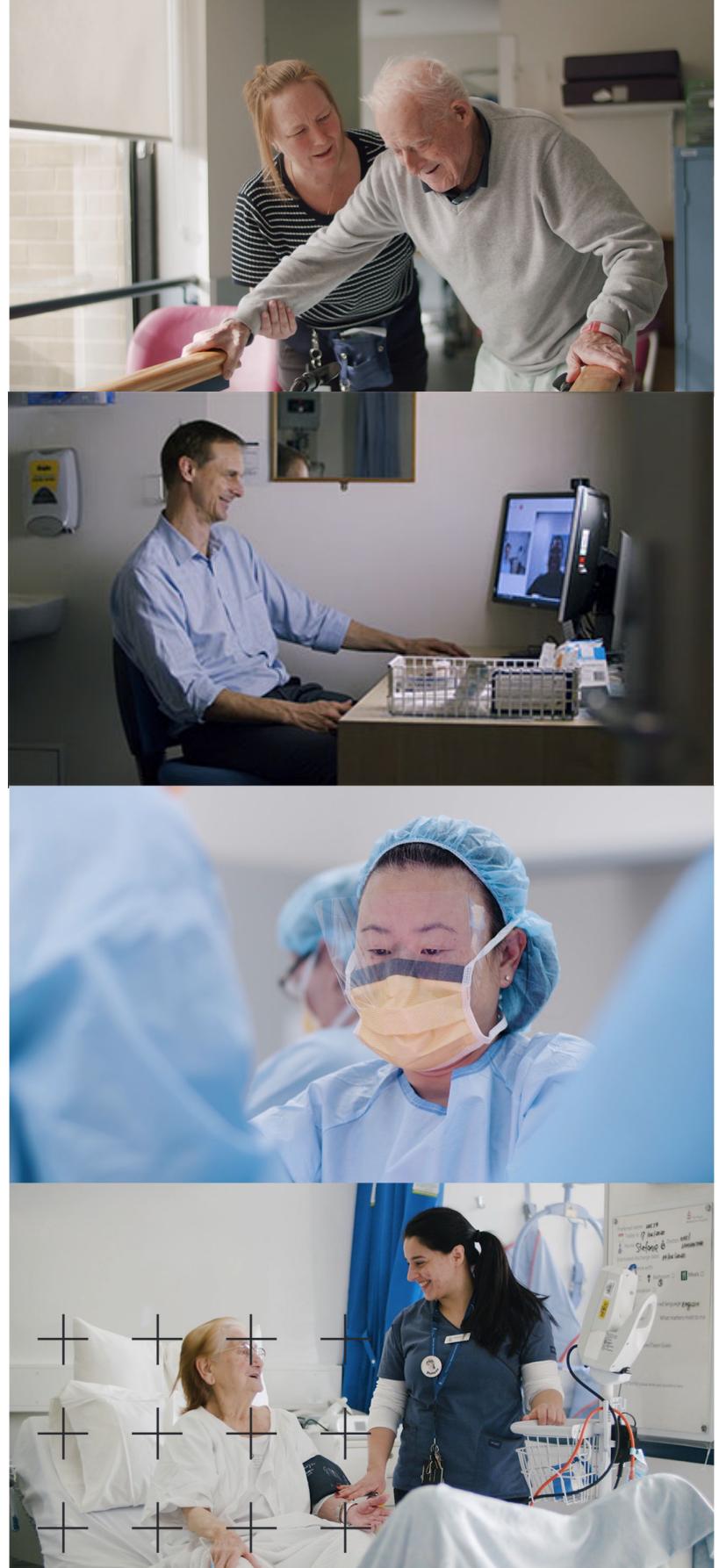




**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

**Join the Royal
Melbourne Hospital
Consumer/Carer Team**



Position Description
Community Advisory Committee

Community / Consumer
Representative

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Position Description

Position Title:	Community Member / Consumer or Carer Representative
Location:	Royal Melbourne Hospital (RMH) / online (Webex)
Reports to Committee/Project/Working Group:	The RMH Community Advisory Committee (CAC)
Date of Review:	December 2025

POSITION SUMMARY

The RMH is committed to partnering with consumers and carers for the purpose of improving health outcomes and to provide safe, timely, effective, equitable and person-centred care. This commitment is embedded across key organisational documents including the RMH Strategic Plan, Clinical Governance Framework, Community Engagement Strategy, the RMH Health Literacy Framework and within the MH03 Consumer, Carer and Community Participation Policy, Diversity, Equity and Inclusion Policy, the NWMH Consumer Leadership and Participation Policy, and the NWMH Carer Leadership and Participation Policy. RMH values the lived experience and perspectives of consumers and carers to improve our delivery of care and services for our patients and the greater community.

As a sub-Board Committee, the Community Advisory Committee (CAC) has two critical roles:

1. To provide advice and leadership in relation to the integration of consumer, carer and community views into all levels of health service operations, planning and policy development.
2. To advocate to the Board on behalf of consumers, carers and the community, including the promotion of greater inclusiveness, particularly to meet the needs of Aboriginal and Torres Strait Islander community members, and people who are marginalised and experiencing disadvantage, and may be less likely to provide feedback or participate in decision making processes.

Committee membership of the CAC aims to be representative of the diverse community served by RMH and includes community, carer and consumer representatives. Community Members are appointed as individuals and not as representatives of any organisation, however ties within the community, and personal experience as a consumer/patient or carer are very valuable to this role and Committee.

Your role as a Community Member/Consumer and Carer Representative is an integral part of the Committee membership through representing the consumer and carer voice and advising on key areas of growth, potential and continuous improvement. In particular, this role will require you to draw on a range of backgrounds and lived experiences and or reflect the community voice of our diverse health service demographic through strong links to community networks and /or consumer groups.

The Consumer, carer or community member will have:

- An interest in improving the health care system, and take an active role in promoting the consideration of patient, consumer and carer perspectives in meeting discussion and activities

- An ability to articulate the potential issues that confront consumers, families and carers who receive services from RMH, as well as broader acknowledgement of the difficulties and disadvantages faced by those more isolated and marginalised within our community.
- An ability to relate their own experience of health care to broader consumer, carer and community issues.
- Good communication skills, and a willingness to actively participate in Committee discussions in an open, respectful and constructive manner, consistent with RMH values and behaviour
- The capacity to attend regular meetings and respond to action items in a timely manner

Please note, applicants for this role who are employed in a health service will not be eligible to take on the Community Member role (Health Services Act 1988).

TERM

This role is for a 3-year term with opportunity for renewal in accordance with the committee Terms of Reference.

KEY ACCOUNTABILITIES FOR THE ROLE

- Consider patient, consumer and carer needs and advise the Board regarding appropriate strategies for effective consumer and carer participation to support the Board to carry out its related responsibilities and commitments.
- Be conscious of and raise issues of diversity and representation and actively consider broader views, understand and be conscious of the nature and limits of your specific personal experience and point of view; consider a diversity of consumer needs and interests beyond these limits (this may extend to identifying key questions to be answered or population groups whose needs and interests require further understanding and exploration)
- Advise the Board in approaches to address consumer needs and health inequalities of groups at risk of not accessing health services and those who may be less likely to contribute to decision-making.
- Participate in RMH governance and planning processes, and Demonstrate RMH values by being a role model for living the values
- Contribute to the effective functioning of the committee through active attendance and participation in meetings and in other committee-related communications (including reading and other preparation as required and following up on actions identified in a timely way); CAC meetings are held four times a year either online or at the Royal Melbourne Hospital. During months without a formal Committee meeting, community representatives will be invited to participate in an informal Community CAC session.
- Assist the Board and Executive in their communication with the RMH community and consumers including provision of advice related to planning the annual Community Board meeting
- Assist in the monitoring of key performance indicators for service quality and accessibility including the National Safety and Quality Health Service Standards (in particular Standard 2: Partnering with Consumers).
- Contribute to RMH quality and patient safety activities and performance monitoring including but not limited to the analysis and evaluation of patient feedback data and incidents, open disclosure, education and training of clinical staff, Root Cause Analysis reviews and the Annual Quality of Care Report Committee.
- Exchange information or overlap of membership with key committees including the MH Quality Committee, the Quality and Population Health Committee, Partnering with Consumers Committee and the First Nations Governance Committee.

- Undertake all background reading, attend training or seminars and participate in other development activities to support full and active participation in this role.
- Collaborate with and engage others to achieve outcomes – demonstrating a team-based approach to your work
- Adhere to all aspects of the Consumer, Carer and Community Representative Confidentiality Agreement
- Communicate with member organisations and health organisations to give yourself a broader understanding of matters at hand important to consumers and carers.
- Take accountabilities for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.

OTHER REQUIREMENTS

- Attend relevant training conferences and workshops and reporting back to the CAC on relevant learning for RMH.
- Participate in the evaluation of consumer engagement – formal and informal (interviews, submission of perspectives on experience, participation in group evaluation interviews/discussions as well as routinely providing feedback on the experience of engagement)
- Assist with other tasks/projects as reasonably required and agreed on.
- The consumer representative will be offered opportunities to attend all Royal Melbourne Hospital Consumer and Carer Training and networking sessions arranged by the Community Engagement Manager.
- The COVID-19 vaccination is a mandatory requirement for all Victorian Healthcare Workers, including volunteers. Prior to commencement at The RMH you must provide evidence of your COVID-19 vaccination. If you have been given a medical exemption, you must provide evidence confirming your exemption prior to your commencement.

THE RMH CLINICAL GOVERNANCE FRAMEWORK (Safe, Timely, Equitable and Person-Centred Care):

Employees, consumer representatives and cultural advisor committee members have a responsibility to deliver Safe, Timely, Equitable, Person-Centred Care (STEP) by:

- Fulfilling their roles and responsibilities as outlined in the Clinical Governance Framework
- Acting in accordance with all safety, quality and improvement policies and procedures
- Identifying and reporting risks in a proactive way to minimise and mitigate risk across the organisation
- Working in partnership with consumers/patients and where applicable their carers and families
- Complying with all relevant standards and legislative requirements
- Complying with all clinical and/or competency standards and requirements, ensuring you operate within your scope of practice and seek help when needed.

KEY RELATIONSHIPS

Internal

- Fellow Community Members (including Carer and Consumer Representatives and members of the Mental Health Services Lived Experience Workforce)
- Fellow Committee Members (including the CAC Executive Sponsor, Executive and senior management, and clinical staff in attendance)
- Community Engagement Management (who will also act as your Support Person/s)
- The Committee Chair (who is a member of the Board)
- The broader Community Engagement and the Patient Experience Team
- Relevant Committees and Working Groups including the Quality and Population Health Committee and the Mental Health Services Consumer and Carer Advisory Group.
- Other internal committees or working groups you are directly involved with at RMH
- Patients, Consumers, families and visitors
- Other consumer and carer representatives, including members of the broader RMH Consumer Register.

External

- External organisations and services who can provide guidance on your representative role.
- Other external committees or working groups, related to improving patient experience, community support and partnership with consumers and carers.

REMUNERATION

- The CAC Committee offers a sitting fee per meeting attended
- All reasonable out-of-pocket expenses will be covered (car parking, travel etc)

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.



ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Community Member/Consumer or Carer Representative Signature

Community Member/Consumer or Carer Representative Name (please print)

1

Date

Support Staff Member Signature

Support Staff Member Name (please print)

1

Date

Chair/Project Lead Signature

1

Date