

## **Would you like to help North Richmond Community Health improve its services?**

## **Would you like to join the Community & Consumer Advisory Committee?**

North Richmond Community Health (NRCH) has a Community & Consumer Advisory Committee which helps improve the quality of our services and the outcomes for consumers and community members. We value the voices and experiences of consumers, carers and the community in the planning, design, delivery, and evaluation of our services.

We welcome expressions of interest from consumers and community members to join our Community & Consumer Advisory Committee. Please find the [Expression of Interest form attached](#). Your personal information will remain confidential.

### **About North Richmond Community Health**

North Richmond Community Health began supporting the Richmond community on Wurundjeri land in 1974. Since then, a wide range of services and programs have been developed to meet the changing needs of our diverse community.

The current building opened in late 2012. At that time, NRCH was given the honour of an Aboriginal name by Wurundjeri Senior Elder Doreen Garvey-Wandin: Wulempuri-Kertheba, which translates from the Woi Wurrung language as 'staying healthy together'.

NRCH has a long history of building strong relationships with the community. We recognise the importance of learning from and working with our community members to build healthier communities together. You can find out more from our website: [www.nrch.com.au/](http://www.nrch.com.au/)

### **How does the Community & Consumer Advisory Committee (CCAC) work?**

The Community & Consumer Advisory Committee is an important part of our system of good governance for our organisation. The aim of the Community & Consumer Advisory Committee is to provide feedback and advice to the Board of Directors to strengthen services and programs. It is an important way we listen to our community to help inform our work.

The Community & Consumer Advisory Committee has Terms of Reference approved by the Board of Directors. A copy is attached. Orientation is provided to all new Community & Consumer Advisory Committee members. Membership of the CCAC is made up of consumers and community members representing the diversity of our community where possible and a number of Board directors.

### **The purpose of the Community & Consumer Advisory Committee**

NRCH is committed to Community and Consumer engagement and participation in health service operations. We aim for:

- a consumer empowerment approach supporting our service models
- services that meet the needs of the community
- making health care more accessible and culturally relevant.

### **The role of the Community & Consumer Advisory Committee is to:**

- enable communication between consumers, carers, community groups and NRCH
- provide advice, from a consumer, carer and community viewpoint, about NRCH services
- provide recommendations to the Board to inform approaches to:
  - involving consumers
  - increasing community participation within the health services
  - new ideas for providing services
  - supporting the involvement of all diverse consumers
  - participating in monitoring key performance indicators for health service quality and the annual Quality Account

### **What does a Community & Consumer Advisory Committee member do?**

As a Committee member it is expected that you will:

- Be committed to a two-year appointment
- Prepare for and attend meeting at least four times per year
- Express your opinion and perspective as an individual and/or community member, not as a representative of an organisation
- Work together with others
- Uphold the values of NRCH see [www.nrch.com.au/about](http://www.nrch.com.au/about)

The Community & Consumer Advisory Committee Member's Roles and Responsibilities outlines two key roles:

1. Bring the voice and experience of consumers, carers and the community into NRCH governance.
2. Support and foster consumer participation in NRCH.

### **How do I become a Community & Consumer Advisory Committee member?**

If you are **over 18 years of age** and interested in being a Community & Consumer Advisory Committee member please complete the Expression of Interest Form. Your personal information will remain confidential.

You may be asked to attend an interview/meeting to discuss your interest. At this interview/meeting you will be asked about any support needs you might have to help you be an effective member of the CCAC. You will also be asked to provide contact details of two (2) referees and complete a Police Check.

### **Any questions?**

If you have further questions about the Committee or the Expression of Interest Form please contact: Katherine Price: [katherinep@nrch.com.au](mailto:katherinep@nrch.com.au) or 0427 881 015.

**healthcare that  
builds community**

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