



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



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

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.

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.

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.

- 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

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.



## 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.

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

- 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.



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 Name (please print)

Date \_\_\_\_\_

Support Staff Member Name (please print)

Date

Date \_\_\_\_\_