



**Commission  
on Excellence  
and Innovation  
in Health**

## Statewide Clinical Networks Steering Committee Consumer / Carer / Community Member ROLE DESCRIPTION

<b>Role Title:</b>	Statewide Clinical Network (SCN) Steering Committee Member Consumer / Carer / Community Member
<b>Classification Code:</b>	N/A
<b>LHN/ HN/ SAAS/ DHW:</b>	Commission on Excellence and Innovation in Health (CEIH)
<b>Division:</b>	Consumer and Clinical Partnerships
<b>Role reports to:</b>	CEIH Executive Director, Consumer and Clinical Partnerships
<b>Role Created/ Reviewed Date:</b>	November 2021

### Background and Organisational Context

#### The Commission on Excellence and Innovation in Health (CEIH)

The CEIH provides leadership and advice on excellence and innovation in healthcare. We partner with clinicians, consumers, carers and other collaborators to improve care and safety, monitor performance, and champion evidence-based practice to improve health outcomes.

Our vision is, "Together, let's create better healthcare for South Australians".

In doing this we will:

- > bring together expertise from clinicians, consumers, health partners and other stakeholders to maximise health outcomes and experience
- > be a centre for excellence, a strong partner for clinical improvement and innovation and have expertise which can influence design
- > drive safer, more innovative and efficient healthcare by empowering clinicians and consumers.

The CEIH has three directorates:

- > Consumer and Clinical Partnerships
- > Clinical Informatics
- > Human-centred Design & Clinical Improvement and Innovation

#### CEIH Culture

The CEIH is committed to:

- > Accountability – leading by example and role modelling
- > Collaboration – leveraging the power of diversity
- > Trust – acting with integrity and trust
- > Empathy – making everyone feel valued and understood
- > Learning – promoting lifelong learning and curiosity
- > Aiming high – nurturing high expectations and standards
- > Customer focus – champion the whole of customer experience in everything we do.

### **CEIH Legal Entities**

CEIH has been proclaimed as an attached office to the Department for Health and Wellbeing, under the *Public Sector Act 2009*. The Commissioner CEIH is responsible to the Minister for Health and Wellbeing.

CEIH works with other legal entities of SA Health including (but not limited to) the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### **Statewide Clinical Networks (SCNs)**

Statewide Clinical Networks (SCNs) are groups of health professionals, representatives from other health service organisations, consumers and carers who work collaboratively to support the delivery of excellent care in a particular area of health. SCNs operate across the entire continuum of care, both private and public sectors, and all healthcare settings.

SCNs are led by a small steering committee of key personnel able to influence outcomes and implement changes to services.

SCN's work within the CEIH Consumer and Clinical Partnerships Directorate.

SCN's are of a time limited duration (3-5 years) and where appropriate will develop into Statewide Clinical Communities of Practice.

## **Role of the Consumer/Carer/Community Member:**

### **Definitions**

**Consumers** and / or carers are people who use or are potential users of healthcare services. Consumers may participate as individuals, groups, organisations of consumers, consumer representatives or communities.

A Carer means a person who provides care and support for their parent, partner, child or friend who has a disability, is frail, or who has a chronic mental or physical illness. An individual is not a carer merely because he or she is the spouse, de facto partner, parent, guardian, child or other relative of an individual, or lives with an individual who requires care. Carers can include parents and guardians caring for children and children caring for parents and guardians.

### **Role**

The role of the of /Consumer /Carer/ Community member is to:

- > Bring a consumer perspective to decision making.
- > Protect the interests of consumers.
- > Promote consumer experience relating to service use and policy development.
- > Participate in complex discussions with healthcare professionals and voice the potential issues that confront patients, families, carers.
- > Report the activities of the committee to consumers.

### **Personal Abilities/Aptitudes/Skills**

- > Empathy
- > Ability to effectively communicate and advocate on behalf of consumers
- > An awareness of the needs of groups of consumers and not just the individual
- > Ability to represent other's views objectively
- > Have an Interest in improving the health system
- > Be able to listen to differing opinions and work constructively with fellow committee members
- > Ability to work at a strategic level with good communication and analytical skills

**Experience**

- > Consumer, Carer or advocacy experience in the Network specific health subject matter.

**Knowledge**

- > Knowledge of the health care system from the consumer perspective.

**Other**

Steering Committee Members are expected to adhere and use the CEIH:

- > Partnership and Networks principles and practices.
- > Privacy and Confidentiality Policy
- > Reimbursement Policy [Sitting Fees and Reimbursement for External Individuals](#)

**Mentoring / Training**

- > Education and training may be provided where required
- > Mentorship opportunities are available
- > Connection and access to a wider variety of consumer groups

**Key Relationships/ Interactions:**

Internal

- > CEIH Commissioner
- > CEIH Leadership Team
- > CEIH Network Advisors
- > Broader CEIH team members
- > Statewide Clinical Network Leads
- > SCN Steering Committee Members

External

- > Other government agencies relevant to the delivery of health in South Australia.
- > Private sector, local government, non-government organisations, consumer and community stakeholder groups.

**Handling of Official Information:**

In your role as a Steering Committee Member you may be privy to confidential information, and/or are aware of, information that needs to be treated as confidential.

CEIH SCN Steering Committee members will not access or attempt to access official information, including confidential patient information.

CEIH Steering Committee Members will not misuse information gained in their capacity as members of the Committee.

**White Ribbon:**

CEIH has a position of zero tolerance towards men’s violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of CEIH as described within this document.

**Name:**

**Signature:**

**Date:**