



Community Advisory Council (CAC)

Member Role Description

Scope and Responsibilities

The responsibility of CAC members is to partner with the organisation to understand, and meet, the needs of consumers and provide the organisation with the perspective of consumer by:

- Advocating for the priorities of patients, carers, families, and communities to SCGOPHCG that will contribute to ensuring that consumer experience and journey is person centred.
- Ensuring the voices and perspectives of patients, carers, families, and community are represented in discussions and decision-making processes.
- Contributing to CAC discussions and decision-making processes
- Building and maintaining positive and effective connections with a range of stakeholders including hospital staff, other CACs and community.
- Championing patient, family, carer and community engagement, participation and leadership.

Consumer Advisory Council members will also be encouraged to take part in other consumer partnership opportunities within Sir Charles Gairdner Osborne Park Health Care Group (SCGOPHCG).

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:

- Attending CAC meetings, as scheduled and for the duration, and other meetings as negotiated. CAC purpose and functions.
- Abide by relevant legislation, policies and standards (which you will be introduced to).



- Values and behaviours as agreed by the CAC.
- 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.

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

Essential Criteria

1. Recent (within the last 5 years) experience of a health service provided at Sir Charles Gairdner Osborne Park Health Care Group as a consumer, carer or family member.
2. Understanding of the hospital experiences of different groups the group represented in the WA community as relevant to this hospital.
3. A passion for improving people's health care experience and journey.
4. A commitment to upholding the NMHS values of Care, Respect, Innovation, Teamwork and Integrity
5. Ability to attend meetings, both in person and remotely, using Microsoft Teams as required.
6. 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.

Desirable

1. Previous experience as a consumer representative
2. Previous experience on a board or committee
3. Previous completion of Health Consumers Council Consumer representative introductory training

Who can I contact?

If you are interested in joining the SCGOPHCG CAC, please contact communityadvisorycouncil.scgh@health.wa.gov.au.

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

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