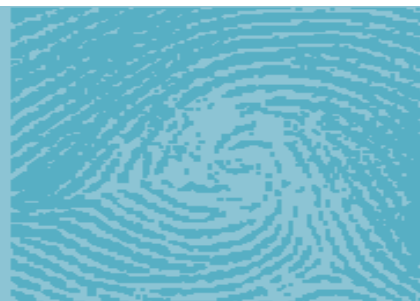


For Health Services: What to include in a guide on consumer participation for your committees/groups.



Background

The Office Chief Clinical Advisor within the Metropolitan Health and Aged Care Services Division of the Department of Human Services Victoria (the Department) has established a Guide to Consumer Participation (the Guide) on its Departmental advisory committees. The purpose of the Guide is to provide practical support to staff recruiting and supporting consumer participants to committees that they resource. Section 1 on *How to use the guide* has been provided below with additional comments under the heading "Documents included are:" to assist staff in health services establishing similar guides. If you would like to discuss the contents and the processes used please contact the Senior Project Officer, Consumer Participation and Information Program on 9616 9055 or via email on catherine.harmer@dhs.vic.gov.au

How to use the guide

The purpose of the guide is to facilitate consumer participation on Departmental Advisory Committees resourced through the Office Chief Clinical Advisor (OCCA). Many of the resources in the guide do not just relate to involving consumers but generally to facilitating committees and ensuring consistency with Departmental guidelines.

The guide includes information on:

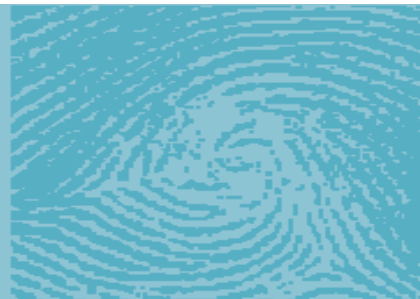
Why consumer participation is important (*Section 2*)

If you have an existing committee and are recruiting a consumer to participate you might like to photocopy this information for the existing members. It is also information that you should read to become familiar with the benefits of consumer participation that other people have found. If you are starting a new committee you might like to include some of this information in an orientation kit for all new members.

Documents included are:

1. Quote from Fiona Tito Wheatland, Australian Health Care Summit speech 17 August 2003 (www.healthsummit.org.au)
2. Consumers Health Forum of Australia: Frequently asked questions – *Isn't everyone a consumer representative?, Why should consumers be involved in health care decision-making?* (www.chf.org.au)
3. National Health Priorities & Quality, Consumer engagement's: *Glossary of terms* eg. consumer and community. (www.health.gov.au/pq/consumer)
4. Internal Department document outlining the Purpose, Aims, Objectives, preferred Model of Consumer Participation, and Key Processes. This is a document that each health service will need to establish based on their philosophy and values.

For Health Services: What to include in a guide on consumer participation for your committees/groups.



How to involve consumers on committees (Section 3)

If you have an existing committee and are working with them to involve consumers then this information from the National Resource Centre for Consumer Participation in Health could be distributed to all members. Alternatively you can use this as the committee Departmental resource person to assist you in working with the committee to involve consumers. You may also like to bring in training for your committee members in involving consumers on committees. There are a number of copies in OCCA of the National Resource Centre for Consumer Participation in Health's training manual that you may like to implement with the assistance of a trainer. For copies please ask the Consumer Participation and Information Program officer on 9616 9055.

Documents included are:

1. The National Resource Centre for Consumer Participation in Health (www.participateinhealth.org.au) *Information Series:*
 - ❖ *Consumer Participation on Committees* which includes *The Checklist – Setting up a Committee that Involves Consumers* and a further resources list.
 - ❖ *Methods and Models of Consumer Participation*, which includes a checklist, and listing of further resources.
 - ❖ *Issues in Moving Forward with Consumer Participation* – this is a sheet that might be particularly useful for established groups making a decision to include a consumer on the committee.

Guidelines for DHS Advisory Committees (Section 4)

These guidelines go across government departments and are regularly reviewed and updated. A paper copy is included within the guide but please check the intranet site to make sure that you have the current document. These guidelines are essential reading alongside the Cabinet Handbook information that explains which appointments need Cabinet approval and outlines the definitions of the various categories of committees.

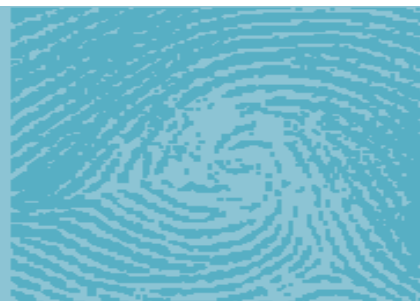
Documents included are:

These documents are on the Department of Human Services and the Victorian Governments intranet sites. Health services would have similar documents or you may need to develop these guidelines. It is important to include written directions within your guide on how to find these guidelines on your intranet so that users of the guide can check for updates.

Payment and Reimbursement (Section 5)

Having read the previous section you will now know the category/group type of your committee. Based on the category of your committee this section provides guidelines on the payment of sitting fees, reimbursement of expenses, and Department forms that you may need. Please note that these guidelines are not just in relation to consumer representatives on committees but relate to all committee members.

For Health Services: What to include in a guide on consumer participation for your committees/groups.



Documents included are:

1. Spink, J. To pay or not to pay that is the question, *Health Issues*, 68
2. *Schedule of Fees* by category of committee – Health services may need to develop their own schedule, but consumers do need to have the option not to accept the fee.
3. *Personal Expense Claim Form* (detail what information is required for reimbursement eg. kilometres and receipts)

Documents 2 and 3 are internal Departmental documents and most organisations would have expense claim forms or an established process. The **Health Issues Centre** is currently developing a policy on consumer fees and you may like to discuss this with them on 9479 5827 or via email on info@healthissuescentre.org.au . Similarly to obtain a copy or permission to use a copy of the Spink article please contact the Health Issues Centre.

Statutory Immunity (*Section 6*)

This information is included as it is a frequently asked question in relation to some of the information that is dealt with in OCCA. You may also like to speak to the legal Departmental staff on this matter in relation to your particular committee.

Documents included are:

The statutory immunity information that is available at the website www.health.vic.gov.au/statim is included in this section.

Recruitment Strategies (*section 7*)

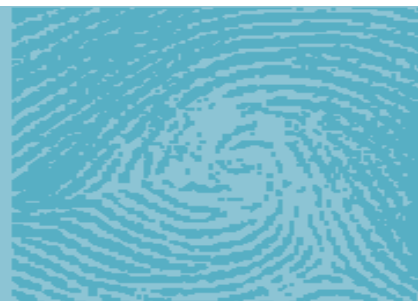
There are many ways to recruit a consumer participant on to your committee. The following are some suggestions but you may find alternatives through talking with other people in the Department who have had experience in recruiting.

In this section is a copy of the **Consumer Nominee Program's** request form. This program is funded by the Department and operated by the Health Issues Centre (info@healthissuescentre.org.au). The Health Issues Centre is also funded by the Department to provide training programs to interested people who would like to become a consumer participant on a health committee such as Departmental Advisory Committees.

The guide also includes a copy of the Victorian Quality Council's *Finding Consumers and Carers: A Guide to Sourcing Consumers, Carers & Community Members for Collaborative Health Service Improvement* (www.health.vic.gov.au/vqc). By contacting the groups in this guide that relate to the work of your committee you may find an interested consumer. The guide identifies the type of work that the groups are able to participate in which will help you in deciding who is the best group to contact for your committee's purpose.

Once you have identified a group we suggest you ring to discuss your committee with the group and follow the recruitment process that they suggest. For example providing an advertisement for their newsletter and/or website, going out to meet with them to do a presentation on the work of the committee, and conducting interviews if you have a number of applicants.

For Health Services: What to include in a guide on consumer participation for your committees/groups.



Documents included are:

1. Consumer Nominee Program request form. This is available from the Health Issues Centre www.healthissuescentre.org.au
2. The Victorian Quality Council's *Finding Consumers and Carers: A Guide to Sourcing Consumers, Carers & Community Members for Collaborative Health Service Improvement* www.health.vic.gov.au/vqc .

Useful Forms (Section 8)

The forms included are:

Skills of Committee Members

Nomination Form

Privacy Information Sheet

Cabinet Appointment Sheet

Declaration of Private Interests

Police Check Form

Organisational & Administrative Check List

These forms may not all apply to your committee, your committee may not need Ministerial approval, but they should guide you in ensuring that your committee has covered all of these areas. Importantly you will need to look at the **terms of reference** of your committee and should consult with the Department's legal staff to confirm that your forms are adequate in relation to your terms of reference.

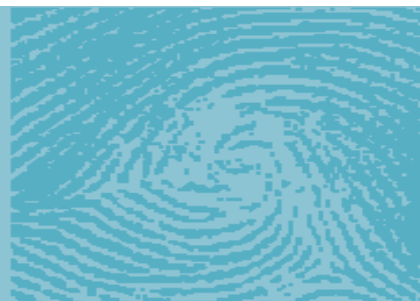
Please note that it is not enough to have all these forms completed and signed by your committee members if you do not also have agreement from the committee and the Department as to **what will happen if there is a breach of the agreements**. For example, *will you expel a member from the committee if draft agreed outcomes are publicised prior to agreement being reached?*

Documents included are:

As listed above in the heading for this section all these documents are included in the guide as they relate to the Department. Many of these forms will not be required for your committee dependent upon its terms of reference and role. However, you should ensure that at a minimum all participants know:

1. what their role is (why they are on the committee)
2. have been provided with Privacy Information (www.dhs.vic.gov.au/privacy Department of Human Services site, www.privacy.vic.gov.au Victorian Privacy Commissioner site, and www.privacy.gov.au Federal Privacy Commissioner site)
3. how long their appointment is/expected life of the committee
4. if relevant to the work of your committee that members will be asked to declare any conflicts of interest.

For Health Services: What to include in a guide on consumer participation for your committees/groups.



Examples of completed forms from current OCCA committees (Section 8)

These are examples of completed forms, terms of reference and confidentiality agreements. You may like to use these to assist in the establishment of your committee and its operations. Please remember that these forms were designed to meet specific terms of reference and should not be used without changing to meet your committee's terms of reference. Similarly, you will need to check your forms with the Department's legal staff where appropriate.

Documents included are:

If you are working in a health service you may like to ask existing committees if you can include copies of their **terms of reference**, **declaration of interest** and other completed forms to show as examples to staff trying to establish new groups with consumer participation.

Suggested agenda items to facilitate consumer participation (Section 10)

Suggested agenda items include:

Conflict of Interest

Agreed Outcomes

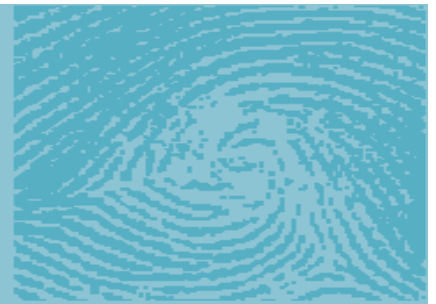
Draft Agreed Outcomes

These agenda items are included as you may like to: ensure the recording of information in the minutes of the committee responses in these areas; ensure that they are standard items so that your meeting processes are consistent over time; and you may like to - in consultation with the committee members - adapt the wording to meet the culture of your committee.

Documents included are:

The documents identified above follow this section, as you may like to adapt them to your health services committee minute taking model.

For Health Services: What to include in a guide on consumer participation for your committees/groups.



Agenda Item <#>
<Insert name of your group>
<Date>

<#> Administration

- At the commencement of the meeting, members should declare any conflicts of interest.
- Members who are entitled to claim for incidental expenditure associated with attending this meeting should complete the attached claim forms and forward it to the address indicated.
- Members may wish to check their details on the attached *<insert name of group>* contact list.

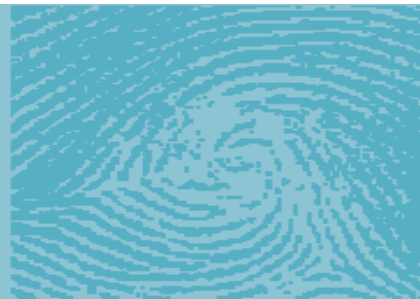
Attachments

- Incidental claim form
- Committee Contact List

Action

For information

**For Health Services:
What to include in a guide on
consumer participation for your
committees/groups.**



Attachment 1 Agenda Item <#>

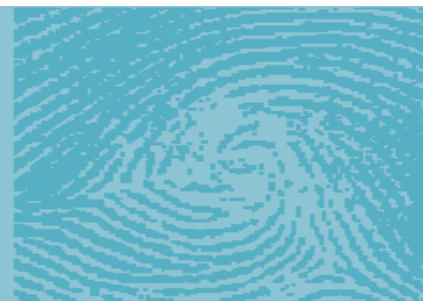
Draft Agreed Outcomes of the <# eg. Ninth> Meeting of the <Insert Name of Group>

The <Insert Name of Group> met for the <#> time on <Date>

Members of the <Insert Name of Group> considered a range of material and have made the following recommendations on key issues:

<write in draft agreed outcomes>

For Health Services: What to include in a guide on consumer participation for your committees/groups.



Agenda Item <#>

**<Insert name of group> – <#> Meeting
<Insert date, time and location of meeting>**

Agreed Outcomes Meeting

The deed of confidentiality, non-disclosure and conflict of interest signed by members when joining this subcommittee makes mention of “agreed outcomes”, which are deliberations of the committee which may be made publicly available.

Members may wish to consider preparing agreed outcomes for public release.

Attachment

- Draft agreed outcomes of meeting <Attachment 1>

Action

- For discussion and endorsement