

FACT SHEET

Consumer and Community Advisory Committee

South West Healthcare (SWH) is committed to consumer, carer and community participation, including partnering with consumers at both a strategic and operational level, as well as partnering with consumers and health professionals at an individual level.

SWH have established a Consumer and Community Advisory Committee (CCAC) to seek advice and guidance to assist it in carrying out its community participation responsibilities, ensure community and consumers views are embedded in the planning and delivery of health services, and provide advice in relation to the integration of consumer and community views at all levels of operations, planning and policy development.

Who is on the Committee?

The membership of the Committee includes 8 – 12 community members. There are also at least two SWH Board Directors who report information and advice from the CCAC back to the Board. There is an Executive Sponsor who reports to the Executive Committee, and supports the overall connectedness of the committee to the organisation. Other members include an Administrative Officer, and the Quality and Risk Manager to support the community members and liaise with SWH staff.

What is a Consumer and Community Advisory Committee (CCAC)?

The CCAC is made up of people from the broader community who raise issues that are of concern to SWH consumers and their carers. The appointment of community members is on the basis of their capacity to represent a broad range of community views and interests. The members of the committee help health professionals, administrators and other staff at SWH stay in touch with what is important to the people who use SWH's services.

What is its purpose and role?

The main purpose of the CCAC is to increase the consumer voice in how SWH services are provided. The CCAC is vital to the functioning of the Board and acts as a conduit to key community groups where more detailed consideration of particular services and programs is required.

Who can join the Consumer and Community Advisory Committee?

Anyone who has an interest in the way SWH provides quality services to its consumers can apply to join the CCAC. We welcome input from people of all ages and those from different cultures, ethnic backgrounds and people with disabilities. This enables the CCAC to represent the diverse community we serve. It is useful if you have links with other community groups. This is an opportunity for you to receive information and community views from them, whilst in turn informing them what is being achieved at SWH. Being a diverse group, the CCAC are able to provide suggestions and advice to SWH that expresses a broad range of opinions concerns and experiences.

How can I find out more, or apply to join?

The Manager Consumer Experience at SWH can advise on the current availability of positions on the CCAC and provide an application form to join. Telephone 5563 1638 or email: CCAC@swh.net.au