



Barwon
Health

Partnering with Consumer Advisors

People have a right and a duty to participate individually and collectively in the planning and implementation of their health care

World Health Organisation Declaration of Alma Ata (1978)

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Acknowledgement of Country and Traditional Owners

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.

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Thank you to the WISE Consumer Advisors for their review and endorsement.



This document was endorsed by the Barwon Health Executive on 18 May 2021.

How to reference this document

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1 Introduction

In 2020 Barwon Health released a five year Strategic Plan. In the process of consultation for the plan there was considerable interest for Barwon Health 'to take more of an explicit approach to value, with value determined from the consumer perspective'. Barwon Health will achieve this by partnering with consumers in the development, planning and quality improvement of services, and the measurement and improvement of patient and family experience.

Barwon Health believes healthcare planned for and provided in partnership is safer, of higher quality and leads to service improvement that meets the needs of the community. Working in partnership with consumers makes transparent to the community the work of Barwon Health and improves accountability to the community Barwon Health serves.

1.1 Purpose

The purpose of this document is to explain why Barwon Health seeks to partner with Consumer Advisors, the different ways Barwon Health partners with Consumer Advisors and how Barwon Health attracts, recruits, trains, supports and works to retain Consumer Advisors.

The document has been created for anyone working at Barwon Health who wants to partner with consumers, for members of the community considering becoming Consumer Advisors and for people appointed as Consumer Advisors at Barwon Health.

1.2 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. Barwon Health does not want consumers to be involved just to tick a box that a 'representative' attended a meeting or was a member of a committee. Barwon Health seeks meaningful consumer involvement.

The term 'consumer' is used to refer to anyone (patient or family member) who has used or might use Barwon Health services. The term 'consumer' also includes 'carers'.

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The term 'carer' is used to refer to a person(s) a patient (client/consumer) would want involved in their care; the 'carer' might be a family member, spouse, child, relative, friend, support person, person responsible, care partner.

The Barwon Health community includes anyone living in the Colac Otway Shire, the Golden Plains Shire, the City of Greater Geelong, the Borough of Queenscliff and the Surf Coast Shire. These five municipals councils make up the catchment of the 'G21', a registered business whose function is to provide a platform for the councils to engage with business, industry, state and federal government and other agencies on issues of mutual benefit to the region. 'G21' is a reference to the Geelong area in the 21st Century.

1.3 Policy

The World Health Organisation Declaration of Alma Ata (1978) states that 'The people have a right and a duty to participate individually and collectively in the planning and implementation of their health care'.

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

The aim of the 'Partnering with Consumers' Standard is to 'create health service organisations in which there are mutually beneficial outcomes by having 1) consumers as partners in planning, design, delivery, measurement and evaluation of systems and services and 2) patients as partners in their own care, to the extent that they choose.

'Partnership' is recognised in the Australian Charter of Healthcare Rights (The Charter) to ensure consumers can 1) 'Ask questions and be involved in open and honest communication' 2) 'Make decisions with my healthcare provider, to the extent that I choose and am able to' and 3) 'Include the people that I want in planning and decision-making'.

'Give Feedback' is also recognised in The Charter to ensure consumers can 1) 'Provide feedback or make a complaint without it affecting the way that I am treated 2) Have my concerns addressed in a transparent and timely way and 3) Share my experience and participate to improve the quality of care and health services'.

Safer Care Victoria's 'Partnering in healthcare: A framework for better care and outcomes' aims to 1) 'bring consistency to how Victorians can participate in their own healthcare' 2) 'help health services involve consumers to deliver care that is safe, effective, person- and family-centred, equitable and clinically effective and 3) clearly describe consumer

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priorities for health services Safer Care Victoria and the Department of Health and Human Services.

The National Safety and Quality Health Service Standards, the Australian Charter of Healthcare Rights and the Partnering in healthcare policy have been used to develop this document.

2 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.

Ideally, Consumer Advisors are people connected to their community, they are able to access the perspectives of people in the community and bring those perspectives to Barwon Health and also take information from Barwon Health back to their community to seek perspectives on new ideas or options for improving the way services are provided.

Consumer Advisors are able to draw on their own unique and rich experiences in work, health and life when they partner with Barwon Health.

2.1 Ensuring Diversity

Consumer Advisors are part of the Barwon Health community and should reflect the diversity of the community. Barwon Health wants to partner with Consumer Advisors of any gender, young people, older people, middle aged people and women of childbearing age, people of diverse socioeconomic status and people living throughout the Barwon Health catchment area.

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

- Aboriginal and Torres Strait Islander communities
- People who have a disability
- People from culturally and linguistically diverse backgrounds.

2.2 Who does the Consumer Advisor represent?

A Consumer Advisor is able to provide a consumer/community perspective. This perspective may arise either from feedback from their own experience of Barwon Health's services or from learning of the experience from other people in the community.

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The consumer/community perspective can differ from a bureaucratic, service provider, industry, academic or professional perspective.

Consumer Advisors represent the experience of being a consumer of Barwon Health's services, or the perspective of Barwon Health services from others in their community. Consumer Advisors do not represent any organisation.

One Consumer Advisor cannot speak for all consumers.

Consumer Advisors cannot represent the consumer perspective of groups they do not represent (for example, only Aboriginal and Torres Strait Islander people should be asked to represent Aboriginal and Torres Strait Islander people). If asked to represent the views of consumer groups they do not represent, Consumer Advisors should recommend the committee members seek broader consultation with specific community groups.

3 Different levels of Consumer Advisor participation

There are many ways Consumer Advisors can participate. It is helpful for all involved to identify the level of participation sought by the organisation and agreed to by the Consumer Advisor for every project.

The levels of participation are described as 'Inform', 'Consult', 'Collaborate', 'Co-design' and 'Empower' (Figure 1). The highest levels of consumer engagement and influence are 'Co-design' and 'Empower', these are demonstrated when organisations create an environment that promotes equal partnership, consumer leadership and values consumer knowledge and expertise.

The term co-design is used with increasing frequency. To maintain the authenticity of the word co-design, it should only be used when it accurately reflects the level of participation being undertaken. Just as researchers would not call a case study a randomised controlled trial. Organisations who are undertaking participation levels described as 'Inform', 'Consult' or 'Collaborate' should not refer to this as 'Co-design'.

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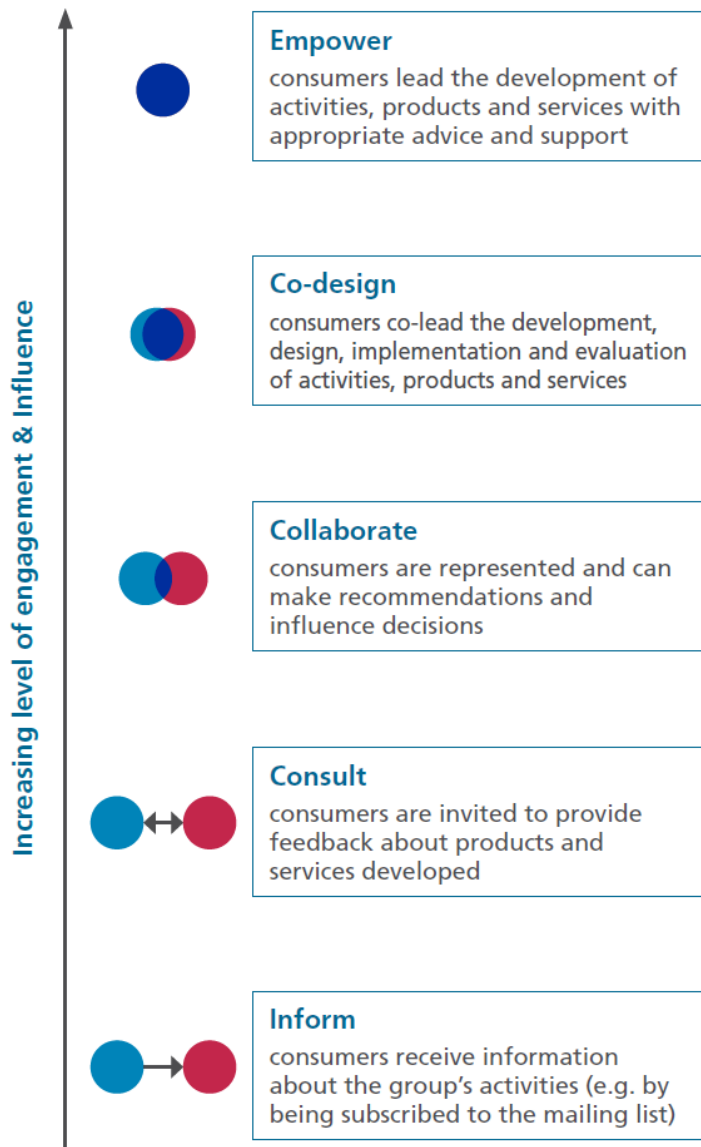


Figure 1. Levels of Participation

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

Legend. The blue dot in the figure represents the consumer and the red dot represents the organisation. In lower levels of engagement, both are separate, but with increasing engagement the dots overlap, and with full empowerment, the dots merge.

4 Different types of Consumer Advisor participation

4.1 Consumer Advisors can participate:

- Through story telling
- As a member of an advisory committee, steering group, reference group, project group or expert working group
- By contributing to the development of information and publications
- By reviewing existing policy and advising on new policy
- By identifying gaps in program delivery
- By participating in focus groups
- By participating in forums or workshops
- By participating in public meetings
- In the design, development and conduct of research studies

4.2 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 Aged 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

4.3 Consumer Advisor Skills, knowledge and experience

- Able to listen to differing opinions and share different points of view
- Positive and supportive of Barwon Health's mission
- Share insights and information about their own experiences, and experiences of others in the community, in ways that others can learn from them
- See beyond their own personal experiences
- Show concern for more than one issue or agenda
- Respect the perspectives of others
- Speak comfortably in a group with candour
- Interact well with many different kinds of people
- Work in partnership with others

4.4 Creating and maintaining a safe culture for consumer participation

Barwon Health is in a period of development and growth in partnering with Consumer Advisors. When introducing and embedding new ways of practice, it is important to ensure Barwon Health creates and maintains a safe culture for consumer participation.

The Consumer Engagement Manager is accountable for working with staff and Consumer Advisors to create and maintain a safe culture and identify, raise and address issues that create or contribute to an unsafe culture for consumer participation.

Creating a safe culture requires Consumer Advisors and Barwon Health staff to have undertaken Aboriginal Cultural Awareness training online through the Learning Management System GROW or through face-to-face opportunities delivered by the Aboriginal Health Unit.

Creating a safe culture requires Consumer Advisors and Barwon Health staff to have undertaken Disability Confidence training.

Factors that can contribute to an unproductive or unsafe culture include:

- Lack of clarity on the type and purpose of participation.
- Insufficient resources available or allocated for participation.
- Attitudes, understanding and competency among staff on consumer participation.
- Lack of integration of consumer participation mechanisms within the formal service planning, delivery and evaluation processes.
- Poor communication and non-collegial approaches between staff and consumers, including unequal power relationships.
- Consumers may have accessibility requirements that, if not supported, may prevent participation.
- Team members have not undertaken Disability Confidence training.
- Team members have not participated in Aboriginal Cultural Awareness training and opportunities for learning with the Aboriginal Health Unit.

When requesting Consumer Advisors through the Consumer Engagement Manager, staff should consider:

- What level of participation is being planned for the proposed work?
- What types of activities the Consumer Advisor will be required to undertake?
- What assessment has been made of the preparedness of the project team to create and maintain a culture of safety for consumer participation?

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5 Governance of Consumer Advisors

The Consumer Experience Team is accountable for the process of attracting, recruiting, supporting and retaining Consumer Advisors at Barwon Health. The Consumer Experience Team includes the Consumer Experience Lead, the Consumer Liaison Manager (who manages consumer feedback) and the Consumer Engagement Manager.

The Consumer Engagement Manager is the central point of contact for all Consumer Advisors and for all staff wanting to partner with Consumer Advisors. The Consumer Engagement Manager is accountable for attracting, recruiting, supporting and retaining Consumer Advisors. The organisational structure of Barwon Health, depicting the staff and governance of the Consumer Experience Team, is detailed in Figure 2.

5.1 Mental Health Drug and Alcohol Services

At Barwon Health, there is a separate process for the governance of consumer involvement in the Mental Health, Drug and Alcohol Services (MHDAS). Sections 5, 6 and 7 of this document do not apply to MHDAS. Readers seeking to understand the Mental Health, Drug and Alcohol Services model of consumer involvement are referred to the MHDAS Consumer Inclusion, Participation and Leadership Procedure (2019).

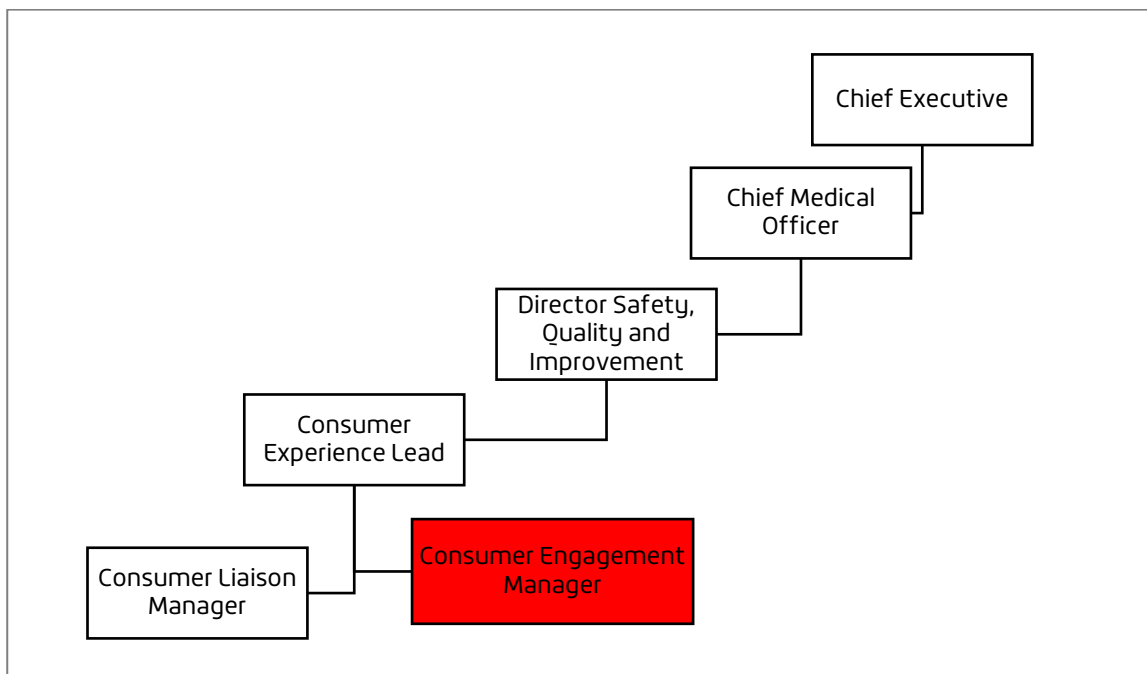


Figure 2. Consumer Experience Team within Barwon Health.

6 Recognition of Consumer Advisors

As detailed in Section 4, there are many different ways Consumer Advisors can partner with Barwon Health. It follows, that there should be a variety of ways Consumer Advisors can be recognised for their involvement. Recognition can take many forms, including remuneration, reimbursement of costs, verbal or written acknowledgement.

The type of recognition afforded to the Consumer Advisor is determined by the committee/workgroup Chair or project lead of the piece of work being undertaken, with the approval of the Executive accountable for the work being undertaken. If recognition is in the form of remuneration or reimbursement of costs, the Executive is accountable for identifying the budget for the payment/cost, prior to recruitment of the Consumer Advisor.

The type of recognition is identified in the project specific information posted on the Barwon Health Consumer Advisor webpage.

6.1 Remuneration

Remuneration of consumers for their involvement is well established in MHDAS, and is evolving in other areas of Barwon Health. Establishing processes for remuneration of Consumer Advisors should recognise the priority of the organisation to involve specific consumer expertise. Aboriginal and Torres Strait Islander people, people with disabilities and people with Commonwealth government concession and health care cards¹² should be offered remuneration for their involvement (with the approval of the accountable Executive).

Remuneration of Consumer Advisors should be considered when preparing a budget for any project being established at Barwon Health.

(With the approval of the accountable Executive) Consumer Advisors are remunerated at \$30 per hour to attend meetings, forums or workshops. This includes one hour of preparation and travel time, in addition to the time duration of the meeting. A minimum of 2 hours of remuneration will apply.

If remuneration is offered, but the individual Consumer Advisor does not want remuneration, the individual Consumer Advisor can choose not to receive remuneration. This individual decision should not affect other Consumer Advisors involved in the same piece of work.

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6.2 Reimbursement

(With the approval of the accountable Executive) Barwon Health will cover reasonable costs incurred by Consumer Advisors for their participation. The Consumer Advisor and the Consumer Engagement Manager discuss and agree to the reimbursement of costs prior to the costs being incurred.

Reasonable items of expense include:

- Food/Beverages
- Printing
- Postage (if needed)
- Interpreter/translation services
- Parking/Transportation
- Childcare or respite care support (if needed)

6.3 Processing Payments

The process of making payments is the same for remuneration and for reimbursement.

To steps taken to process payments for Consumer Advisors include:

- The committee/workgroup Chair or project lead of the piece of work being undertaken, notifies, by email, the Consumer Engagement Manager to confirm that Consumer Advisors will be remunerated or costs reimbursed for their involvement and informs the Consumer Engagement Manager of the cost centre for the payment.
- Establishing payment requires the once-off completion of the 'Create New or Amend Existing Vendor Masterfile' form.
- The Consumer Engagement Manager provides the Consumer Advisor with a 'Create New or Amend Existing Vendor Masterfile' form.
 - The Consumer Advisor completes the 'Create New or Amend Existing Vendor Masterfile' form and returns it to the Consumer Engagement Manager.
 - The Consumer Advisor also provides a copy of a bank statement that includes their name, the bank BSB and bank account number. This is required to protect against fraud.
 - The Consumer Engagement Manager and the Chair or project lead (who is seeking the Consumer Advisor) need to sign the 'Create New or Amend Existing Vendor Masterfile' form.
 - The Consumer Engagement Manager sends the completed 'Create New or Amend Existing Vendor Masterfile' form to Accounts Payable.
- For each meeting, forum or workshop the Consumer Advisor attends, the Consumer Advisor needs to complete a 'Payment Request Form'.

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- The Consumer Engagement Manager will provide the 'Payment Request Form' to the Consumer Advisor, who will complete the form and return it to the Consumer Engagement Manager, who will forward the completed form to Accounts Payable.
- The Consumer Engagement Manager will report all payments made to the Chair/project lead.

Note. The 'Create New or Amend Existing Vendor Masterfile' and the 'Payment Request Form' are available on One Point 'Corporate>Finance>Finance Form'. The Consumer Engagement Manager is responsible for providing the forms to the Consumer Advisor, which is why copies of the documents are not included in this document.

6.4 Acknowledgement

All Consumer Advisors should receive verbal and written acknowledgement of their involvement.

Consumer involvement is reported up through the Consumer Experience and Clinical Governance Committee to the Partnering with Consumers Committee, then up through the Community Advisory Committee to the Board. Consumer Advisors will be asked if they would be prepared to present their experience of being a Consumer Advisor to these committees.

Acknowledgement is afforded through the recognition of years of service as a Consumer Advisor for Barwon Health.

Acknowledgement can also be afforded through the submission of a Best Care Award for the category of 'Partnering with Consumer Advisors'.

7 Attracting, recruiting, supporting and retaining Consumer Advisors

7.1 Requesting a Consumer Advisor

Staff at Barwon Health are able to request a Consumer Advisor by completing the Consumer Advisor Request Form ([Attachment 1](#)) and email the form and supporting documents to Consumer.Advisor@barwonhealth.org.au.

7.2 Attracting Consumer Advisors

The Barwon Health website barwonhealth.org.au includes a Consumer Advisors page, where members of the community can view a Consumer Advisor Position Description

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([Attachment 2](#)) and complete a Consumer Advisor Expression of Interest form ([Attachment 3](#)).

Consumers who have provided feedback, including complaints, can be offered the opportunity to consider becoming involved as a Consumer Advisor.

Barwon Health's Facebook [@BarwonHealth](#) and Twitter [@BarwonHealth](#) accounts are used to attract Consumer Advisors.

Barwon Health will place advertisements for Consumer Advisors in the Geelong Advertiser.

7.3 Expression of Interest

The Consumer Engagement Manager will review all Expression of Interest forms submitted and contact all applicants for a discussion about their interest.

7.4 Recruiting Consumer Advisors

Based on the Expression of Interest form and the discussion, the Consumer Engagement Manager invites consumers to interview.

The Consumer Engagement Manager notifies all consumers who submitted Expression of Interest forms of the outcome of the review and notifies consumers will progress to the next stage 'Agreement'.

7.5 Agreement between Barwon Health and the Consumer Advisor

Agreement between Barwon Health and the Consumer Advisor is based on:

- Barwon Health's Consumer Engagement Manager undertaking a National Police Check on all Consumer Advisors).
- The Consumer Engagement Manager undertakes referee checks.

The Consumer Engagement Manager is accountable for ensuring the following documents are provided, understood, signed and returned to Barwon Health and the Consumer Advisor is provided with a copy of each signed form:

- Consumer Advisor Role Description ([Attachment 2](#))
- Confidentiality and Security Agreement ([Attachment 4](#))
- Code of Conduct ([Attachment 5](#))
- Media Consent Form ([Attachment 6](#))
- Vaccination Record and Immunity Status Form ([Attachment 7](#)). Noting the applicant must have the form completed by their General Practitioner and then return the form to the Consumer Engagement Manager. The Consumer Engagement Manager will forward the form to Staff Care (email Staff.Care@barwonhealth.org.au with

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subject [Vaccination Review Request](#)). Staff Care will verify the information and contact the Consumer Engagement Manager with the outcome.

7.6 Agreement between committee chair / project lead and the Consumer Advisor

The Consumer Engagement Manager will work with the committee Chair/project lead and the appointed Consumer Advisor to discuss, develop and sign an agreement. The agreement builds on the information submitted in the Consumer Advisor Request Form ([Attachment 1](#)). The committee/project level agreement is specific to the individual Consumer Advisor. A template is provided in [Attachment 8](#). The agreement should consider:

- For the committee / project, who is the point of contact for the Consumer Advisor?
- How will the Consumer Advisor will be introduced to other committee/ project members?
- How will the Consumer Advisor will be supported in their role on the committee / project?
- Does the Consumer Advisor have access requirements?
- Can the committee/project support those access requirements?
- What form of recognition will be afforded to the Consumer Advisor? If this is remuneration, reimbursement of costs or the provision of vouchers, has the cost centre been provided to the Consumer Engagement Manager?
- Does the committee/project have funds to cover costs to the Consumer Advisor associated with involvement in the committee/project?
- Will the committee chair/project lead and the Consumer Advisor participate in an evaluation of the experience of partnering with the consumer(s) on the committee/project?

7.7 Induction and Orientation

The Consumer Engagement Manager is accountable for:

- Arranging access for Consumer Advisors to undertake the orientation to Barwon Health
- Delivering the orientation to being a Consumer Advisor
- Providing access to Aboriginal Cultural Awareness Training online through the Learning Management System GROW or through face to face opportunities delivered by the Barwon Health Aboriginal Health Unit
- Providing access to Disability Confidence training
- Ensuring a Barwon Health email is created for each Consumer Advisor

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- Ensuring a Barwon Health plastic photo ID badge is created for each Consumer Advisor
- Ensuring a Barwon Health enamel name badge (first name and role) is ordered for each Consumer Advisor
- Ensuring consumers have access to Barwon Health car parking
- Providing forms and explaining the process for reimbursement of costs
- Arranging a meeting between the Consumer Advisor and the staff they will be working with (ie Chair and Secretariat of Committee)

7.8 Support and retention of Consumer Advisors

The Consumer Engagement Manager is accountable for:

- Hosting an open and informal videoconference for all Consumer Advisors each fortnight to raise issues, resolve issues, share resources and share ideas.
- Delivering and / or arranging access to ongoing training and support for Consumer Advisors.
- Consumer Advisors will be encouraged to discuss any concerns about their role with the Consumer Engagement Manager at the earliest opportunity.

Consumer Advisors will be invited to report, on their experience of being a Consumer Advisor, to the Consumer Experience and Clinical Governance Committee, the Partnering with Consumers Committee and the Community Advisory Committee.

7.9 Evaluation of Consumer Advisors

The Consumer Engagement Manager will undertake:

- An annual survey of Consumer Advisors to measure their experience. Information gained from the survey will be used to make ongoing improvements to the way Barwon Health partners with Consumer Advisors.
- An evaluation of Consumer Advisor experience on each project, from both the consumer and staff perspective.

Steps 7.1 to 7.9 are listed in the Consumer Advisor Recruitment Checklist ([Attachment 9](#)).

8 Exit and Acknowledgment

When a Consumer Advisor completes or resign their role(s), the Consumer Engagement Manager is accountable for:

- Undertaking an exist interview with the Consumer Advisor

Arranging a letter of acknowledgement from the Chief Executive

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9 References

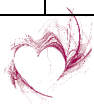
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Consumer Advisor Request Form

Please read [Partnering with Consumer Advisors](#) prior to completing this form. The document has been developed to assist you in completing this request form.

1. Name of initiative (e.g. project, activity, committee)	Click here to enter text.
2. Provide a plain English explanation of the initiative, including the purpose and the outcomes sought.	Click here to enter text.
3. Do you have a project plan? Or Terms of Reference?	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes please submit these documents with your completed request form. Click here to enter text.
4. Provide an explanation of what you are expecting from partnering with a Consumer Advisor?	Click here to enter text.
5. Level of participation from Consumer Advisor sought? (Refer to Section 3 of <i>Partnering with Consumer Advisors</i>)	<input type="checkbox"/> Empower <input type="checkbox"/> Co-design <input type="checkbox"/> Collaborate <input type="checkbox"/> Consult <input type="checkbox"/> Inform
6. Timeframe	<input type="checkbox"/> Ongoing commitment <input type="checkbox"/> Short term commitment <input type="checkbox"/> One-off commitment <input type="checkbox"/> Other Click here to enter text.
7. When and where?	When will meetings/activity/event occur? Click here to enter text.



Consumer Advisor Request Form

	<p>Where? Click here to enter text.</p> <p>Approximately how many hours/month? Click here to enter text.</p>
8. New or existing?	<input type="checkbox"/> New position <input type="checkbox"/> Replacement position
9. Number of Consumer Advisors requested	Click here to enter text.
10. Do you know the consumer you want involved?	<input type="checkbox"/> No <input type="checkbox"/> Yes <p>If yes, please provide the person's name, telephone and email address and also please ask that person (people) to make contact with the Consumer Engagement Manager directly. (It is helpful if the consumer can tell the Consumer Engagement Manager the name of the initiate).</p> <p>Click here to enter text.</p>
11. Provide an explanation of the types of activities the Consumer Advisor will undertake?	Click here to enter text.
12. Would you prefer the Consumer Advisor has a particular skill, knowledge or experience?	Click here to enter text.
13. How will the Consumer Advisor be recognised? (Refer to Chapter 6 of Partnering with Consumer Advisors). If this is remuneration or reimbursement of costs has the cost centre been	Click here to enter text.



Consumer Advisor Request Form

provided to the Consumer Engagement Manager?	
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Please send completed request forms along with any attachments to

Consumer.Advisor@barwonhealth.org.au

If you have any questions please contact the Consumer Engagement Manager via

Consumer.Advisor@barwonhealth.org.au or call (03) 4215 8922.



Role Description

POSITION TITLE: Consumer Advisor	
DIVISION: Chief Medical Officer through the Safety, Quality and Improvement Unit	
ACCOUNTABLE TO: Consumer Engagement Manager	
APPROVED BY:	Dr Marg Way, Director Safety, Quality and Improvement Unit
APPROVAL DATE:	19 February 2021
VERSION CONTROL:	Version 1.0
PRIMARY OBJECTIVE: To provide the consumer perspective in the development, planning and quality improvement of services, and the measurement and improvement of patient and family experience.	
PRIORITIES	VALUES
<p>OUR VISION</p> <p><i>BY 2050, EVERYONE IN OUR COMMUNITY ENJOYS THE BEST HEALTH AND WELLBEING IN VICTORIA.</i></p> <p>OUR PURPOSE</p> <p><i>PROVIDE BEST CARE, EVERY PERSON, EVERY DAY, SO THAT EVERYONE FEELS BETTER.</i></p> <p>Strategic Priority 1: Deliver Best Care</p> <p>Strategic Priority 2: Invest to improve</p> <p>Strategic Priority 3: Ensure Our Future</p>	<p>RESPECT We RESPECT the people we connect with</p> <p>COMPASSION We show COMPASSION for the people we care for and work with</p> <p>COMMITMENT We are COMMITTED to quality and excellence in everything we do</p> <p>ACCOUNTABILITY We take ACCOUNTABILITY for what we do</p> <p>INNOVATION We drive INNOVATION for better care</p>
Barwon Health is Smoke Free.	Barwon Health is committed to health screening and immunisation to protect its staff, consumer advisors, volunteers and patients against preventable diseases.

Who is a Consumer Advisor?	Ideally 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 seek perspectives on new ideas or options for improving the way services are provided.
Skills, knowledge and experience	<ul style="list-style-type: none"> ▪ Able to listen to differing opinions and share different points of view ▪ Positive and supportive of Barwon Health’s mission ▪ Share insights and information about their experiences in ways that others can learn from them ▪ See beyond their own personal experiences ▪ Show concern for more than one issue or agenda ▪ Respect the perspectives of others ▪ Speak comfortably in a group with candour ▪ Interact well with many different kinds of people ▪ Work in partnership with others
Reimbursement	<ul style="list-style-type: none"> ▪ Consumer Advisors are not remunerated for their work, but they can apply for reimbursement of reasonable costs (in agreement with the Consumer Engagement Manager)
Pre-appointment checks	<ul style="list-style-type: none"> ▪ Referee checks ▪ National Police Check ▪ Confidentiality and Security Agreement ▪ Code of Conduct ▪ Media Consent Form ▪ Evidence of Vaccinations
Contact details	Consumer Engagement Manager Email address: Consumer.Advisor@barwonhealth.org.au Phone number: (03) 4215 8922
Agreement	<p><i>In signing this Position Description I agree to abide by the conditions outlined and understand that my role as a Barwon Health Consumer Advisor may be revoked if I am unable to meet these conditions.</i></p> <p>Name (Consumer Advisor): _____</p> <p><i>Signature (Consumer Advisor)</i> _____ <i>Date:</i> ____/____/____</p> <p>Name (Consumer Engagement Manager): _____</p> <p><i>Signature (Consumer Engagement Manager)</i> _____ <i>Date:</i> ____/____/____</p>

Consumer Advisor

Expression of Interest Form



Part A: Please share as much as you are able to, and feel comfortable providing, about the following six questions so we understand more about why you want to partner with Barwon Health as a Consumer Advisor.

Question 1: Please can you describe why you would like to partner with Barwon Health as a Consumer Advisor.

[Click here to enter text.](#)

Question 2: Ideally Consumer Advisors are well connected with their community. Please can you describe how you are connected to your community? Are you a member of any community groups? Please list them and describe your involvement.

[Click here to enter text.](#)

Question 3: Barwon Health wants to partner with consumers that reflect the diversity of people living in the Barwon Health catchment. If you are comfortable to do so, please would you share how you could represent the diversity of the Barwon Health community?

[Click here to enter text.](#)

Question 4: Do you have experience as a patient of Barwon Health? If you are comfortable to do so, can you describe how your experience might help you in your role as a Consumer Advisor?

[Click here to enter text.](#)

Question 5: Do you have experience as a carer (family member or close friend) or someone who has been a patient of Barwon Health? If you are comfortable to do so, can you describe how your experience might help you in your role as a Consumer Advisor?

[Click here to enter text.](#)

Question 6: Is there a particular committee, project or department or service you would like to work with and why?

[Click here to enter text.](#)



Consumer Advisor

Expression of Interest Form

Part B: Please provide the following personal details	
Title:	Click here to enter text.
First name:	Click here to enter text.
Surname:	Click here to enter text.
Postal address:	Click here to enter text.
Email address:	Click here to enter text.
Telephone number:	Click here to enter text.
Languages spoken:	Click here to enter text.
Current or previous area of occupation	Click here to enter text.
Qualifications	Click here to enter text.
<p>Barwon Health is Smoke Free.</p> <p>Barwon Health is committed to health screening and immunisation to protect its staff, consumer advisors, volunteers and patients against preventable diseases.</p>	
Contact details:	<p>Consumer Engagement Manager</p> <p>Email address: Consumer.Advisor@barwonhealth.org.au</p> <p>Phone number: (03) 4215 8922</p>



Privacy Confidentiality and Security Agreement



Please click on this [link](#) to access and read the Privacy, Confidentiality and Security Agreement.



Consumer Advisors

Code of Practice



Introduction

Barwon Health is committed to our vision that together with our community we build healthier lives, inspired by world class standards, with a mission that with our consumers at the forefront, we excel in delivering efficient integrated care, education and research to advance health and wellbeing for all.

Barwon Health Values

Our values govern how we will connect with our consumers, our partners, our staff and the wider community. They underpin everything that we do and are visible as exemplary behaviours that produce better outcomes.

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 excellent in everything we do
Accountability	We take accountability for what we do
Innovation	We drive innovation for better care



Purpose

The purpose of this Code of Conduct is to provide a framework for ethical decision making and to articulate the standards of behaviour and actions expected of Consumer Advisors who partner with Barwon Health. In this regard the Code explains the principles covering appropriate conduct in a variety of contexts and it serves to underpin how each Consumer Advisor should interact with their colleagues, stakeholders, other organisations and the public.

All Consumer Advisors are required to adhere to this Code of Conduct, Barwon Health's Values and Barwon Health's policy framework.

The Consumer Advisor Code of Conduct has been adapted from the Barwon Health Employee Code of Conduct.

To Whom does the Code apply?

This Code applies to anyone who partners with Barwon Health as a Consumer Advisor. Consumer Advisors need to behave in a way that promotes public confidence and trust in Barwon Health.

The Board of Directors has considered and approved the Consumer Advisor Code of Conduct.

When does the Code apply?

The Code applies to Consumer Advisors whenever they are identified as representatives of Barwon Health.

How can I be sure my conduct complies with the Code and Policy Framework?

While the Code provides general guidance and minimum expectations regarding your conduct, no code or policy can ever cover every conceivable circumstance you may face. In everything you do, you are expected to listen to and act upon your conscience to help build and maintain Barwon Health's, and your own, reputation.

If you are in doubt about whether your conduct is consistent with this Code, it may help you to ask yourself the following questions:

- Does it feel like the ethical thing to do?
- What would a client/patient/resident of Barwon Health expect or want me to do in this situation?
- What would the reaction be if this was reported to the media?
- Would the staff I partner with at Barwon Health consider my behaviour appropriate in the situation?
- How would my action be perceived by an external witness?

Who can support me in complying with the Code and Policy Framework?

If you need more information or are unsure of Barwon Health's expectations or your obligations, we encourage you to speak with Barwon Health's Consumer Engagement Manager. People and Culture can also provide assistance.



The Code of Conduct Principles

The community expects that public sector health services be carried out with impartiality, integrity, accountability and responsiveness. All Consumer Advisors are expected to represent Barwon Health by applying the following principles and professional standards of behaviour:

- treat all people fairly, basing action, decisions and advice on a consideration of all relevant facts, and implement Barwon Health's policy and programs equitably;
- maintain public trust by acting in the public interest and reporting any unethical behaviour observed at Barwon Health; and
- achieve results through the best use of Barwon Health's financial, physical and workforce resources.

In meeting these principles, Barwon Health endeavours to:

- provide a safe culture for consumer participation;
- impart clear expectations and feedback;
- value all people of cultural diversity;
- promote public sector values; and
- provide consistency and fairness to all people with whom we come in contact.



1. Personal and Professional Behaviour

Consumer Advisors are expected to promote a culture that encourages respect, compassion, and is free from discrimination, harassment and bullying. Valuing and promoting diversity are an important element of demonstrating respect.

Consumer Advisors are expected to work co-operatively with Barwon Health employees. Consumer Advisors should support and learn from each other and accept the differences in personal style, personality and opinions. Consumer Advisors are expected to act in a professional manner towards other Consumer Advisors and Barwon Health employees at all times.

All Consumer Advisors are expected to ensure that they are familiar with, and comply with, any relevant laws and policies that apply to them in their role; and to seek advice from the Consumer Engagement Manager if they are uncertain about the implications of laws or policies.

Consumer Advisors are expected to behave in a way that upholds our organisational values.

Consumer Advisors are expected to comply with all lawful and reasonable direction given to them by someone within Barwon Health that has the authority to give the direction.

2. Conflict of Interest

Consumer Advisors, and those acting on behalf of Barwon Health, must not engage in activities that involve or could appear to involve an actual, potential, or perceived conflict between their personal interests and the interests of Barwon Health.

Such circumstances may compromise the Consumer Advisor's ability to make impartial decisions, or damage public confidence in the organisation. Consumer Advisors must not place themselves in situations that might force them to choose between their personal or financial interests and those of Barwon Health.

If there is any doubt about whether a conflict of interest exists, the Consumer Advisor must disclose the issue in writing to the Consumer Engagement Manager without delay.

Conduct constituting a conflict of interest may include but is not limited to:

- when a Consumer Advisor or their immediate family members have interests or investments in, or employment with, a competitor, customer, partner or supplier of goods or services to Barwon Health;
- when a Consumer Advisor holds a position in or has a relationship with an outside organisation that has business dealings with Barwon Health and



their position with either party may allow them to influence these transactions;

- when a Consumer Advisor is in a position of influence regarding the employment, employment conditions, access to services or performance appraisal of a family member; and
- when a researcher or supervisor of research perceives that a real or potential conflict of interest arises during the conduct of a research project.

3. Personal Relationships

Consumer Advisors must not exploit the relationship of trust with consumers, residents or clients in any way.

Where a personal relationship is pre-existing to a professional relationship, this must be declared to the Consumer Engagement Manager.

4. Declaration of Financial and Other Interests

Consumer Advisors, and those acting on behalf of Barwon Health, who are involved in making decisions that impact on Barwon Health financially must declare any personal or financial interests in writing to the Consumer Engagement Manager immediately when they arise.

The declaration serves to protect the individual and helps to avoid any conflict of interest arising between private and public interests.

To avoid any real or perceived conflict of interest, Consumer Advisors and others acting on behalf of Barwon Health must not:

- be involved in any decision-making process in which there exists a potential private interest to them or those with whom they have a close relationship e.g. family members;
- use their position to obtain a private benefit for themselves and/or someone else;
- allow decisions to be improperly influenced by family or other personal relationships; and
- sell or buy shares in a client company at a time when in possession of information that could, if publicly disclosed, affect the value of such shares.

5. Procurement and Contracts

Consumer Advisors, and those acting on behalf of Barwon Health, must not influence the award of any contract in which they have any personal or family interest.



All those who act as panel members in interview and selection processes of a tender process must declare any interest they may have and any knowledge they have of tender candidates. Any such knowledge must be disclosed to the chair of the relevant panel managing the decision, or to the Consumer Engagement Manager, at the earliest opportunity.

All tendering and procurement activity must comply with the requirements set out in the Barwon Health purchasing manual and with the delegations of authority in place at the time.

Procurement must comply with the Victorian Industry Participation Policy and be based on the following principles:

- Value for money;
- Open and fair competition;
- Accountability;
- Risk management;
- Probity; and
- Transparency.

Financial functions may not be outsourced in full or in part without a cost benefit analysis being undertaken and Board approval of the decision to outsource the function.

6. Gifts and Benefits

As Consumer Advisors of Barwon Health, you should not accept favours or gifts for services performed in connection with your official duties.

In cases where the gift or benefit has more than a nominal value, it is possible that it has been offered by way of creating a sense of obligation or expectation for something in return.

This includes gifts in kind, such as free accommodation, travel or entertainment vouchers.

Circumstances where an offer of a benefit or gift is made, regardless of whether it is accepted or not, should be immediately reported to the Consumer Engagement Manager, if you feel the offer involves an attempt to induce favoured treatment.

Consumer Advisors may accept token gifts or benefits of nominal value only when refusal would offend or upset the giver. However, you must indicate you are accepting the gift on behalf of the department you work in; report the receipt of the gift to your department head to determine the appropriate use of the gift; display perishable gifts (flowers or fruit) in areas accessible to consumers; if the gift is unable to be used by a large number of staff members



or consumers, it would be most appropriate to use the gift for hospital fundraising.

When dealing with, or having access to sensitive information, you must be alert to attempts to inappropriately influence you. Any bribe or improper inducement must be reported to the Consumer Engagement Manager. Consumer Advisors who submit to or accept a bribe and do not report it to management are in breach of the Code of Conduct.

Further information regarding your responsibilities can be found on PROMPT.

7. Privacy and Confidentiality

In accordance with Public Administration Act 2004 (Vic), all Consumer Advisors must ensure that the affairs of Barwon Health, its consumers, clients, residents and employees remain private, secure and strictly confidential and are not disclosed to any third party, except where authorised or required by law.

All access, use and disclosure of health, employee and commercial Information must be undertaken in accordance with the Barwon Health related policies, procedures and guidelines.

Confidentiality must also be maintained in relation to Barwon Health's commercial interests, business and professional activities and services by not disclosing any information a Consumer Advisor has or assumes to have knowledge of.

Any breach of this Privacy and Confidentiality provision will be viewed as a serious matter and may be the subject of disciplinary action, which may include dismissal from the role of Consumer Advisor and/or legal action.

Conduct constituting a breach of confidentiality and privacy includes, but is not limited to:

- accessing, or directly or indirectly disclosing patient, client, resident or employee information for which you have no legitimate reason to access or disclose in the course of your role as a Consumer Advisor;
- knowingly disclosing information about Barwon Health's activities to the media, a contractor, tenderer or other party without proper cause or authority;
- misrepresenting yourself, your role or status in Barwon Health so that you or some other person gains unfairly or improperly as a result;
- sharing, copying or changing information without proper authorisation; and
- discussing information with staff at Barwon Health when a formal investigation process is underway.



8. Acceptable Behaviours

Barwon Health is committed to providing all Consumer Advisors with a healthy and safe work environment free from discrimination, harassment, bullying and occupational violence.

As an Equal Employment Opportunity employer, Barwon Health expects all Consumer Advisors to abide by the *Equal Opportunity Act 2010*, the *Public Administration Act 2004* (Vic), the *Australian Human Rights Commission Act 1986* (Cwlth), other applicable anti-discrimination legislation (e.g. race, sex, disability) and Barwon Health policies.

The *Occupational Health and Safety Act 2004* (Vic) requires Barwon Health and its employees to provide a safe and healthy work environment where Consumer Advisors are free from bullying, physical attacks and threats.

Consumer Advisors of Barwon Health are reminded that bullying and harassment may constitute detrimental action under the *Protected Disclosure Act 2012* (Vic) and criminal penalties may apply.

Conduct constituting a breach includes, but is not limited to:

- treating or proposing to treat a person less favourably on the basis of an attribute or personal characteristic (eg race, sex, colour, disability);
- excluding colleagues from workplace activities;
- assigning unpleasant or meaningless tasks to particular employees;
- treating another person in a way that is intended or is reasonably anticipated would offend, humiliate or intimidate them;
- verbally abusing, humiliating or intimidating employees through sarcasm or insults;
- acting in a violent manner including implied and/or direct physical contact – kicking, biting, scratching, striking licking or spitting, use of weapons in whatever form, pushing, shoving, tripping or grabbing, making threats of violence and any other form of indecent physical contact;
- making or generating abusive or threatening phone calls, text messages or emails; and
- making derogative comments about a colleague, manager or Barwon Health on social media.

9. Unlawful Activity, Wilful Damage or Theft

As a Barwon Health Consumer Advisor, you are not to purport to or engage in any unlawful or offensive activity while on duty, on any Barwon Health property or in relation to your role as a Consumer Advisor of Barwon Health. You are expected to respect the property and assets of Barwon Health.



Conduct in breach of the Code includes, but is not limited to:

- offering for sale or trafficking in any unlawful substance;
- offering for sale or trafficking property not belonging to you or which you have personal responsibility of;
- possessing or distributing any substance unlawfully obtained such as drugs of addiction;
- stealing or misusing Barwon Health pharmaceuticals;
- borrowing equipment, tools, books, cash or any other property without the appropriate authority;
- stealing or misusing property including money, stationary, office equipment, unauthorised telephone calls or use of internet, food, beverages or catering products, domestic supplies, vehicle misuse, fuel, taxi vouchers, clinical equipment or supplies, or any other asset of Barwon Health;
- unauthorised possession and/or usage of any weapon, substance or chemical in the workplace which could reasonably be regarded as threatening in the workplace;
- viewing, storing, holding, distributing or displaying any unlawful or offensive material electronically or in any other form; and
- undertaking any other activity which could be deemed a criminal offence.

10. Alcohol and Drugs

Barwon Health is committed to providing a safe, healthy and productive workplace, and ensuring consumer safety.

Barwon Health is concerned about factors that affect workers' ability to perform tasks safely and productively and recognises that alcohol and other drug use can:

- impact on consumer/client safety;
- affect performance and judgement;
- cause injuries; and
- affect morale within the organisation.

Consumer Advisors have a responsibility to be fit for their role and to meet the inherent role requirements and standards of conduct as outlined in the Code of Conduct.

Conduct in breach of this code includes, but is not limited to:

- where performance or judgement is affected by the consumption of alcohol or other drugs;



- where the Consumer Advisor is in a state that endangers their own safety, the safety of clients or consumers, or the safety of any other person at work;
- attending work in an intoxicated state; and
- bringing into the workplace, consuming or holding in the workplace, any intoxicating substance or substance of addiction or any item for administering such substances without justification.

11. Fitness for Work

All Consumer Advisors of Barwon Health have an obligation to present for work in a fit emotional and physical state to undertake the inherent requirements of their role, which includes maintaining immunisation and vaccination currency.

Where concerns are raised regarding an Consumer Advisor's emotional, psychological or physical state, Barwon Health will make every effort, in collaboration with the Consumer Advisor concerned, to assist and support that person.

12. Making Public Comment

Consumer Advisors are not permitted, in their official capacity or as a representative of Barwon Health, to make public comment or criticise the administration of the organisation, Federal or State Governments.

All media comment, especially those issues relating to areas such as organisational, political or budget, are only to be made by the Chief Executive or Chair or another member of staff as authorised by the Chief Executive.

Individuals have a right to give their opinions and make public comment regarding political and social issues in their private capacity as members of the community.

Consumer Advisors using social media platforms (including but not limited to Facebook, Twitter, Blogs, etc) and Barwon Health letterhead, memorandums, telecommunication devices or email addresses to make public comment in a private capacity, which could be construed as an official comment on Government policies or programs, internal workings or decisions made by Barwon Health, will be in breach of this code, and may be subject to disciplinary proceedings.



13. Public Funds

Barwon Health is responsible for the proper and prudent administration of public funds and places great importance on probity, financial control and honest administration. Procedures for the prevention and detection of fraud and corruption are kept under constant review, and any suspected irregularities are investigated thoroughly and impartially.

14. Use of Resources

Barwon Health Consumer Advisors have access to many facilities and resources, including, but not limited to, office equipment such as computers, printers, telephones, photocopiers, portable modems, internet facilities and fax machines, or other resources such as pool vehicles, tools and machinery to use in carrying out their official duties.

Barwon Health Consumer Advisors are required to use Barwon Health resources and equipment efficiently and only for appropriate purposes as authorised by Barwon Health. Use of Barwon Health facilities and resources for personal gain is not permitted.

All Consumer Advisors, and those acting on behalf of Barwon Health, are responsible for safeguarding Barwon Health resources, including information, and for maintaining accurate records of the use of these resources. All fraudulent, improper or unauthorised use of resources is unacceptable and must be reported to the Consumer Engagement Manager immediately.

15. Intellectual Property

Consumer Advisors who participate in the development of intellectual property in the course of their employment are bound by the Barwon Health policy on intellectual property both during their roles and after their role with Barwon Health ceases.

Consumer Advisors must not reproduce, distribute or alter copyright materials owned by Barwon Health or by others without valid permission from the copyright owner or its authorised agent. This includes various trademarks, logos and business names, which are valuable assets that may only be used in accordance with Barwon Health policy and the law.

16. Preventing Detrimental Action

Barwon Health is committed to extend the protections under the Protected Disclosure Act 2012 (Vic) to individuals who make protected disclosures under that Act or who cooperate with investigations into protected disclosures.



17. Disclosure of Court Outcomes

Consumer Advisors must disclose any relevant disclosable court outcomes, charges or pending charges to the Chief People & Culture Officer or the Consumer Engagement Manager in writing. Relevant disclosable court outcomes, charges or pending charges are those with the potential to impact on the Consumer Advisor's role or which may adversely impact on Barwon Health's reputation. Such disclosable court outcomes include, but are not limited to, drug trafficking, possession of drugs, assault, theft, violence and sexual offences.

The disclosure of court outcomes, charges or impending charges and will be treated as sensitively and discreetly as possible in the particular circumstances. The matter may only be pursued further where, in the reasonable opinion of Barwon Health, the offence or alleged offence affects the Consumer Advisor's role.

Consumer Advisors' obligation to notify the Consumer Engagement Manager does not extend to parking fines or other minor traffic offences.

A Consumer Advisor who fails to report any disclosable court outcomes or serious current or pending charges against them, may be the subject of disciplinary action including termination of their role as a Consumer Advisor.

18. Smoke Free

Barwon Health is a smoke free environment in all buildings, vehicles and outdoor areas within the boundaries of all Barwon Health sites.

19. Appearance / Dress Code

As a representative of Barwon Health, Consumer Advisors are expected to maintain a high degree of personal presentation. Clothing, footwear and accessories (such as jewellery) should be appropriate to the work area, incorporating safety requirements and hand hygiene.

20. Identification Badges

On appointment, Consumer Advisors are issued with an identification badge, which must be worn when attending a Barwon Health facility as a Consumer Advisor.

When a Consumer Advisor resigns or completes their role at Barwon Health, this identification badge must be returned to the Consumer Engagement Manager.



Breaches of the Code

Consumer Advisors have a duty to observe and comply with the Code of Conduct and any other lawful directive and ensure that no breaches occur. Breaches require immediate attention and Consumer Advisors have a duty to report known or suspected breaches of the code.

Where there is an allegation of a breach of conduct, Barwon Health will proceed according to the relevant procedures. Any criminal activity will be referred to the Police.

If disciplinary action is required, the level of disciplinary action will depend up on the severity of the offence and can result in an immediate final warning or termination of the role of Consumer Advisor.

In the case of alleged serious misconduct, a Consumer Advisor may be suspended while the breach of the Code of Conduct is investigated and the matter then considered.



Consumer Advisor Code of Conduct Confirmation

- I have read the Consumer Advisor Code of Conduct, and I understand that if I have any doubt as to the meaning of any clause I can contact the Consumer Engagement Manager or People and Culture for an explanation.
- I am aware that failure to comply with this Code of Conduct may result in disciplinary action including termination of my role as a Consumer Advisor with Barwon Health and/or civil or criminal legal penalties.
- I understand that Barwon Health reserves the right to vary the Code of Conduct from time to time and that any such variations will apply to my role as a Consumer Advisor.
- By signing this, I agree that I have read, understood and will comply with the Barwon Health Consumer Advisor Code of Conduct.

Signature:.....

Print Name:.....

Date:.....



Consent Form Photography and Media



Please click on this [link](#) to access and read the Consent Form for Photography / Media.



Vaccination Record and Immunity Status Form

Barwon Health is committed to health screening and immunisation to protect its staff, volunteers and patients against preventable diseases.

In each of the following statements please circle those that apply:

- I **agree / do not agree** to be immunised appropriate to my role in the organisation.
- I **agree / do not agree** to participate in **screening** appropriate to my role in the organisation.

If agreeing to have appropriate vaccinations and screening, please make an appointment with your General Practitioner (GP) to complete this form.

If choosing not to have vaccinations or screenings, please indicate which vaccinations you are choosing not to have.

Name:	
Date Of Birth:	
Barwon Health Contact:	Consumer Engagement Manager
Role Applied for:	Consumer Advisor

GP Name/ Signature:	
GP Address:	
GP Phone Number:	

General Practitioner to complete below or attach results

(See page 3 for examples of evidence required)

Vaccine	Course Complete Yes/No	Date Completed/ GP Signature	Serological confirmation of protection – attach/ or Signed by GP
Covid-19 Vaccine		Date Dose 1: Date Dose 2:	
Hepatitis B			HEP B sAB LEVEL DATE
Varicella (Chicken Pox)		Date Dose 1: Date Dose 2:	OR Varicella serology Result: DATE:
Measles, Mumps, Rubella (MMR)		Date Dose 1: Date Dose 2:	OR Serology MEASLES Result / Date : MUMPS Result / Date: Rubella Result / Date :
Pertussis, Diphtheria and Tetanus		Vaccination Date : Vaccination name/sticker:	
Tuberculosis Screening			DATE of MANTOUX/ QF: Result :
Influenza		Date of Vaccination : Vaccination name /sticker:	
Hepatitis A (recommended)		Date Dose 1: Date Dose 2:	OR Hepatitis A serology Result: Date :

Examples of evidence required

Vaccine Preventable Diseases:	Immunisation Recommendations:	Required Evidence:
Hepatitis B	Employees with direct contact/ possible contact with blood or body fluids	Hepatitis B HBsAb >10 IU/ML preferably with Evidence of completed vaccination course
Varicella (Chicken Pox)	All workers and students in clinical areas	History of disease OR Documented positive serology OR Vaccination with 2 documented doses of vaccine
Measles, Mumps, Rubella (MMR)	All Employees	Documented serological evidence of immunity to measles mumps, rubella OR born before 1966 OR Documented evidence of 2 doses of MMR Vaccination a minimum of one month apart
Pertussis, Diphtheria and Tetanus	Recommended every 10 years	Documented evidence of dose
Tuberculosis Screening	All workers in clinical areas / those born in an endemic country/ those who have lived or worked in an endemic country > 3 months	Mantoux test OR QuantiFERON Gold (QF) In Tube test result is required for all stated staff members
Influenza	All Employees	Annual Vaccination
Hepatitis A	Recommended for employees with direct contact/ possible contact with blood or body fluids	Documented evidence of 2 doses of Hepatitis A Vaccines at least 6 months apart OR Documented serological evidence of immunity

Agreement between the Initiative Lead and Consumer Advisor



This Agreement is to be entered into by the person leading an initiative (i.e., committee/project) and the Consumer Advisor appointed to participate in the initiative.

The Consumer Engagement Manager is available to facilitate the discussion to determine the Agreement.

The purpose of this Agreement is to support the Consumer Advisor to feel welcome and to be supported to be able to make a meaningful contribution to the initiative.

This Agreement should be specific to the initiative and the individual Consumer Advisor.

This Agreement should be considered alongside the information provided in the Consumer Advisor Request Form.

Please read [Partnering with Consumer Advisors](#) prior to meeting to discuss this Agreement.

1. Name of initiative	Click here to enter text.
2. For the initiative, who is the point of contact for the Consumer Advisor?	Click here to enter text.
3. How will the Consumer Advisor will be introduced to other members of the initiative?	Click here to enter text.
4. How will the Consumer Advisor will be supported in their role on the initiative?	Click here to enter text.
5. Does the Consumer Advisor have access requirements?	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, please provide details Click here to enter text.

6. How can the initiative support those access requirements?	Click here to enter text.
7. How will the Consumer Advisor be recognised? If this is remuneration or reimbursement of costs, has the cost centre been provided to the Consumer Engagement Manager? Has the Consumer Engagement Manager provided the Consumer Advisor with the documents required for processing of payments?	Click here to enter text.
8. Will the initiative lead and the Consumer Advisor participate in an evaluation of the experience of partnering with the consumer(s) on the committee/project?	Click here to enter text.

Signed

Name (Initiative Lead) _____

Signature (Initiative Lead) _____ Date:
____/____/____

Name (Consumer Advisor) _____

Signature (Consumer Advisor) _____ Date:
____/____/____

Name (Consumer Engagement Manager) _____

Signature (Consumer Engagement Manager) _____ Date:
____/____/____

Contact Person: Consumer Engagement Manager
Consumer.Advisor@barwonhealth.org.au or call (03) 4215 8922.

Consumer Advisor Recruitment Checklist

What needs to be done	Who is responsible
Request from staff seeking Consumer Advisors (CA)	Consumer Engagement Manager (CEM) responsible for receiving requests
Drafting content to advertise for CA's from the community	CEM
Placing Expression of Interest content on Barwon Health socials and in print media	CEM with Public Relations and Communications
Developing content for Barwon Health's Consumer Involvement webpage that will be used for attracting CAs	CEM with Public Relations and Communications
Responding to Expressions of Interest from community	CEM
Contacting applicants who sent in an Expression of Interest who will not progress to interview	CEM
Setting up interviews with potential CAs	CEM
Arranging interview panels	CEM
Conducting interview	CEM and others as arranged by CEM
Referee checks	CEM

National Police Checks	People and Culture
Contacting successful and unsuccessful CAs	CEM
Obtain signed copies of the: <ul style="list-style-type: none"> • Position Description • Confidentiality and Security Agreement • Code of Conduct • Media Consent form 	CEM
Obtain completed Vaccination Record and Immunity Status Form	CEM with Staff Care
Agreement - Initiative Lead and Consumer Advisor	Facilitated by CEM
Orientation to Barwon Health	People and Culture
Orientation to CA	CEM
Create BH email	CEM with Information Technology
Arrange ID badge	CEM with People and Culture
Arrange car parking	CEM with Car Parking
Record and monitor involvement of each CA on activities	CEM
Evaluate experience for CA and staff	CEM
Letter from CE acknowledging end of CA role or resignation with CC to staff and record of committee involvement	CEM