



Consumer Reference Group Handbook 2016 – 2018

**Reviewed: June 2016
Next Review: June 2018**



GRICS VISION

Drawing from the best available evidence-based practice, GRICS promotes the development of a sustainable, integrated and multidisciplinary approach to the provision of cancer services in Gippsland.

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PURPOSE

The Gippsland Regional Integrated Cancer Service (GRICS) Consumer Reference Group was established in 2010 and has been successfully working on initiatives to support cancer patients across Gippsland since that time.

This Consumer Reference Group handbook has been developed by GRICS to assist consumers wishing to participate in the GRICS Consumer Reference Group. This document will assist consumers to gain an understanding of the importance and requirements of the consumer role and to provide information about the function of the Consumer Reference Group.

DEFINITIONS:

Consumers – are patients, their carers, their family, and their friends. They are people living within a community who use the health service or will use the health service within their community. They are people who are interested in seeing that the health services provided are accessible, safe and meet the community's needs (Health Issues Centre, 2005).

Carers – are family and friends providing unpaid care to consumers. Carers may receive a government benefit or allowance.

Communities – are defined as groups of citizens who have interests in the development of an accessible, effective and efficient health service that best meets their needs.

Consumer participation – encourages consideration and debate through processes that allow people to be involved in decision making about their health care and that of the community. Through involvement, decisions are made that may accommodate a range of perspectives (Department of Human Services, 2007).

Stakeholders – a person, group or organisation that has a direct or indirect stake in an organisation because it can affect or be affected by the organisation's actions, objectives and policies.

INTRODUCTION

Background Information

GRICS was formed in October 2004 as a partnership between Gippsland health services and the Department of Health. Established to be the platform on which improvements in cancer service delivery and patient care could be implemented GRICS does not hold any authority over individual cancer treatment facilities, and can only lead change through the fostering of strong partner relationships. Partner services include public hospitals, community-based services, general practitioners, private hospitals and supportive care service providers. Latrobe Regional Hospital

(LRH) is the host agency for GRICS and currently 16 health services have signed the GRICS Memorandum of Understanding.

GRICS has embraced the vision, philosophy and objectives of the Cancer Services Framework for Victoria, launched by the State Government in November 2003.

The key principles of the Cancer Services Framework for Victoria include:

- An integrated approach to service delivery, which focuses on the right treatment and support for patients, as early as possible;
- Hospitals working together, with community/primary care services to develop integrated care for the populations they serve;
- More effective local coordination of care for cancer patients;
- A rational approach to cancer service planning and delivery; and
- Improved survival and quality of care for cancer patients in Victoria.

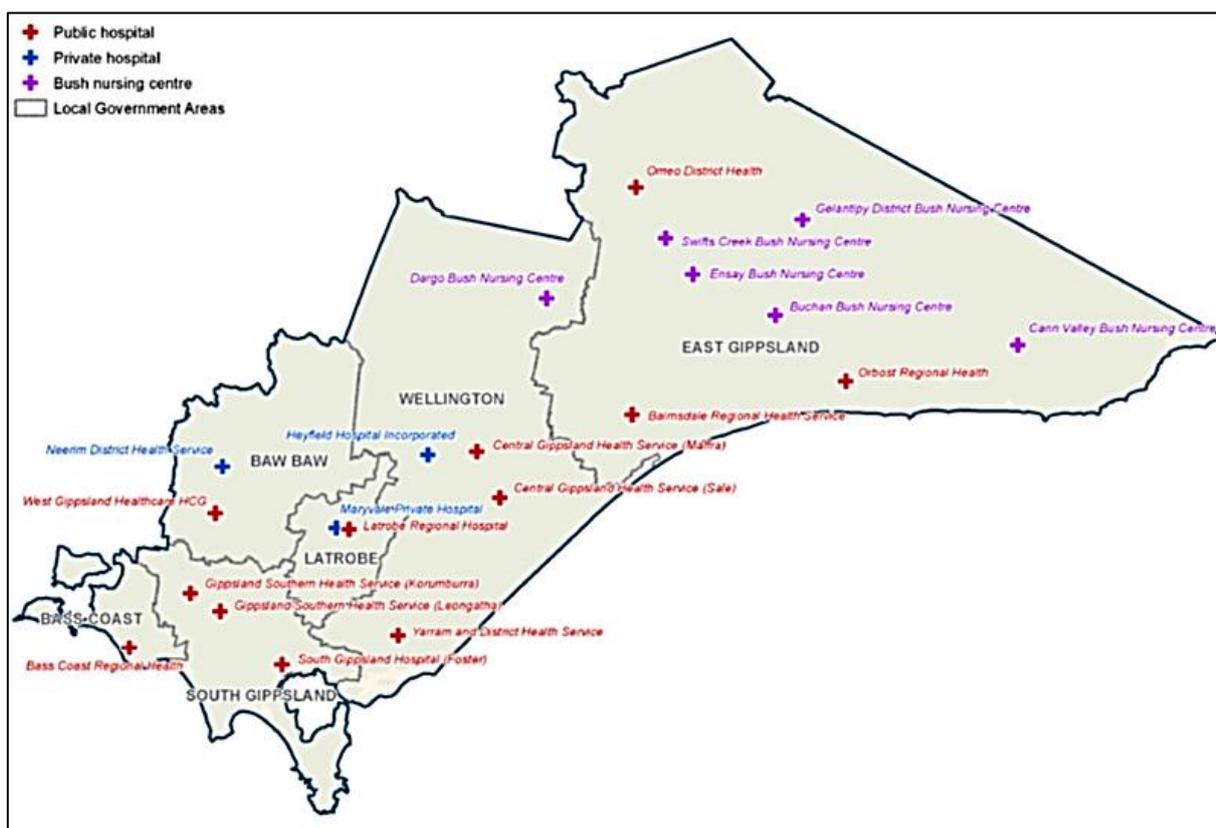
As outline in the GRICS Strategic Plan 2013-2016 GRICS aims to improve cancer outcomes across Gippsland by:

- Ensuring that effective partnerships are built and maintained within the region and across health services to support best practice planning and service delivery.
- Developing workforce capability and encouraging innovation across the provision of services and operational models.
- Improving the patient experience by reducing unwanted variations in care, ensuring an integrated and multidisciplinary approach to accessible care opportunities.

GRICS Member Health Services

Bairnsdale Regional Health Service
 Bass Coast Health
 Central Gippsland Health Service
 Gippsland Lakes Community Health
 Gippsland Southern Health Service
 Kooweerup Regional Health Service
 Latrobe Community Health Service
 Latrobe Regional Hospital

Maryvale Private Hospital
 Neerim District Health Service
 Omeo District Health
 Orbost Regional Health
 South Gippsland Hospital
 West Gippsland Healthcare Group
 Yarram and District Health Service



Department of Health 2012 Regional health status profiles Gippsland region

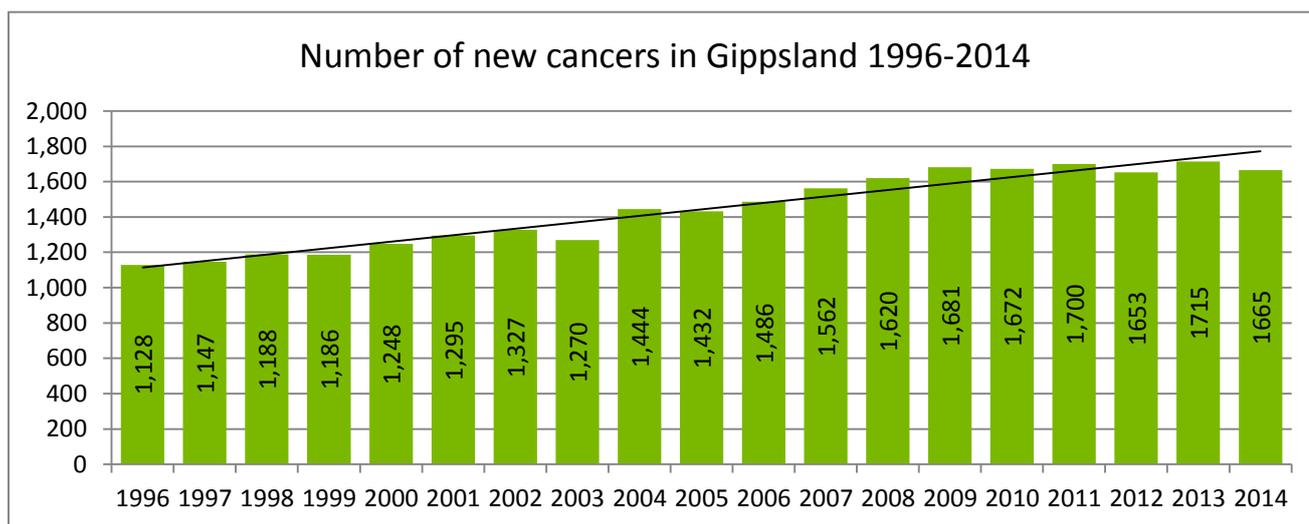
The Gippsland Region

- The Gippsland region covers over 18 per cent of the State
- In 2013 the total Gippsland population was estimated to be around 263,723 persons (Australian Bureau of Statistics, 2013) accounting for approximately 4.5 per cent of Victoria's population.
- There are 6 local government areas: Bass Coast, Baw Baw, East Gippsland, Latrobe, South Gippsland and Wellington.

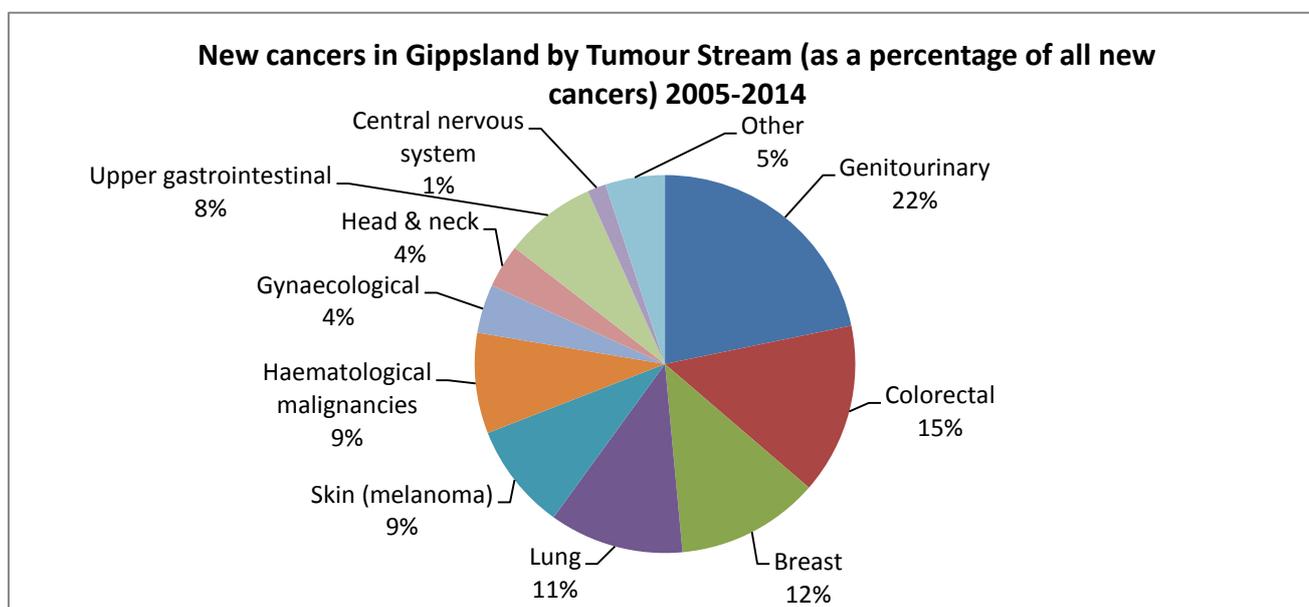
Gippsland Cancer Data Snapshot

- Cancer is a leading cause of disease burden in Victoria. In 2014 there were 1665 new cancers diagnosed across Gippsland
- There were 680 cancer related deaths in 2014.¹
- Males account for almost 55% of new cancer cases and 58% of deaths.¹
- The top 3 tumour streams for new cancer incidence are;

Genitourinary	22%
Colorectal	15%
Breast	12%



Source: Victorian Cancer Registry 2016



Source: Cancer Council Victoria 2016

CONSUMER PARTICIPATION

Consumers can provide unique and valuable insights into health care due to their experiences of using the health system as a patient, client, carer or simply as a community member who understand what other community members might need and value. Consumer participation acknowledges and values the input of patients, carers and community members.

Under the Cancer Services Framework for Victoria each Integrated Cancer Service (ICS) is required to actively involve consumers as *“partners in health care service planning and delivery”*. A key role of the ICS is to develop systems and processes to support the involvement of consumers, carers and community members in achieving their goals and priorities. GRICS has developed a comprehensive consumer engagement strategy that was recently peer reviewed by the Health Issues Centre with the main findings being that *“GRICS performs well in terms of most of the main national and state consumer engagement benchmarks and best practice and cancer-specific consumer engagement guidelines”*.

GRICS CONSUMER REFERENCE GROUP

Terms of Reference, Agenda and Minutes

Terms of Reference, Agenda and Minutes for the Consumer Reference Group will comply with the Latrobe Regional Hospital “Committee Terms of Reference, Agenda and Minutes Policy” and will use the prescribed templates.

Terms of Reference will be:

- Drafted and ratified by the GRICS Consumer Reference Group members as a consensus
- Endorsed by the GRICS Governance Group
- Circulated to all Consumer Reference Group members with the first agenda following endorsement
- Reviewed bi-annually by the Consumer Reference Group

Agenda and Minutes will be:

- Circulated to members, by GRICS, prior to meetings

It is anticipated that a member of the Consumer Reference Group will either nominate themselves or another member to become the Chairperson and a ballot to elect the Chairperson will follow. A member of the GRICS staff will continue to support the GRICS Consumer Reference Group meetings and the Chairperson (see *Position Description Coordinator*) and will act as the deputy in the absence of the Chairperson.

Responsibilities

The Chairperson will endeavour to:

- Ensure that the GRICS Consumer Reference Group functions properly
- Support full and equitable participation by members at meetings
- Plan meetings in conjunction with the GRICS Consumer Reference Group Coordinator
- Welcome and thank invited speakers
- Be available to run each meeting. The GRICS Consumer Reference Group Coordinator will step into the Chair role if the Chairperson is unavailable
- Ensure agenda items are dealt with in an orderly, efficient manner
- Bring impartiality and objectivity to meetings and decision-making
- Facilitate change and address conflict
- Co-ordinate the committee to ensure work undertaken by the Consumer Reference Group is progressed satisfactorily
- Communicate an understanding of GRICS and the purpose of Consumer Reference Group
- Advocate for and represent GRICS and the Consumer Reference Group at external meetings and events
- Review/endorse Consumer Reference Group reports prior to them being distributed to the Business and/or Governance Groups
- The Chairperson to delegate duties/responsibilities to other committee members as required.

Selection Criteria

- Good leadership skills
- Good communication and interpersonal skills
- Impartiality, fairness and the ability to respect confidences
- Ability to ensure decisions are taken and followed-up
- Good time-keeping
- Tact and diplomacy
- An understanding of GRICS
- Experience of organisational and people management.

Source: www.diycommitteeguide.org

Selection Process

- The Chairperson will be elected on an annual basis at the March meeting each year. The Chairperson will then remain in the position until November
- The Chairperson will have the opportunity to re-nominate in subsequent years
- Nominations will be opened at the first meeting of the year in February and remain open for 2 weeks
- Nominations must be forwarded to the GRICS staff member responsible for the Consumer Reference Group by the due date
- Voting will be via a secret ballot at the March meeting. A ballot paper will be included with the March meeting papers. Postal and email votes will be accepted if received 24 hours prior to the March meeting
- At the March meeting the GRICS staff member will tally the votes. In the event of a tied result the members present at the meeting will undertake a second secret ballot to decide between the tied members.

GRICS Consumer Reference Group

POSITION DESCRIPTION Committee Member

Recruitment practices for the Consumer Reference Group shall reflect equity of access regardless of age, gender, race, religion or socio-economic status. Members will be selected on the basis of how well they are able to represent their community and their networks and contacts. GRICS is committed to ensuring that the Consumer Reference Group is a positive, information sharing partnership. As such, members will be expected to inform GRICS about the needs of local cancer patients and any gaps in service delivery and to also share any relevant information and knowledge across their local community networks.

Accountability

The Consumer Reference Group will be responsible to the GRICS Governance Group.

General Information

Consumer Reference Group members will be:

- Appointed for a fixed term of one year – February to November
- Eligible to nominate for additional fixed term appointments
- Required to attend meetings. Meetings occur on a monthly basis between February and November, at Latrobe Regional Hospital.
- Provided with a proposed Meeting Schedule at the start of each new year
- As a general rule, not financially disadvantaged by participating in the GRICS Consumer Reference Group. Reimbursement of reasonable out-of-pocket expenses including travel costs shall be paid in accordance with Latrobe Regional Hospital policies
- Asked to complete a “Consumer Participation Survey” annually
- Able to link into meetings either via videoconferencing from their closest major health service or teleconferencing from home
- Provided with education and training as required to support their role
- Able to have any grievances dealt with in line with the LRH Grievance/Disciplinary Policy.

Membership

All members will be:

- Welcomed and accepted as partners with GRICS
- Provided with information and training to assist them in fulfilling their duties and contributing to the group
- Given an equal opportunity to have their opinions heard
- Acknowledged for their contribution
- Provided with clear guidance as to what they will be required to do as part of the group
- Supported by a member of the GRICS staff. Administrative duties will also be undertaken by a member of the GRICS staff.

Selection Criteria

Membership is open to all individuals who meet the following criteria:

- Live in Gippsland
- Reflect the diversity of the community
- Have had cancer or have cared for someone with cancer
- Have a demonstrated ability to positively contribute to the completion of a project
- May be a health care professional working with cancer patients.

Consumer Reference Group members should have the following skills:

Team Building:

- Listen to and build on the ideas of others
- Demonstrate respect for the opinions of others
- Encourage the resolution of conflict
- Help establish shared goals.

Flexibility

- Be open and adaptable to new ideas and ways of doing things
- Recognise the merits of different viewpoints and act appropriately.

Interpersonal Skills

- Respect each individual's right to privacy

- Adhere to the Latrobe Regional Hospital's Confidentiality Policy
- Relate well with and build rapport with people
- Listen to and assimilate information from others
- Use diplomacy and tact
- Present information in a manner appropriate to the purpose and target audience.

Nominations

Anyone wishing to join the GRICS Consumer Reference Group will need to complete the nomination form at the back of this Handbook.

Successful Applicants

If you are successful in your nomination to become a member of the GRICS Consumer Reference Group you will be required to:

- Familiarise yourself with the Latrobe Regional Hospital Confidentiality Policy
- Sign a Latrobe Regional Hospital Confidentiality Compliance Statement

Orientation

The first meeting of the year will include an orientation to the GRICS Consumer Reference Group.

The staff member from GRICS with the portfolio of consumer engagement will take on the responsibility as Coordinator of the GRICS Consumer Reference Group.

Responsibilities

The Coordinator will support the GRICS Consumer Reference Group meetings and the Chairperson by providing administration support;

- Plan for recruitment and renewal of membership
- Prepare and periodically review all documentation required for the Consumer Reference Group
 - Consumer Reference Group Handbook
 - Terms of Reference
 - “Get Involved” brochure
- Prepare for each meeting including;
 - Plan meeting schedule at the start of the year and distribute to members
 - Arrange meeting venues, speakers and video-conferencing support
 - Prepare and distribute the agenda and minutes prior to meetings including copies of any presentations
 - Print and distribute any additional documentation for the meetings or members
 - Arrange catering for meetings
 - Coordinate reimbursement of consumers expenses e.g. travel
- Review and monitor governance processes
- Prepare and distribute reports for the GRICS Business and Governance Groups
- Attend CRG meetings on a quarterly basis and provide secretariat support at monthly meetings
- Undertake an annual consumer participation survey and distribute findings to the members and the Business Group
- Support the progression of work for the Consumer Reference Group.

REFERENCES

Department of Human Services (2007): A Guide to Enhancing Consumer and Carer Participation in Victoria's Integrated Cancer Services.

Department of Human Services (2003): A Cancer Services Framework for Victoria.

Health Issues Centre (2005): Getting Involved – A Kit for Consumers Interested in Joining the Consumer Nominee Program.

GRICS CONSUMER REFERENCE GROUP NOMINATION FORM

NAME: _____

ADDRESS: _____

POSTAL ADDRESS *(If different to above):* _____

TELEPHONE- HOME: _____ **MOB:** _____ **BUS:** _____

EMAIL ADDRESS: _____

ARE YOU AN ABORIGINAL OR TORRES STRAIT ISLANDER? Yes No

FOR PEOPLE NOT BORN IN AUSTRALIA:

a) **IN WHICH COUNTRY WERE YOU BORN?** _____

b) **WHAT IS YOUR PREFERRED LANGUAGE?** _____

PLEASE TICK WHICH GROUP (S) YOU WOULD BEST BE ABLE TO REPRESENT: *(Tick all that apply)*

- | | |
|--|---|
| <input type="checkbox"/> Cancer Patients | <input type="checkbox"/> Carers |
| <input type="checkbox"/> Aboriginal or Torres Strait Islanders | <input type="checkbox"/> Non English Speakers |
| <input type="checkbox"/> Cancer Support Group – which group? _____ | |
| <input type="checkbox"/> Local Community – which one? _____ | |

Please provide a brief outline about why you would like to become a member of the GRICS Consumer Reference Group.

Please list any community services or activities that you have been involved with in the past or are currently involved in. These may be cancer related or not e.g. Relay for Life, Local cancer support group, Biggest Morning Tea host, Lions club member.

Please provide details of your contribution to these activities or your role e.g. Fundraising, Arranging guest speakers, Lobbying government.

Please list any other special interests and skills you have e.g. Confident public speaker, Computer skills.

If you are unable to attend the GRICS Consumer Reference Group meetings in person, would you consent to your contact details being placed on a register should other opportunities for consumer participation arise :

- Yes No

If yes, would you be interested in;

- Reviewing GRICS written health information for patients
- Participating in a Focus Group Contributing on a Working Party
- Attending an educational forum Completing a survey

For any assistance with completing this form or any further information please contact GRICS on the details below, otherwise please forward this completed nomination form to:

Gippsland Regional Integrated Cancer Service

P.O Box 424

Traralgon Vic 3844

Ph: 03 5128 0138

Fax: 03 5128 0198

Email: gricswebsite@lrh.com.au