



CONSUMER ADVISORY COMMITTEE POSITION DESCRIPTION



Position Title:	Consumer Advisory Committee member		
Industrial Instrument:	N/A	Department:	Org Wide
Responsible To:	EPC Board	Hours of Duty:	As negotiated
Evaluation:	Annual feedback and/ or survey		Page 1 of 3

Eastern Palliative Care Ltd. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area within a value-based health care framework.

All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Purpose and Values.

Our Purpose:

Our clients live with the best quality of life, before dying in their place of choice.

Our clients, their families and carers are supported according to their needs and choices.

Our resources are managed wisely and sustainably to provide value for the community.

Our External Values:

Compassion - Empathy for others in their end-of-life experience by listening, accepting and actively responding to their needs

Dignity - Upholding the unique personality, situation, and choices of people, valuing their lives in the face of death, and respecting their rights.

Excellence - Delivering evidence-based quality care, underpinned by ethical practice, research and leadership.

Empowerment - Building trust with people, that puts them at the centre of decision-making and enables control and choices

Our Internal Values:

Compassion

I contribute to being part of a respectful workplace with a culture of supporting and caring for each other, as teams and colleagues.

Dignity

I value everyone's contribution and am able to have difficult conversations that show respect for and acceptance of our differences.

Excellence

I help support a culture of continuous improvement within the organisation at every level, including having a positive attitude, and an appetite to learn and grow.

Empowerment

I value other people's opinions. I practise timely two-way communication that aims for clarity and honesty to encourage a culture of trust and transparency. I take opportunities to be involved with planning and strategizing, to help myself and my team perform at our best.

Equity and Access: *EPC is committed to equal opportunity, social justice, cultural diversity, and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients, and we aim to create an inclusive work and healthcare environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

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PURPOSE OF THE CONSUMER ADVISORY COMMITTEE (CAC)

The purpose of the CAC is to ensure that EPC hears directly from and works in partnership with consumers, carers and potential consumers to improve the community palliative care services provided by EPC. Consumer Advisors are partners in planning, design, delivery, measurement and evaluation of systems and services.

FUNCTION:

- The CAC must ensure that person-centred care is a central part of its considerations. The person-centred approach treats each person respectfully as an individual human being, and not just as a condition to be treated. It involves seeking out and understanding what is important to the client, their families, carers and support people, fostering trust and establishing mutual respect. It also means [working together to share decisions and plan care](#). (Sometimes referred to as Client-centred care)
- The CAC underpins its decision making utilising EPC's Value-Based Health Care (VBHC) Framework which is an evolving approach aimed at improving health outcomes that matter to clients while ensuring the sustainability of the community healthcare system. EPC's key principles of VBHC include the following:
 - Care is designed with and around the person/population.
 - The right care is provided to the right person, at the right time in the right location, by the right provider.
 - Our workforce are subject matter experts who inform our decisions.
 - Timely care is prioritised at an individual and population level.
 - Care is integrated, coordinated and based on risk assessment – who needs the care the most first.
 - Impact on the environment is considered in everything we do.
 - Continuous feedback is utilised to improve care and remove unwarranted variation.
 - Value is reflected in the outcomes that matter most to the client and the effective and efficient use of resources.
- Topics for discussion may include but are not limited to:
 - Governance and quality improvements, value based health care, Strategic Planning
 - Health care rights
 - Informed Consent
 - Shared decision making and care planning
 - Health Literacy
 - Communication to support effective partnerships
 - Inclusion and
 - Diversity.
- The CAC provides representatives to other EPC Committees to provide the consumer perspective and lived experience on issues discussed and recommendations made.



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MEMBER ATTRIBUTES AND SKILLS:

It is desirable that the CAC member has:

- a keen interest in, and some knowledge of or experience in, community palliative care
- the ability to provide a carer/consumer and community perspective
- the ability to listen effectively, ask questions, promote and participate in discussion, while respecting the views of all Subcommittee members
- the capacity to reflect on current and broader issues rather than focusing on personal concerns or specific individual experiences
- Information technology (IT) skills including the ability to access meeting papers online and utilise virtual meeting formats as necessary.

RESPONSIBILITIES, REQUIREMENTS & TERMS OF APPOINTMENT:

1. Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management.
2. Be committed to the Purpose, Values and Ethics of EPC.
3. Abide by EPC's Code of Conduct, relevant policies and guidelines.
4. Familiarise oneself with the Consumer Advisory Committee orientation.
5. Attend meetings of the Consumer Advisory Committee ensuring active participation accords with the CAC's purpose.
6. Promote discussions and deliberations on agenda items and understanding of client and carer issues with a view towards continuous improvement.
7. Be aware of, declare and abstain from discussion and deliberation on any matter that poses a material or perceived conflict of interest.
8. Participate actively, listen respectfully and be open to differing opinions and perspectives from fellow Committee members.
9. Assist in the training and mentoring of other consumers, volunteers or staff as (or if) required
10. Participate in ongoing consumer training and education as required.

The CAC member is required to:

1. Wear the identification badge provided during all official activities and when on site.
2. Raise any questions, concerns or issues they may have about the work of the Committee or other activities with the Committee Chair or Quality, Risk and Compliance Manager.
3. Sign EPC's Confidentiality Agreement.
4. Satisfactorily complete a national criminal history check. (Which is free of charge for Committee members)

TERMS OF APPOINTMENT

- Initial appointments are for a period of 3 years with the opportunity for reappointment for a further term/s.
- If a person becomes an EPC employee, they will step aside from the Committee.



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ORIENTATION:

At a minimum, the orientation will include:

- Introduction to the CAC Chair, relevant Management members and the Board representative involved in CAC roles
- Overview of the EPC Ethics Statement and Code of Conduct
- Consumer education as required and/ or requested
- Overview of EPC's structure, services and current strategic directions and the
- Provision of EPC's Consumer and Community Engagement Plan.

DECISION MAKING:

The CAC is an advisory Committee. Members' contributions are valued, noting that suggestions proposed by all members are considered based upon VBHC initiatives, EPC's strategic directions, resource considerations and models of care. As such, not all ideas will be adopted or implemented, although all ideas will be captured in Committee minutes and as part of EPC's Consumer Contribution Tracker.

PAYMENTS:

- The role of the consumer representative will be a voluntary role, however reasonable incidental costs such as parking, travel (public transport) etc. may be considered and reimbursed
- Opportunities for professional development relevant to Consumer Engagement will be provided. This may include conferences and attendance at training.

CONSUMER REPRESENTATIVES ON OTHER COMMITTEES/FOCUS GROUPS

EPC may have other Committees in which Consumer Representatives may participate. These include Clinical Governance, Ethics, Public Relations and Fundraising, or other focus groups as identified at different times. Each Committee has its own Terms of Reference, with applicable objectives.

The role of the consumer advisor is to provide a consumer voice, perspective and lived experience if applicable to the items being discussed.

This includes:

- presenting and providing direction on consumer perspectives
- identifying the interests of consumers and potential EPC service users
- ensuring any Committee/Focus group recognises potential and actual consumer concerns
- advocating the consumer perspective on behalf of community, consumers and carers

The Consumer Advisor is not expected to:

- have a technical background in a subject under discussion
- undertake consumer consultations beyond what is required to inform their own input at a meeting
- EPC will appoint a person to work with the Consumer Advisor, acting as support for the meetings.
- EPC will ensure information is explained and given in plain language wherever possible



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Agreement:	I have read, understood, and agree to comply with this job description.	
	Name:	
	Signature:	
	Date:	

Date Reviewed: Jun 2025

Next Review: Jun 2028