

Stirling Hospital Consumer Reference Group

What is the Consumer Reference Group?

Stirling Hospital is seeking healthcare consumers and members of our community who would like to be meaningfully involved in providing advice and comment on service delivery and planning.

The Consumer Reference Group (CRG) will contribute information on their experiences and those of their community within the South Australian healthcare setting that will enable the Stirling Hospital to further improve our services. If you have an interest in assisting in the ongoing improvement of the patient experience and delivery of care, apply now to be a member of our inaugural CRG.

Stirling Hospital recognises the evidence supporting the immense value that partnerships with consumers provide to the quality of healthcare and in response to the legislative requirement for engagement, Stirling Hospital has committed to the establishment of a CRG.

The CRG will provide a structured partnership between consumers and/or carers and Stirling Hospital, facilitating meaningful discussions for the provision of advice, direction and advocacy for planning, delivery, design, measurement and evaluation of healthcare services at Stirling Hospital.

Expressions of Interest are sought from consumers and carers (past or current) or community members with knowledge and experience of community health services to join the CRG as a Consumer Member.

What does the CRG do?

The CRG will:

- Provide advice to SH on consumer, carer and community views so they are taken into consideration in service delivery, planning and policy development, where appropriate.
- Comment on priority areas and issues requiring consumer and community engagement.
- Comment on behalf of the community, including special needs consumers.
- Facilitate communication between consumer, carer and community groups and the SH.

What are the responsibilities of the CRG Members?

Key Responsibilities of a Consumer Member:

- Actively participates as a member of the CRG
- Confidentially advocate for people they will be asked to represent
- Bring a consumer/carers/community member perspective to all discussion and decision making
- Possess a good understanding of matters that affect people receiving healthcare services.
- Have well developed interpersonal skills including the ability to work as part of a team and maintain good working relationships with team members and other stakeholders.

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Who is eligible to apply?

Membership Eligibility

- Members are consumers, carers or community persons who may have had first-hand experience of healthcare delivery at Stirling Hospital.
- Members should ideally be active in the community, with community networks and a sound understanding of local healthcare issues.
- Members must be 18 years of age or older.
- Members from a diverse range of backgrounds are encouraged to apply.

Will I get paid?

- Members of the CRG are volunteers and do not receive remuneration.

When are meetings?

- Meeting frequency and time to be confirmed

How do I apply?

To apply, please complete the application form and submit to:

Katie Wood

Quality and Risk Manager

Stirling Hospital

20 Milan Terrace / PO Box 44, Stirling SA 5152

Or via email kwood@stirlinghospital.org.au