family violence including organisational and workforce development, community strengthening, advocacy and referral
- Identifying at-risk individuals accessing health services through appropriate screening and sensitive enquiry approaches
- Supporting the on-going health and wellbeing of individuals and families impacted directly, and indirectly, by family violence
- Working in partnership with government, non-government agencies, private health care providers and local communities to ensure a coordinated and collaborative response to family violence
- Building the capacity of staff and volunteers to respond to consumer experiences of family violence through appropriate training, information, tools and resources
- Taking a holistic approach to family violence that involves a continuum of mutually supporting and linked strategies, where prevention efforts are integrated with early intervention and response initiatives.



A handwritten signature in black ink, appearing to read "Brian Cook".

Brian Cook | Chairperson, Barwon Health Board

[barwonhealth.org.au](https://barwonhealth.org.au)



[https://onepoint.barwonhealth.org.au/corporate/family\\_violence/Pages/default.aspx](https://onepoint.barwonhealth.org.au/corporate/family_violence/Pages/default.aspx)



# Training

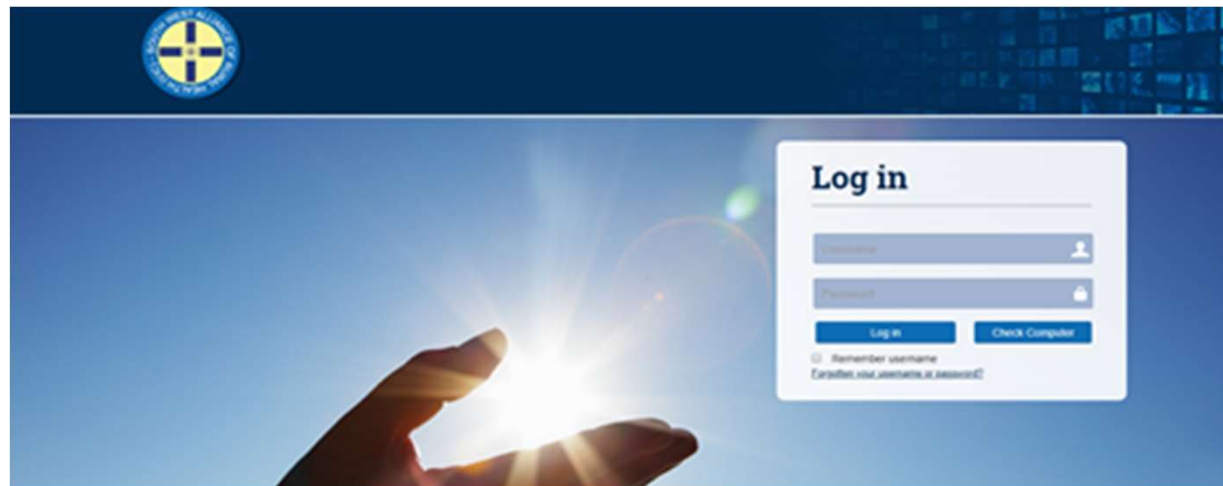
Barwon Health GROW Application  
Mandatory Training



# Our online learning system



GROW



If you experience problems with access  
[learningportal@barwonhealth.org.au](mailto:learningportal@barwonhealth.org.au)

## Consumer Advisor Mandatory Training



All these training modules can be undertaken through the Barwon Health GROW application

- Aboriginal Cultural Awareness
- Acceptable Workplace Behaviours
- Hand Hygiene
- Fire Safety

# Policy

National Safety & Quality Health Service Standards (National)  
Partnering in Health Care (Victorian Government)  
Partnering with Consumer Advisors (Barwon Health)

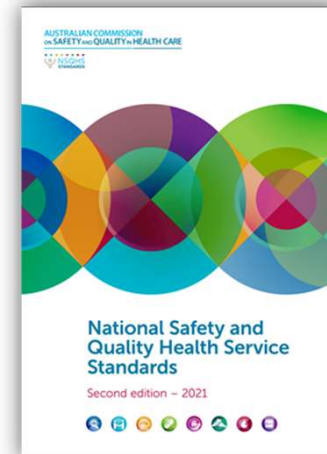


## National Safety and Quality Health Service Standards



Australian hospitals are accredited based on their compliance with the Australian Commission on Safety and Quality in Healthcare's National Safety and Quality Health Service Standards.

'Partnering with Consumers' is one of the eight NSQHS Standards.



<https://www.safetyandquality.gov.au/standards/nsqhs-standards>

## Partnering with Consumers Standard



To meet the **Partnering with Consumers Standard**, health services need to demonstrate they have 'Consumers as partners in planning, design, delivery, measurement and evaluation of systems and services'.

To achieve this, we need **Consumer Advisors**.

<https://www.safetyandquality.gov.au/standards/nsqhs-standards/partnering-consumers-standard>

# Safer Care Victoria



“Involve consumers in decisions about how healthcare and the health system can be improved”  
p. 18

<https://www.bettersafercare.vic.gov.au>

# Partnering with Consumer Advisors



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<https://www.barwonhealth.org.au/careers-volunteers/consumer-advisors>



# Partnering with Consumer Advisors

Moving from the past into the future

Levels of involvement

Language

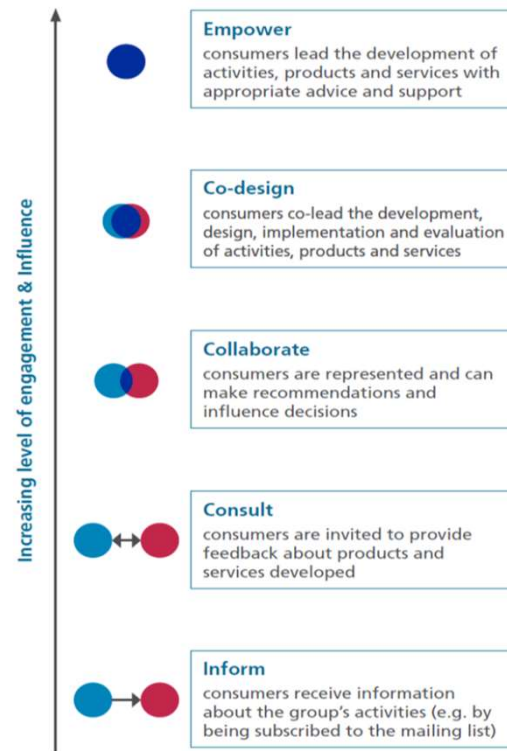
Who is a Consumer Advisor?

Code of Conduct

## Moving from the past into the future

In the past	Into the future
Terminology 'Consumer Rep'	'Consumer Advisor' We want consumers to <b>advise</b>
Consumer Reps recruited from Volunteer pool	Recruit Consumer Advisors from the community to promote renewal and diversity
Minimal support and ongoing evaluation of experience from consumer and staff perspectives	A guideline for Partnering with Consumer Advisors
Misunderstanding of language, including 'codesign'	A Guide to Build Co-design Capability. Agency for Clinical Innovation, NSW Government (2019)  Inform>Consult>Collaborate>Codesign>Empower

# Levels of participation



Adapted from the International  
Association for Public Participation (IAP2)  
by the Agency for Clinical Innovation NSW

# Language



Barwon Health uses the term '[Consumer Advisor](#)' to refer to members of the Barwon Health community who partner with staff in the development, planning and quality improvement of services, and the measurement and improvement of patient and family experience.

Barwon Health uses the term '[Advisor](#)' in preference to 'Representative' because the organisation wants consumers to be actively involved in providing [advice](#).



# Who is a Consumer Advisor?



A **Consumer Advisor** is a person who advocates for the consumer and community perspective by providing advice to Barwon Health.



# Code of Conduct for Consumer Advisors



1. Consumer Advisors contribute in a way that makes others feel culturally, emotionally and physically safe.
2. Consumer Advisors give each other time and space to have an equal say.
3. Consumer Advisors listen to other people's opinions, even if they differ from their own.
4. Consumer Advisors look at issues from as many angles and viewpoints as possible.
5. Sharing personal experiences is an individual choice. Consumer Advisors are not expected or required to share personal experiences.
6. Consumer Advisors share personal experiences with a view to making suggestions about the change required to resolve the problem.
7. When sharing personal experiences, Consumer Advisors:
  - Just say enough so the audience gets the point
  - Ensure the message is simple and clear
  - Avoid recounting vivid details
8. Consumer Advisors support each other to uphold the Code of Conduct.

## Notes

Consumer Advisors should raise issues regarding breaches of the Code of Conduct with Barwon Health's Consumer Engagement Manager.

Consumer Advisors who have an individual complaint about Barwon Health, that is not illustrative of a greater problem at Barwon Health, should contact the Consumer Liaison Office (via the Barwon Health webpage).

# Partnering with Consumer Advisors

Model of Consumer Involvement

Community Advisory Committee

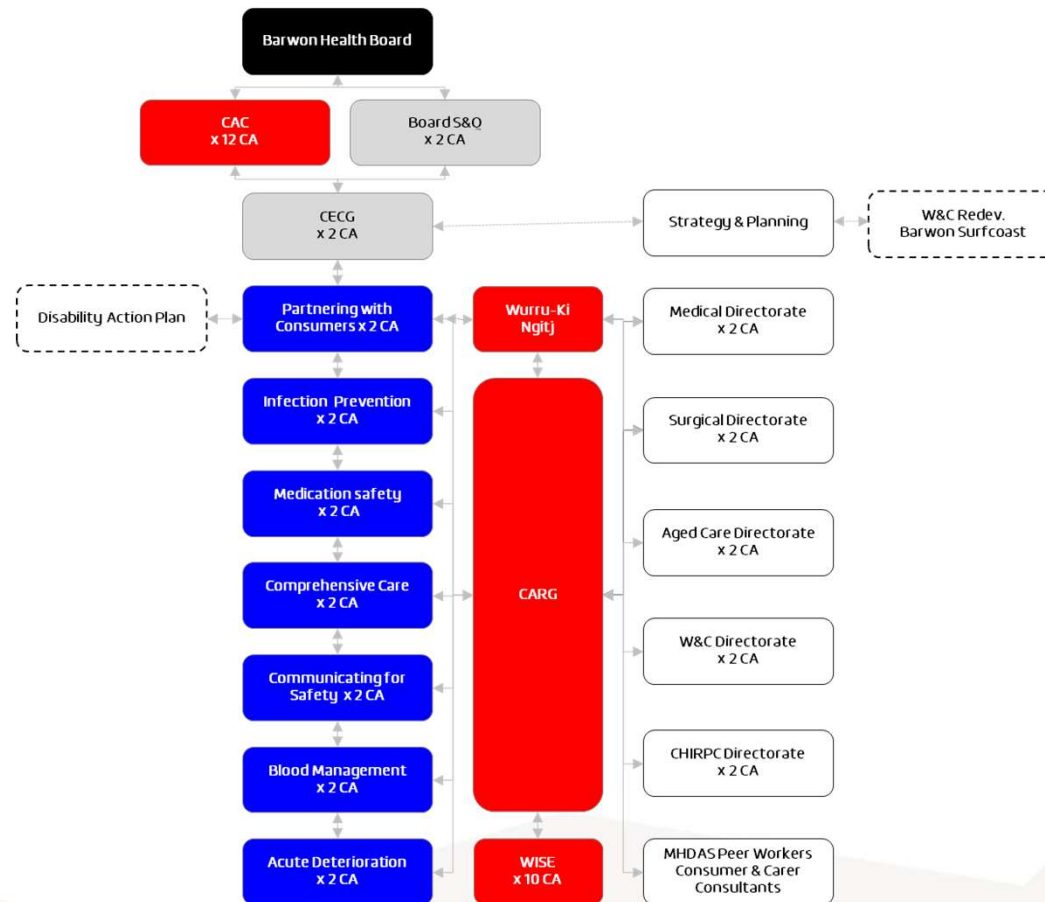
Governance of Consumer Advisors

Consumer Engagement Manager

Consumer Advisor Webpage



# Model of Consumer Involvement



## Legend

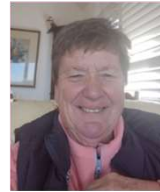
CA = Consumer Advisor  
 CAC = Community Advisory Committee  
 CARG = Consumer Advisor Reference Group  
 CECG = Consumer Experience and Clinical Governance  
 CHIRPC = Community Health, Inpatient Rehabilitation and Palliative Care  
 MHDAS = Mental Health & Drug and Alcohol Services  
 S&Q = Safety and Quality  
 W&C = Women's and Children's  
 WISE = Written Information Simply Explained



# Community Advisory Committee



Jason Trethowan  
Chair and Board Director



Alison Lewis-Nicholson  
Consumer Advisor Co-Chair



Wendy Bourke  
Consumer Advisor



Carolyn Flett  
Consumer Advisor



Sharelle McGuirk  
Consumer Advisor



James Bell  
Consumer Advisor



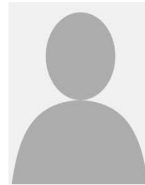
Kim Edgar  
Consumer Advisor



Virginia Todd  
Board Director



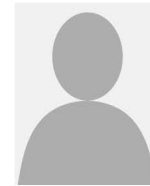
Bruce Butler  
Consumer Advisor



Piper Knox  
Consumer Advisor

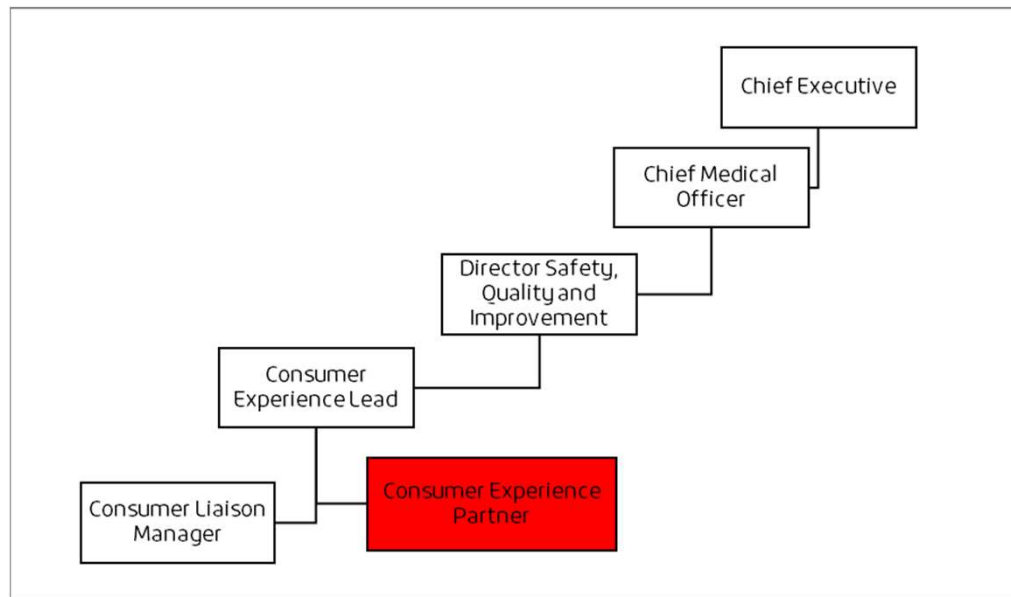


Susan Sdrinis  
Board Director



Mutheinchri Ra  
Consumer Advisor

# Governance of Consumer Advisors



The **Consumer Experience Partner** is the central point of contact for all Consumer Advisors and for all staff wanting to partner with Consumer Advisors.

The **Consumer Experience Partner** is accountable for attracting, recruiting, supporting and retaining Consumer Advisors.

## Consumer Engagement Partner



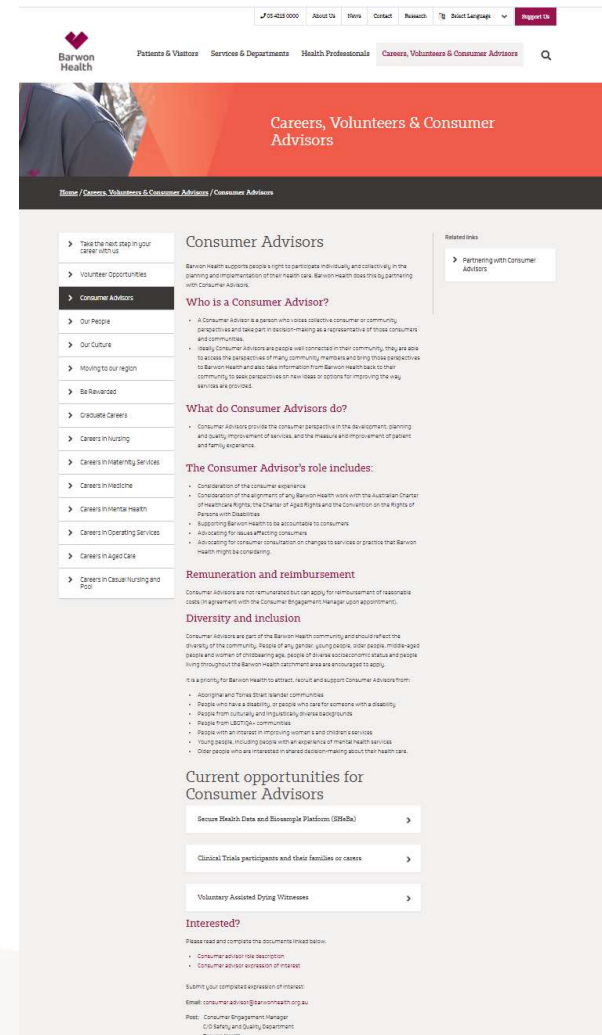
Email: [Consumer.Advisor@barwonhealth.org.au](mailto:Consumer.Advisor@barwonhealth.org.au)



# Consumer Advisor Webpage

All opportunities currently open to **Consumer Advisors** are posted to this webpage

<https://www.barwonhealth.org.au/careers-volunteers/consumer-advisors>



The screenshot displays the Barwon Health website's 'Careers, Volunteers & Consumer Advisors' page. The header includes the Barwon Health logo and navigation links for Patients & Visitors, Services & Departments, Health Professionals, and Careers, Volunteers & Consumer Advisors. The main content area is titled 'Consumer Advisors' and provides information on the role, including who a consumer advisor is, what they do, and their role in the organization. It also details remuneration and reimbursement, diversity and inclusion, and current opportunities for consumer advisors. A sidebar on the left lists various career and volunteer opportunities, and a 'Related links' section on the right points to 'Partnering with Consumer Advisors'.

**Careers, Volunteers & Consumer Advisors**

Home / Careers, Volunteers & Consumer Advisors / Consumer Advisors

**Consumer Advisors**

Barwon Health supports people's right to participate individually and collectively in the planning and implementation of their health care. Barwon Health does this by partnering with Consumer Advisors.

**Who is a Consumer Advisor?**

- A Consumer Advisor is a person who voices collective consumer or community perspectives and takes part in decision-making as a representative of those consumers and communities.
- Many Consumer Advisors are people well connected in their community. They are able to access the perspectives of many community members and bring those perspectives to Barwon Health and also take information from Barwon Health back to their community to share perspectives or to develop a support for improving the way services are provided.

**What do Consumer Advisors do?**

- Consumer Advisors provide the consumer perspective in the development, planning and quality improvement of services, and the needs and improvement of patients and family experience.

**The Consumer Advisor's role includes:**

- Consideration of the consumer experience
- Consideration of the alignment of any Barwon Health work with the Australian Charter of Healthcare Rights, the Charter of Rights and the Convention on the Rights of Persons with Disabilities
- Supporting Barwon Health to be accountable to consumers
- Advocating for issues affecting consumers
- Advocating for consumer consultation on changes to services or practice that Barwon Health might be considering.

**Remuneration and reimbursement**

Consumer Advisors are not remunerated but can apply for reimbursement of reasonable costs in agreement with the Consumer Engagement Manager upon appointment.

**Diversity and inclusion**

Consumer Advisors are part of the Barwon Health community and should reflect the diversity of this community. People of any gender, young people, older people, middle-aged people and women of childbearing age, people of diverse socio-economic status and people living throughout the Barwon Health catchment areas are encouraged to apply.

It is a priority for Barwon Health to attract, recruit and support Consumer Advisors from:

- Aboriginal and Torres Strait Islander communities
- People who have a disability, or people who care for someone with a disability
- People from culturally and linguistically diverse backgrounds
- People from LGBTIQ+ communities
- People with an interest in improving women and children's services
- Youth people, including people with an experience of mental health services
- Other people who are interested in shared decision-making about their health care.

**Current opportunities for Consumer Advisors**

- [Secure Health Data and Biorepository Platform \(SHoRA\)](#)
- [Clinical Trials participants and their families or carers](#)
- [Voluntary Assisted Dying Witnesses](#)

**Interested?**

Please read and complete the documents linked below:

- Consumer advisor role description
- Consumer advisor expression of interest

Submit your completed expression of interest:

Email: [consumer-adv@barwonhealth.org.au](mailto:consumer-adv@barwonhealth.org.au)

Post: Consumer Engagement Manager  
C/O Safety and Quality Department  
Barwon Health



# Consumer Advisor Induction



**Barwon  
Health**

# Consumer Advisor Induction



The Consumer Engagement Manager provides the Consumer Advisor with copies of:

- Consumer Advisor Position Description
- Confidentiality and Security Agreement
- Code of Conduct
- Media Consent form

The Consumer Advisor signs the documents and returns them to the Consumer Engagement Manager.

The Consumer Engagement Manager copies the signed documents and returns a copy to the Consumer Advisor.

The Consumer Engagement Manager requests People and Culture obtain a Police Check for every Consumer Advisor (noting Police Checks are valid for 3 years).

The Consumer Advisor provides the Consumer Engagement Manager with their Medicare vaccination record.

The Consumer Engagement Manager orders an enamel name badge for the Consumer Advisor.

The Consumer Engagement Manager orders an Identification/Access card for the Consumer Advisor.

The Consumer Engagement Manager requests Barwon Health email and IT access (PROMPT & GROW) for the Consumer Advisor.

The Consumer Engagement Manager ensures the Consumer Advisor is invited to the next scheduled Barwon Health Orientation.

Thank you for choosing to partner with Barwon Health

[Consumer.Advisor@barwonhealth.org.au](mailto:Consumer.Advisor@barwonhealth.org.au)

