

2023

Expression of interest: Consumer Voice Working Group

Safer Care Victoria



Who are we looking for?

We are seeking consumers to join the Working Group who have:

- Experience on working groups or committees or that have contributed to improving safety and quality in a health care setting
- Experience in consumer advocacy and stakeholder engagement, including experience or networks with diverse communities.
- A team player who can work with a range of stakeholders and effectively communicate and advocate for the needs of the community.

We welcome and encourage expressions of interest from individuals from diverse backgrounds inclusive of Aboriginal and/or Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with a disability, LGBTQI (lesbian, gay, bisexual, transgender, queer or questioning, and intersex) people and or people from regional and rural areas.



What is the Consumer Voice Working Group?

The Consumer Voice Working Group will help oversee initiatives that seek to address issues and improve the quality and safety of health services in Victoria.

The group will:

- Utilise consumer expertise to help shape initiatives across Victoria
- Connect and provide input into work across the Department of Health and Safer Care Victoria related to information about consumer care experience and outcomes.

The working group is run by Safer Care Victoria on behalf of the Victorian Department of Health.



How does it work?

- The Consumer Voice Working Group will meet **monthly**, usually during the 4th week of the month.
- The meeting will run for 60 minutes, we expect meeting attendance and preparation time to total up to 4 hours each month.
- Meetings will be held **virtually** and all communication will be via email.
- One-on-one briefing sessions will be available to support your involvement in the meetings prior to and/or after Working Group meetings.
- You will be remunerated \$122 per meeting in line with SCV's remuneration policy. This includes meeting preparation time.



Is there anything else I need to know?

- Consumer refers to a person with lived experience of the health care system, including carers, patients, families, supporter and advocates.
- All personal information provided with your application will be kept in confidence and will not be used for any purpose other than for the appointment process and, in the case of successful applicants, necessary administrative activities.
- Applicants who are offered a position on the working group will be required to complete mandatory probity checks and onboarding processes, which are standard government requirement.



Next steps

1. Applications close on 22/09/2023 and will be reviewed by SCV thereafter
2. Shortlisted applicants will be invited to an interview
3. Applicants being progressed will be asked for permission to contact a referee
4. Successful applicants will be notified by mid-October 2023.
5. The first Consumer Voice Working Group meeting is scheduled for late October 2023.

Support

If you require support to complete this application, or have any questions, please email: Justine Giri: justine.giri@safercare.vic.gov.au

To learn more about Safer Care Victoria: please visit [The Safer Care Website](#)

How do I apply?

Please provide a short paragraph response to each of the following questions:

1. Why are you interested in the opportunity to be involved with the Consumer Voice Working Group and what experience do you have working on committees or projects with health leaders and consumers?
2. Can you please describe your lived experience of the healthcare system. Has this experience been as a patient, carer or family member in a rural, regional, or metropolitan health service in Victoria.
3. What consumer advocacy / stakeholder engagement experience would you bring to the group?

In your response, please include if you have any support requirements that will help your participation on the Working Group and a name and contact details of one person (referee) who we can speak with to discuss your experience for the role.

Email your response by 22/09/2023 to:

Justine Giri (Safety Branch Coordinator) justine.giri@safercare.vic.gov.au