



# Application Kit



I would like to apply to be  
a community/consumer  
committee member



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## Acknowledgements

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## Introduction

Welcome and thank you for your interest in becoming a community or consumer member of a South Eastern Sydney Local Health District (SESLHD) committee.

This kit will give you some background information on what is involved in being a member of one of our committees and the steps on how to apply.

If you have not been involved with health services before you may find some of the health terminology we use is new for you. To help you to understand we have included a list of key words and their meanings in Appendix 1.

We have also included information about SESLHD and the services we provide in Appendix 2.

We hope you find this application kit helpful. If you have any questions please contact Amanda Justice, Community Partnerships Manager at [Amanda.Justice@health.nsw.gov.au](mailto:Amanda.Justice@health.nsw.gov.au) or call 02 93329725.

## About Us - Community Partnerships

We want to improve the way we work with consumers and communities. To help us do this we developed a Community Partnership Strategy (November, 2015). Here is a brief summary:



## What is involved in becoming a committee member?

### **We value your input because:**

- Research tells us that involving consumers results in better health outcomes.
- Every person has a right to be in control of their health and health care decisions.
- You provide a fresh and unique real life perspective that helps us to make sure our services meet the needs of people like yourself.
- You can tell us how we can improve the quality of our services.
- We need to include a diversity of voices to ensure our services are culturally appropriate and meet the needs of people who are the most vulnerable. If this is you, we will do our best to 'come to you' rather than expect you to 'come to us'.

### **What you can contribute:**

Your input and contribution is unique. We want people who:

- Use our services (or may use our services in the future).
- Care for someone who has an ongoing illness, disability or condition.
- Belong to a group of people who may benefit from a population health program, for example people living with HIV.
- Live within Woolhara, Randwick, Rockdale, Kogarah, Hurstville, Sutherland and eastern part of City of Sydney local government areas.

### **By participating on one of our committees you will be:**

- Welcomed and accepted as part of the SESLHD health team.
- Enabled (to the best of our capabilities) to participate (for example, ensuring venues are accessible, offering teleconferencing, printing of papers).
- Treated with respect and your personal information remains private and confidential.
- Provided with information and training to make sure you feel supported and comfortable to contribute.
- Paid for your participation.
- Reimbursed for any 'out-of-pocket' expenses (more information will be provided when you apply).
- Given the opportunity to ensure that we answer any questions you have openly and honestly.
- Given an equal opportunity to have your opinions heard.
- Acknowledged for your contribution.

### **As a Community/Consumer Committee member you will need to agree to meet the specific responsibilities described in your position description including:**

- Providing information about community needs and issues.
- Contributing to planning, service delivery and evaluation activities.
- Contributing to decision making.
- Providing information and feedback to community groups and organisations.
- Preparing for meetings.

## Step-by-Step on how to become a committee member

There are a number of steps in the application process and these are summarised in this flow chart:



## 1. Applying

Each committee will be different and you will need to follow the application process in the advertisement (call out/expression of interest). As a general overview the process will involve:

- a) Providing you with a position description and the *Charter or Terms of Reference* relevant to the committee you are applying for.
- b) Inviting you to have a conversation with the nominated contact person to find out more and to answer any questions you may have.
- c) Applying using the application form in Appendix 3. Depending on the committee you are applying for, you may be asked to send us a letter or complete another form which asks you to explain why you believe you would be a valuable committee member for this particular committee. You may also be asked to provide your resume (CV).

## 2. Selection

The selection process for each committee varies. You will need to ask the nominated contact person what will be involved. In general, the selection committee will look at all the applications they receive and will let you know if they would like to invite you to participate in an interview.

If you are invited for an interview we prefer to do this in person but if that is not possible we will use phone or video conferencing.

If you are invited to come for an interview we will send you some policies to read and forms to complete either by email or post. These documents will include:

- Proof of Identity (100 Point Identification Form). Please bring 100 points of identification to the interview.
- NSW Health Code of Conduct. If you are successful you will be asked to read and sign this document.
- National Criminal Record Check Consent Form.
- Working with Children Check Consent Form (if you will be working with children).
- The Occupational Assessment, Screening and Vaccinations Against Specified Infectious Diseases Policy.

**Please note, all information you provide will be treated confidentiality in accordance with our Privacy Policy.**

Please contact the nominated contact person listed in the call out/expression of interest, if you:

- Want a copy of any of these policies or forms before submitting your application.
- Would like help completing any of the documentation.
- Have concerns with or questions about the National Criminal Record Checks process.
- Are offered an interview and have specific needs so we can make any necessary arrangements.

### **3. Notification of appointment**

We will contact you when the outcome is known either by a phone call and/or letter. We will also ask you if you are interested in participating in other committees. If you are, we will keep your details on our database so that we can contact you in the future.

#### **Successful applicants will:**

- ✓ receive full orientation to the nominated committee
- ✓ complete mandatory training
- ✓ be expected to prepare for, and attend, meetings on a regular basis.

#### **Would you like some feedback?**

If your application is unsuccessful you are welcome to ask for feedback by contacting the nominated contact person.

## Appendix 1: About South Eastern Sydney Local Health District

SESLHD is committed to improving the health and wellbeing for our community. We can best achieve this by actively engaging and partnering with community/consumer members when we plan, develop and evaluate our services.

### Vision

To improve the health and wellbeing of our community.

### Mission

SESLHD is committed to the provision of high quality, integrated health care that meets the changing needs of individuals and our community.

### Core Values

**Collaboration:** We will work together as a team to provide the best health care for our community.

**Openness:** The decisions we make are transparent and we accept accountability for our actions. Our patients and their carers have a right to know how and why decisions are made and who is making them.

**Respect:** We respect and acknowledge the contribution made by each member of our team in providing the best possible health care for our patients.

**Empowerment:** We will work with our patients and their carers to enable them to take greater control of their own health care. We acknowledge that for empowerment to work there must be trust between our patients and all staff involved in the provision of health care.

### SESLHD facilities and services

SESLHD covers the LGAs from Sydney's Central Business District in the north to the Royal National Park in the south. Our District also provides a key role in assisting residents of Lord Howe Island and provides state-wide based services. Our District has a complex mix of highly urbanised areas, industrialised areas and low density suburbs and has a population of over 840,000 people.

The services across the District include hospital and outpatient services, population health programs, primary health care, community health, imaging and pathology, among others.



Facilities include six public hospitals and associated health services:

- Prince of Wales Hospital and Community Health Service
- Royal Hospital for Women
- St George Hospital and Community Health Service
- Sutherland Hospital and Community Health Service
- Sydney / Sydney Eye Hospital
- Gower Wilson Memorial Hospital on Lord Howe Island.

SESLHD also provides one public residential aged care facility (Garrawarra Centre), and oversees two Third Schedule health facilities: War Memorial Hospital Waverley (with Uniting Care) and Calvary Healthcare Kogarah (with Little Company of Mary Health Care).

In April 2016, SESLHD was appointed as the official organisation to partner with the new entity - Norfolk Island Health and Residential Aged Care Service (NIHRACS) - to plan and deliver the range of health services required to meet the needs of Norfolk Island residents.

For more information on the SESLHD please go to our website [www.seslhd.health.nsw.gov.au](http://www.seslhd.health.nsw.gov.au)

## Appendix 2: Definitions

This is an evolving list of definitions developed in partnership with our consumers, communities and carers. As we work together we will develop a greater shared understanding which will be reflected in future updates of this list. If you have any suggested changes please contact Amanda Justice, Community Partnerships Manager at [SESLHD-YourVoice@health.nsw.gov.au](mailto:SESLHD-YourVoice@health.nsw.gov.au) or call 02 93329725.

Word/Term	Definition
Agencies	Agencies refers to but is not limited to the Primary Health Network, Commonwealth and State government departments, local councils and non-government organisations.
Asset-based Approach (SESLHD consumer and community members prefer the term strength based approach)	Directly seeks out, acknowledges and draws upon the assets (or strengths) that individuals and communities can bring to the development of their communities and health systems that serve them.  ~ <i>South Eastern Sydney Local Health District Community Partnerships Strategy.</i>
Carer	A carer is someone who cares for a family member or friend who has an ongoing illness, disability or condition. The carer does this in an unwaged capacity. People that have been carers in the past can also bring important learnings and insights.  ~ <i>Carers NSW</i>
Citizens (SESLHD consumer and community members prefer the term community and consumer)	People living within the boundaries of the South Eastern Sydney Local Health District. It is a term that does include all people, not just Australian citizens. The term reflects the fact that all people have an opportunity to make things happen and also change what happens in their community.
Co-design	Co-design is a way of improving healthcare services for patients by bringing together all stakeholders and consumers in partnership to develop health services that best meet the needs of consumers and carers in the most effective way possible.  ~ <i>Australian Clinical Innovation</i>
Communities	All individuals who live within the boundaries of SESLHD, including organisations that represent our diverse community and population groups (eg people with a disability, specific cultural groups, particular age group). This also extends to communities who live outside the geographical boundaries but may access or be influenced by SESLHD activities/policies.  ~ <i>South Eastern Sydney Local Health District Community Partnerships Strategy</i>
Community Committee member	A committee member who voices a perspective on behalf of other community members.
Community Development	A process where community members come together to take collective action and generate solutions to common problems.  ~ <i>United Nations</i>
Community Engagement	Working with the community to understand their aspirations, concerns, needs and values and ensuring these are incorporated in policy development, planning, decision-making, service delivery and assessments.
Community members	Individuals, consumers, carers, families, volunteers, members of organisations that support or represent community groups and the broader community itself.

Word/Term	Definition
Community Participation	The process of involving community members in decision making about their own health care and in health service planning, policy development, priority setting and quality improvement initiatives.
Consumer	A person that uses or is a potential user of health services together with their family and carers.
Consumer Engagement	Consumer engagement is the process for incorporating consumer and community aspirations and needs into decision making and service planning, delivery and evaluation. <i>~ NSW Agency for Clinical Innovation</i>
Consumer Representative	A consumer representative is a consumer member of a committee, project or event who voices consumer perspectives and takes part in decision making on behalf of consumers. <i>~ Health Consumers NSW</i>
Co-production	Co-production is an approach to designing and delivering public services that values professional training and lived experience equally. This moves from doing things for communities to a model where we genuinely work with community. <i>~ Community Partnerships Strategy</i>
Health Literacy	Health literacy is about how people access and understand information about health and health care, and how they apply that information to their lives (use it to make decisions and act on it). <i>~ Australian Commission on Safety and Quality in Health Care</i>
National Safety and Quality Health Service Standards	Standards to drive the implementation and use of safety and quality systems and improve the quality of health service provision in Australia. The intention of <i>Standard 2 – Partnering with Consumers</i> , is to create a health service that is responsive to patient, carer and consumer input and needs. <i>~ Australian Commission on Safety and Quality in Health Care</i>
Partnerships	Working together collaboratively to make decisions, sharing responsibility for decisions and collectively owning outcomes.
Patient Centred Care	An approach to the planning, delivery and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients and families. <i>~ Institute for Patient and Family Centred Care</i>
Patient Experience	The patient's interpretation and evaluation of everything they see, feel and hear while receiving care from a health facility. Patient experience impacts the whole patient journey, from pre-care to clinical care to follow up care and everything that happens in the 'gaps'. <i>~ NSW Agency for Clinical Innovation</i>
Stakeholder	Any person or organisation with an interest in the operations of a particular activity or organisation. <i>~ Volunteering Australia.</i>
Strength based approach	Individuals will do better in the long run when they are helped to identify, recognise, and use their strengths and resources (ie individual, networks, community) (see Assets-based Approach).
Volunteer	Unpaid personnel. In SESLHD over 1000 volunteers support our hospitals and our community services. <i>~ Volunteer Australia – National Standards</i>

**Contact Details**

Name:

Residential Address:

Postcode:

Postal Address:  
*(if different to residential)*

Postcode:

Mobile phone:  Daytime phone:

Email address:

Date of birth:  Gender:  Male  Female  Other  
*(DD/MM/YYYY)*

**Emergency Contact/s**

① Name:

Relationship:

Mobile:  Daytime phone:

② Name:

Relationship:

Mobile:  Daytime phone:

**If you are not an Australian citizen....**

Are you a permanent resident?  Yes  No

If No, when does your Visa expire?  *Please attach a copy of your Visa documentation*

**Specific needs**

It is the policy of New South Wales Health to welcome people with disabilities and to attempt to meet reasonable / appropriate requirements.

If you have a disability or other specific needs please explain what would help you to participate (eg wheelchair access, guide, interpreter, cultural requirements etc).

**Referees**

① Name:

Position/Title:

Mobile phone:  Daytime phone:

Email address:

② Name:

Position/Title:

Mobile phone:  Daytime phone:

Email address:

**OPTIONAL SECTION**

The following questions are designed to learn more about you so we can encourage diversity and equity on our committees. We would appreciate you answering them, however respect your wishes if you choose not to.

**About you**

We want Aboriginal and Torres Strait Islander people to join our committees. Are you of Aboriginal origin, Torres Strait Islander origin, or both?

✓ *Whichever is applicable*

- Aboriginal .....  Yes
- Torres Strait Islander .....  Yes
- Aboriginal and Torres Strait Islander .....  Yes
- None of the above .....  Yes

Optional Section (Continued)

Country of Birth:   
Yours

Your Father's

Your Mother's

Which language do you  
mainly speak at home?

Have you ever been a?

✓ Each box that applies to you

Hospital patient or user of health services in SESLHD .....

Community member with networks/interests in a particular issue .....

Carer .....

Hospital patient or user of health services outside of SESLHD.....

What is the highest level of education you have completed?

Less than Year 12 or equivalent .....

Completed Year 12 or equivalent .....

Trade or technical certificate or diploma .....

University degree .....

Post graduate/higher degree .....

Do you identify as having a lived experience of a particular health issue (eg living with cancer)? Do you identify as being from part of specific cultural/social or community group (that is not already covered above)? If you feel comfortable telling us about this on this form we welcome you doing so.

Anything else you would like to tell us?

*Thank you for completing this form. The information you have provided is confidential and will be kept securely by South Eastern Sydney Local Health District, in line with the Health Records and Information Privacy Act 2002 and the Privacy and Personal Information Protection Act 1998.*