



## Community Advisory Council (CAC) Member Role Description

### Scope and Responsibilities

The responsibility of CAC members is to provide the perspective of consumers and their carers and families, by:

- Providing information about priorities of consumers, carers, families, and communities that will contribute to ensuring that people's health experience and journey is person centred.
- Ensuring the voices and perspectives of consumers, carers, families, and community are represented in discussions and decision-making processes.
- Contributing to CAC discussions and decision-making processes
- Providing information and feedback to community groups and organisations.
- Building and maintaining positive and effective connections with a range of stakeholders including hospital staff, other CACs and community.
- Championing consumer, family, carer and community engagement, participation and leadership.

### Limits to the role of a CAC member

CAC members are not expected to:

- Have a technical background on subjects being discussed. The CAC member provides perspectives based on their lived or living experience and those whom they represent.
- Undertake consumer and community consultations beyond what is required to inform your own input at meetings. If wider consultation is required, the member can advise the committee on how this might be achieved but are not expected to undertake the work themselves.

### Commitments

As a CAC member, you are committing to:

- Attend CAC meetings, as scheduled and for the duration, and other meetings as negotiated.
- Read materials and documents provided in preparation for meetings.
- Participate in orientation and training as required.
- Maintain confidentiality required in the role of the CAC member.
- Participate in an annual performance and development review of the functions and operations of the CAC.
- Work within:
  - CAC Terms of Reference.



- CAC purpose and functions.
- Relevant legislation, policies and Standards (which you will be introduced to).
- Values and behaviours as agreed by the CAC.

**Meetings:** The CAC meets monthly, for a period up to two hours at least 10 times per year.

**Term:** The term of appointment for members will be two (2) years from the date of the appointment.

### **Skills, qualities, and experience**

CAC members need to have:

- A passion for improving people's health care experience and journey.
- Recent (within the last 5 years) experience of a health service provided at [SITE NAME] as a consumer, carer or family member.
- Understanding of the hospital experiences of different groups the group represented in the WA community as relevant to this hospital.
- Personal integrity, empathy, and compassion.
- And the ability to:
  - network and gather information from grassroots consumers and carers
  - actively listen and communicate effectively.
  - work respectfully as a member of a large team of professionals to find solutions.
  - negotiate and resolve issues.
  - think critically and creatively to find solutions.
  - put aside personal views explore the perspectives and priorities of others

This document can be made available in alternative formats on request.

© North Metropolitan Health Service 2022

