

Northern Sydney Local Health District (NSLHD)

Consumer Advisor Toolkit



Handbook for Consumer Advisors

2023-2026

Northern Sydney
Local Health District



Welcome from Northern Sydney Local Health District

If you are a new consumer advisor, welcome to Northern Sydney Local Health District (NSLHD). We thank you for joining NSLHD to partner and improve the patient and staff experience. Patients and carers are at the heart of everything we do to achieve our vision of being “leaders in healthcare, partners in wellbeing”.

If you are a consumer advisor who has been with us for a while, thank you for all of your contributions in NSLHD. Your expertise as a consumer advisor is invaluable to partner on planning, design, delivery, measurement and evaluation of health systems and services.

In NSLHD, we partner with consumer advisors to advocate for the safety and quality of care for people using healthcare services in Northern Sydney. Your feedback helps to shape healthcare service delivery and improves the health and wellbeing of the community.

We hope that the Consumer Advisor Toolkit supports both new and existing consumer advisors and gives you the information that you need to be a valued consumer advisor. We look forward to getting to know you more and meeting you in the not too distant future. Thank you for your ongoing support and partnership.

With warm regards,

Consumer and Patient Experience Team

Acknowledgment to Country

I acknowledge and pay my respects to Aboriginal and Torres Strait Islander peoples past, present and future as custodians of all country in Australia. I would like to acknowledge the traditional custodians of the Northern Sydney region, the Gai-mariagal and Dharug peoples. Their spirit can be found across the region and we honour the memory of their ancestors and Elders past and present. As we endeavour to serve the health needs within the community, we recognise the importance of the land and the waterways, as an integral part of peoples health and wellbeing.



Thank You

The Consumer and Patient Experience team would like to thank our NSLHD Consumer Advisors who helped us update and refine the toolkit. Continuing to build on the work that has previously taken place allows this resource to stay current and invaluable.

“Nothing about us, without us”

(late Betty Johnson, NSLHD consumer advisor and co-founder of Health Consumers NSW)



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Do you live or use healthcare services in the Northern Sydney Local Government Area?

The NSLHD Consumer Advisor Toolkit provides information on how to join as a consumer advisor, the training and education requirements and opportunities, tools and resources for new and existing consumer advisors. A consumer advisor is someone who feeds back into the health system from a lived experience. Consumer advisors partner when health teams are making decisions about healthcare service planning development, delivery and evaluation.

We have co-designed the Consumer Advisor Toolkit with experienced consumer advisors from the outset. The toolkit provides consumer advisors with information and support and a resource to refer to.

We want to **partner with you** to strengthen the way that we **plan, monitor, deliver** and **evaluate** your healthcare services.



L-R Daphne Mitchell, Consumer Advisor NSLHD, Yvonne Parsons, Consumer Advisor NSLHD, Karen Filocamo, Board Member NSLHD and Chair of Board Consumer Committee NSLHD

The following provides an overview of the NSLHD community:

Our Community

In 2022,
there were an estimated

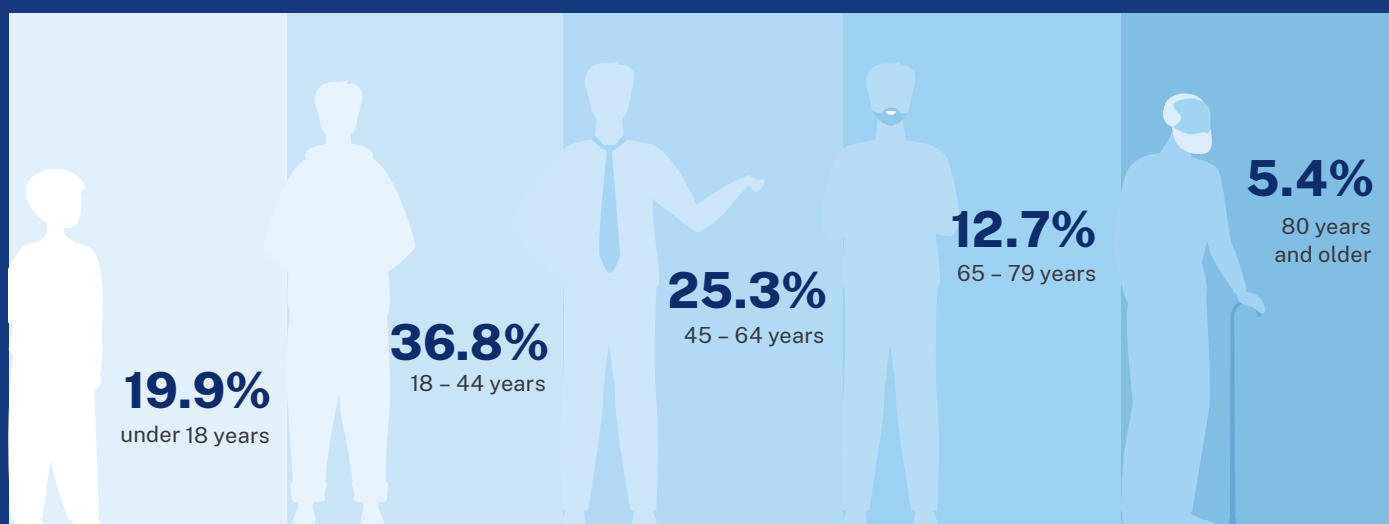
958,777
residents

in NSLHD (**11.7%** of the NSW population).

By 2032, the population of NSLHD
is expected to reach

1,029,552
residents

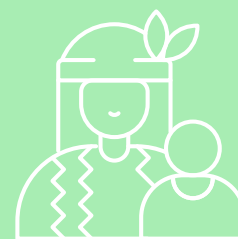
(passing **1 million** residents in 2029).



NSLHD
is a **diverse**
population

4,412

Aboriginal and Torres Strait Islander
people live in NSLHD, representing
0.5% of the population



35%

of residents speak a
language other than
English of which
14% report having
limited or no
proficiency
in English.



Top 5 languages other
than English spoken by
NSLHD residents are:

Mandarin,
Cantonese,
Korean, Spanish
and Hindi.



Our Workforce

As of December 2022, the district has a diverse, skilled and dedicated workforce of more than

14,250 staff

(total headcount of all workers) committed to providing high-quality safe patient care to the community:



5,513

Nursing & Midwifery workforce



1,562

Allied Health workforce



2,340

Medical workforce

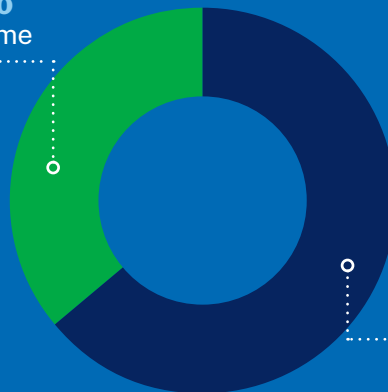


4,835

Other workforce

Employee status

36%
Part-time



64%
Full-time

67%
Permanent staff

17%
Casual workers

16%
Temporary/contract workers

The 2022 People Matter Employee Survey (PMES) results indicate:

28%

speak a language other than English at home



20%

of staff are 55 years or older



6%

of staff identify as lesbian, gay, bisexual, transgender, gender diverse or intersex (increase from 5% in 2021)



1%

of staff identify as Aboriginal and/or Torres Strait Islander



6%

of staff identify as having a disability (increase from 3% in 2021)



Our Care (FY 2022-2023)

Emergency department activity

229,322

Emergency Department presentations across **4 acute hospitals**



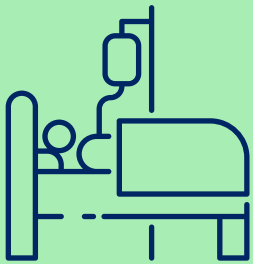
Admitted hospital activity

53,439

Acute adult medical admissions

25,362

Surgical admissions (adult and paediatric)



4,313

Acute mental health admissions (adult and paediatric)

4,254

Babies delivered

Non-admitted and community health activity

690,648

Outpatient occasions of service

336,827

Mental health community contacts



347,175

Medical outpatient consultations

139,800

Home nursing visits

Our District



Hornsby Ku-ring-gai Hospital
Guringai/Darug land

Mona Vale Hospital
Garigal land

Neringah Hospital
Guringai land

Northern Beaches Hospital
Cammeraygal land

Adolescent and Young Adult Hospice
Gayamaygal land

Macquarie Hospital
Wallumedegal land

Royal North Shore Hospital
Cammeraygal land

Ryde Hospital
Wallumedegal land

Greenwich Hospital
Cammeraygal land

Royal Rehab
Wallumedegal land

- Northern Sydney Local Health District
- NSLHD Hospitals and Hospice
- Affiliated Health Organisations
- Public-private Partnership

How to join as a consumer advisor

Thank you for your interest in joining Northern Sydney Local Health District (NSLHD) as a consumer advisor. Research tells us that better patient and carer experience and outcomes are reached when we partner together.

The following steps are required to join as a consumer advisor:

- Step 1: Have a conversation with a staff member, chair of a committee, existing consumer advisor or a member of the CAPE Team
- Step 2: Advice and Support
- Step 3: Documents to complete
- Step 4: What activities would you like to be involved in?
- Step 5: How to get started
- Step 6: Attend orientation training
- Step 7: Complete recommended and mandatory training
- Step 8: Welcome - you are now trained as a NSLHD consumer advisor

A consumer advisor provides a consumer perspective and advocates for the interests of current and potential health service users, and takes part in decision-making processes.



“The role of the consumer advisor is really to be more like a partner with the health department to help them determine how it could be better.”
Yvonne Parsons,
Consumer Advisor

“We have been accepted very well and we have been supported very well. There has been a very active deliberate strategy to involve consumers”.
Irena Liddell,
Consumer Advisor

“We all have a voice. We all have opinions and experiences to share. So, your perspective is so valuable. You have so much to offer, and it will improve the delivery of healthcare of the patient and that experience”.
Martin Stark,
Consumer Advisor (he/him)

Step 1: Have a conversation

It is important we get to know you. Please discuss with a staff member, chair of a committee, a consumer advisor, or a member of NSLHD Consumer and Patient Experience (CAPE) Team by phone or by email. We will discuss the options available to becoming a consumer advisor at NSLHD.

Step 2: Advice and support

Depending on your interest and level of participation as a consumer advisor, the CAPE Team will advise and support you to ensure you have all the information that you require to join as a consumer advisor

Step 3: Documents to complete

If you would like to join as a consumer advisor there are a number of documents that we ask all consumer advisors to complete and sign. Consumer advisors undergo the same identification process that we also ask of new volunteers. The forms to complete are:

- Consumer advisor details – name, address, contact details, interest areas etc.
- Volunteer application form
- Sign a NSW Health code of conduct
- Complete a National Police Check Form and provide 100 points of identification
- Complete a Working with Children Check – free to complete if you are a consumer
- COVID-19 vaccination history – it is mandatory to be fully vaccinated (two doses) before coming onsite.
- A staff member of the facility or service you are joining will meet with you in person to verify your identification (ID) and ensure all documents are complete. Once the forms are completed and approved, you are issued with an assignment number (like an ID number), a security badge and you will be established as a ‘Contingent Worker’ on our system. It takes approximately 4 weeks to receive your ID badge and we will contact you when it is ready.

In NSLHD, there is both a volunteers program (e.g. pink lady, companions program, meet and greet) and a consumer advisor program (e.g. co-designs and feeds back on healthcare service planning, development, delivery, monitoring and evaluation). The how to join documents are similar for both volunteers and consumer advisors with consumer advisors completing one extra form about interest areas. The volunteers’ orientation and mandatory training handbook provides more details on what a contingent worker is.

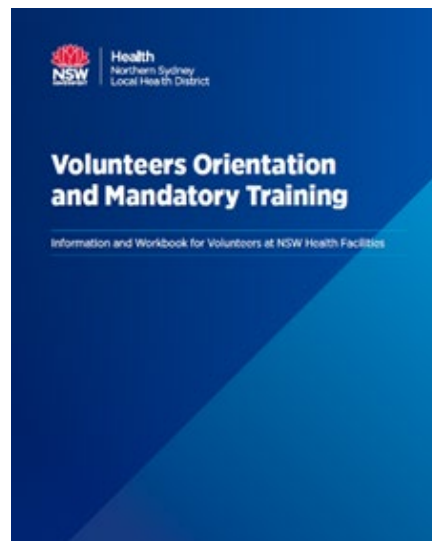
Contact details for the Consumer and Patient Experience team:

✉ **Email:**

NSLHD-ThePatientExperience@health.nsw.gov.au

📞 **Phone:**

(02) 9462 9722



You can request a copy of the handbook from the Consumer and Patient Experience team.

Why is it important to complete the documents?

- **Communication** – we need to communicate with consumer advisors;
- **Safety** – a security badge means safety. Whether it is a staff member or a consumer advisor, if you wear a security badge then we know that all checks and documents are complete;
- **Training and education** – consumer advisors can log on through My Health Learning once you have an assignment number (ID number); and
- **Code of Conduct** – all staff and consumer advisor are required to sign a code of conduct. This keeps confidential matters safe and outlines your responsibilities about confidentiality. It also outlines the CORE behaviours of Collaboration, Openness, Respect and Empowerment when we partner together.

Step 4: What would you like to be involved in?

There are many opportunities to partner on health initiatives in NSLHD. The Consumer and Patient Experience team send out any consumer advisor opportunities via an Invitation to Participate once per month. It will be sent from the NSLHD-The Patient Experience email address: NSLHD-ThePatientExperience@health.nsw.gov.au.

There are many opportunities to take part and we also understand that it is important to decline an offer to be involved based on your individual circumstances. At times, we also send out other one off activities that consumer advisors may be interested in joining e.g. conference or training days etc.

The choice is yours – consumer advisors may be happy to be on one committee or activity or when the time is right and based on availability, to look at new expressions of interest.

We want to **partner with you** to strengthen the way that we **plan, monitor, deliver and evaluate** your health services.

1. Committees – Consumer Committees and other special interest Committees;
2. Co-design on safety and quality projects;
3. Early engagement in focus groups, forums, presentations;
4. Collaborators on strategic planning;
5. Co-design easy to read consumer resources;
6. Review and develop policies, procedures, guidelines;
7. Innovation award judges;
8. Interview panels for staff recruitment;
9. Research projects and initiatives;
10. Education and training
11. Clinical trials

What is a Consumer Advisor?

Consumer Advisors are individuals who partner with us to act as voices for our community.

Consumer Advisors help us by:



- **Sharing** their ideas and stories



- **Giving** us different perspectives on the health care experience



- **Raising** issues they see and hear about in our health services



- **Speaking up** for the needs of our diverse community



- Getting **involved** in our health service planning processes

Step 5: How to get started

If you are joining a local committee, the CAPE Team will arrange for you to meet with the Chair of the committee. The Chair will provide you with a:

1. Consumer Advisor Application form
2. Volunteer application form
3. Code of Conduct form for you to read and complete
4. Position Description
5. Consumer Advisor Toolkit (handbook)
6. Information relating to the Committee

If you are joining a group that is not a committee e.g. working party, consumer advisor hub; health literacy group – the CAPE Team will provide you with the advice and support and all of the information that you will need.

Once consumer advisors have received an assignment number (ID number) and security badge it means you can start attending meetings or activities as a consumer advisor in NSLHD. Please note, when attending security to get a security badge, please ask for 'Consumer Advisor' to be your title.

To prepare consumer advisors in their role there are some important things to know:

Consumer voice

We encourage consumer advisors to bring a community and consumers voice to the table, listen to others and acknowledge different views and perspectives. By being involved as a consumer advisor you give us a different perspective of the healthcare system and are a valued member of a committee or activity to progress healthcare initiatives.

Consumer support person

It is optional to have a consumer support person. The role of the consumer support person will be to provide support to orientate new consumer advisors to a committee, project, program or other engagement activity. The consumer support person are experienced consumer advisors or a NSLHD staff member who are a point of contact and someone who can help a new consumer advisor understand the role and answer any questions.

You can email a request for a consumer support person to NSLHD-ThePatientExperience@health.nsw.gov.au.

The consumer support person ensures the new consumer advisors:

- Feel welcome in the organisation, by introducing them to key people, ensuring they know the facilities and venues
- Understands their role and the expectations of the role
- Has someone to turn to for help or to answer questions
- Helps to build their skills and knowledge, and their self esteem and confidence
- Encourage them to participate in the training that is offered and provides direction to tools and resources e.g. how to log onto on-line training
- Models the principles of co-design and provides examples of how to participate as a consumer advisor

Our commitment to each other

When consumer advisors join and engage in healthcare services at NSLHD, the commitment of both the consumer support person and the consumer advisor is outlined below:

Consumer advisor commitment	Consumer support person commitment
Attend orientation training. Orientate yourself to the NSLHD website. Ask for any relevant links that will provide you with further background on NSLHD.	The CAPE team will send the new consumer advisor a welcome letter.
Complete the recommended education and training as soon as possible after onboarding.	Complete the 7 habits of a Highly Engaged Committees training – My Health Learning. Course Code: 305574382 as a minimum requirement before engaging with a consumer advisor.
Arrive to a meeting or activity on time, understand why you are involved, review the terms of reference.	Meet the consumer advisor before the first meeting/ activity to explain the committee, terms of reference, priorities and background etc. and answer any questions.
Understand what is expected of consumer advisors.	Provide clear engagement on the committee/activity.
Read the information sent before the meeting or activity, attend training to ensure you are prepared.	Send information (agenda etc.) one week before the meeting/activity.
Provide contact details to ensure ease of communication.	Provide consumer support person contact details so the consumer advisor can ask questions before or after the meeting/activity.
Accept or decline the meeting or activity invitation, attend as much as possible.	Clearly communicate with the consumer advisor if a meeting/activity is cancelled or changed (at least 48 hours in advance).
Please provide a preference on how to receive information – mail or email.	Asks the consumer advisors preference for receiving information. A consumer advisor can request that the papers are printed and mailed in advance or for a copy to be provided at the meeting or activity.
Take the time to get to know people and network where possible.	Introduces the consumer advisor to other members and ensures that the consumer advisors are valued member of the team.
Clarify location of rooms as required.	Provides a map on how to find the room.
Refer to the acronyms list (Appendix B) or ask for clarification if there is an acronym/term that is unfamiliar.	Use plain English and limit the use of acronyms. Refer to the acronyms list (Appendix B).
Understand the process to be reimbursed.	Arrange reimbursements such as parking for consumer advisors. Refer to Partnering with our Community Procedure – NSLHD.
Advise of your availability and talk to the consumer support person if your circumstances change, return your ID badge if you resign.	Provide support if the consumer advisors circumstances change. Encourage open communication to discuss any issues or concerns.
Have an understanding of the reimbursement and remuneration process: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2023_016.pdf	



L-R Mr Mark Zacka, Director of Clinical Governance and Patient Experience NSLHD, Conjoint Professor Anne Duggan, Chief Executive Officer of the Australian Commission on Safety and Quality in Health Care, Martin Stark (he/him) Consumer Advisor NSLHD

Ask these questions before joining a new Committee or activity

Across NSLHD, staff are supported and encouraged to partner with consumers on many engagement levels.

Before any engagement activity, consumer advisors are encouraged to ask:

1. **Who** do I need to engage with – do I have the lived experience or expertise to partner on this consumer engagement initiative?
2. **What** is it NSLHD are trying to achieve through this activity and what levels of support for me as a consumer are in place?
3. **How** will I contribute to the project through this partnership?
4. **When** it is finished, how will NSLHD close the loop and demonstrate that my feedback has been incorporated?

Before any engagement activity, staff are encouraged to ask:

1. **Who** do we need to partner with – who has a lived experience or interest from the community?
2. **What** is it we are trying to achieve through this activity and what levels of consumer engagement do we need?
3. **How** will we achieve our project aims through this partnership?
4. **When** we have finished, how will we close the loop and demonstrate that the consumer feedback has been incorporated?

Step 6: Attend orientation training

New consumer advisors are offered hospital orientation training. The orientation training is currently only held on-line and consumers may be asked to complete an orientation booklet instead. The volunteer coordinator will advise consumers of the current process. Orientation topics include:

- Overview of the NSLHD Strategic Plan –link found [here](#)
- Aboriginal Health
- Maintaining and improving safety and quality (includes consumer engagement)
- Executive welcome
- Work health and safety
- Security
- Fire safety
- Privacy legislation
- Child protection
- Speaking up for safety

Step 7: Complete recommended and mandatory training

Education and training

There are many opportunities to take part in consumer advisor education and training. Some education and training is provided in person and some on-line.

The Volunteer office at Royal North Shore Hospital (RNSH) can provide support to consumer advisors to complete mandatory training. Please contact the Volunteer office 02 9462 9936 or email nslhd-volunteers@health.nsw.gov.au to arrange a mutually agreed time.

Online training

To support consumer advisors, education and training modules are available on the My Health Learning platform available [here](#). Use the assignment number (ID number) provided and reset the password if required (instructions below).

Training is required for the safety of all who come onsite to such a large and complex organisation. For instance, if you are in a meeting and a fire breaks out you need to know how to exit the building.

Login details for My Health Learning are:

[Login to My Health Learning here](https://myhealthlearning.health.nsw.gov.au)
<https://myhealthlearning.health.nsw.gov.au>

To reset passwords:

- Call **1300 285 533 (Statewide service desk)**
- It will ask for your employee number. Please enter your **'assignment number'** and press # i.e. your **ID number** and then #.
- Confirm your number by **pressing 1**
- **Press 3** for password resets
- **Explain** to the service desk staff that you are a **"Contingent Worker"**
- You are seeking a **password reset**; You will receive a password over the phone. When you get online at home please go to <http://myhealthlearning.health.nsw.gov.au>. Enter the **assignment number (ID)** and your **password**.

Login to My Health Learning

Login Form

Enter your Username or Stafflink ID

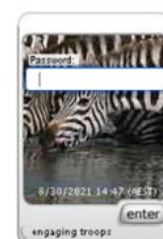
Username:

Continue

Where do I enter my password?

Sign In:

Please use this secure TextPad to enter your password.



Recommended online training (before you start):

To be prepared for the first meeting or activity, please log onto My Health Learning. Under 'search catalogue' enter the following course name or course code. The course provides some introductory recommended training.

- Course name: 7 Habits of Highly Engaged Committees – Course Code: 305574382

The module educates both staff and consumers on how to engage and partner together on a committee. There are seven videos of 2-3 minutes each and is highly recommended.

It highlights how to have an excellent experience as a consumer on a committee and how to be empowered. This is a resource borrowed from Western Sydney Local Health District and approved to share with Northern Sydney Local Health District. You will also need to complete a short survey to complete the training.

Mandatory training includes:

The mandatory training modules are available on My Health Learning. It is important to complete mandatory training before you start your role as a consumer advisor. Please note fire training has to be completed annually. Mandatory Training is a policy directive and relates to Accreditation processes that all staff must adhere to (even volunteers and consumer advisors). From 1st July 2023 NSLHD will transition to mandatory Short Notice Accreditation Assessment (SNAP). This means that onsite assessment may occur at any time from assessors with only 24 hours' notice. So all NSLHD hospitals and services must ensure all accreditation information is kept continually up to date. Mandatory Training is an area of focus by assessors, so it is vital that all staff, volunteers, and consumer advisors complete training every year.

The Volunteer office at Royal North Shore Hospital (RNSH) can provide support to consumer advisors to complete mandatory training. Please contact the Volunteer office 02 9462 9936 or email nsldh-volunteers@health.nsw.gov.au to arrange a mutually agreed time.

Topic to be completed	Course code	Duration	Frequency	Date completed
1st month				
Fire safety	refer to Appendix B during COVID	45 minutes	Initially within one month and then annually thereafter	
Code of Conduct	39962644	30 minutes	Once only within 1st month	
Privacy – It's Yours to Keep	326771159	15 minutes	Once only within 1st month	
Hand Hygiene	42063430	15-30 minutes	Once only within 1st month	
Infection Prevention and Control Principles for non-clinical staff	48252740	15-30 minutes	Once only within 1st month	
Security	WHS908	20 minutes	Once only within 1st month	
1st 3-6 months				
Making Meetings Work	40017585	20 minutes	Once only	
Team Work – Personalities and Flexible Team Interactions	39966579	45 minutes	Once only	
Health Literacy and Teach back	241744958	70 minutes	Once only	
1st 7-9 months				
Working in Culturally Diverse Contexts	39962639	30 minutes	Once only	
Aboriginal culture – Respecting the Difference	39988681 (online only)	120 minutes	Once only	
Workplace Gender Diversity and Inclusion	150837907	5 minutes	Once only	
1st 10-12 months				
Inter-professional communication	39988647	20 minutes	Once only	
Negotiation skills	39985658	20 minutes	Once only	
Redesign fundamentals	202464685	2 hours	Optional	

Step 8: Welcome – you are now trained as a NSLHD consumer advisor

Welcome to NSLHD as a consumer advisor. NSLHD is committed to supporting you as a consumer advisor. The following items also need to be followed as a NSLHD consumer advisor. Details are as follows:

CORE values

It's important to communicate clearly and in kindness with each other. We are all human and to elevate the staff and consumer experience we follow:

- NSW Health CORE values

CORE values include collaboration, openness, respect and empowerment.

We partner together and encourage a diverse range of views. The way that we communicate with each other is important to ensure continued collaboration and respectful engagement. For example, not everyone feels confident to speak up straight away and may need time to feel confident to speak up. It's important to let a consumer buddy know how you like to communicate as sometimes the Sponsor may need to pause and let people consider what to say before moving on.

OUR CORE VALUES

UPHOLDING THESE VALUES, WE ARE WORKING TOGETHER TO FOCUS ON THE QUALITY OF CARE PROVIDED TO OUR PATIENTS AND CONSUMERS

COLLABORATION

With colleagues, we:

- › share our ideas and knowledge
- › offer assistance when the team is busy
- › have multidisciplinary meetings for clinical handover

With patients, consumers, carers and family members, we:

- › take the time to talk with and listen to you
- › provide opportunities to communicate with our teams
- › explain our roles and your care plan with you

We don't:

- › gossip or talk negatively about others
- › avoid consulting with our patients, consumers and staff
- › refuse to assist others or do our fair share of work

OPENNESS

With colleagues, we:

- › communicate transparently and honestly
- › participate in constructive feedback
- › take time to listen to each other

With patients, consumers, carers and family members, we:

- › introduce ourselves and address you by your preferred name
- › take time to discuss your needs and expected outcomes
- › acknowledge and apologise if mistakes occur

We don't:

- › avoid responsibility and blame others
- › intimidate others
- › purposefully withhold information from others

RESPECT

With colleagues, we:

- › are inclusive and treat each other with fairness
- › ensure our work environment is safe
- › resolve issues constructively with each other

With patients, consumers, carers and family members, we:

- › keep your information confidential
- › wash our hands before and after seeing you
- › take your concerns seriously and follow up

We don't:

- › raise voices, swear or use abusive language
- › assume others' capacity to understand and participate
- › judge others on their appearance, history, culture, background

EMPOWERMENT

With colleagues, we:

- › acknowledge strengths and complementary skills in others
- › support and mentor each other to be our best everyday
- › thank others for their efforts and congratulate their achievements

With patients, consumers, carers and family members, we:

- › acknowledge that you are the experts of your own life
- › enable communication and participation in your healthcare journey
- › involve you in making informed decisions

We don't:

- › talk down to each other
- › dismiss the views and ideas of others without discussion
- › undermine the growth potential of others

Communication techniques

NSLHD supports the equity and diversity of the consumer voice. To strengthen the consumer voice you may like to consider using the following:

'From a consumers' perspective, have you considered...?' as it takes the focus away from you speaking up as an individual to representing the consumer voice.

Our commitment from NSLHD is to follow CORE values and we expect the same of staff and consumer advisors.

When we communicate with each other we show respect by:

- using salutations e.g. Dear [name] when sending emails;
- use upper and lower case lettering. When we use capital letters in emails it means you are shouting at someone;
- sign off with your name so that we can contact you (it's not always obvious from some email addresses who is sending the email);
- staff understand that you are not always available and your time is precious. If we cannot contact you we will leave a message or send an email. You can also send an email or leave a message for a staff member however no contact on weekends is possible. Staff will respond at their first opportunity;
- we recognise that staff maybe deployed or have taken on additional responsibilities to support other staff at times. We ask for people to be understanding of this process

NSLHD does have the right to withdraw your right to partner as a consumer advisor at any time if code of conduct and/or CORE values are not followed. From time to time you may also be asked to update documents to ensure that current details are on file.

About Complaints

Consumer advisors are change agents who feed back into the health system and not complaint makers. There may be a time where you, a friend or family member have not been satisfied with the healthcare experience as a patient or carer. NSLHD have a complaints process and a complaint can be made via the link '[Have Your Say](#)'.

Whilst active as a consumer advisor the difference is that issues of a personal nature are in the background. The role of the consumer advisor is to advocate for positive change for the community. Consumer advisors are professional, community minded people who partner with NSLHD.

Resignation

We understand that sometimes circumstances change. It's important to have a conversation with the Sponsor of your committee or activity to see if NSLHD can do anything further to support you. The Consumer and Patient Experience team can also be contacted.

If you would like to resign please return the ID badge to the Secretariat of your committee or activity. They will let the Consumer and Patient Experience team know so that we can update the system. A letter will be sent thanking you for your contributions.

How we thank consumer advisors

There are various ways we thank our consumer advisors in NSLHD. The appreciation can be in the form of a thank you card, acknowledgment in co-design activities and participating in committees or working parties. We value all consumer advisors and thank you for your expertise and contributions.

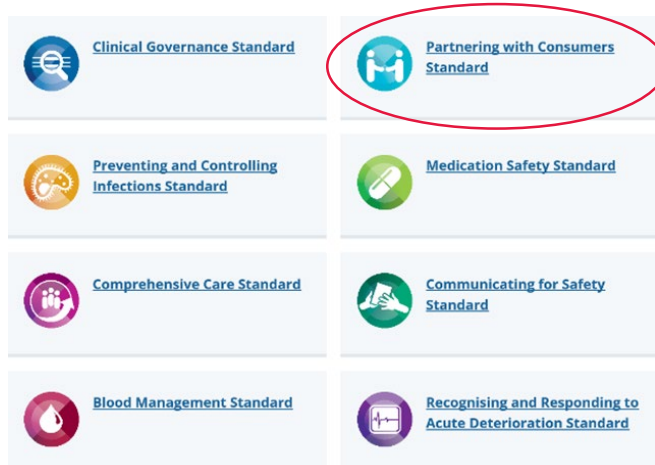
Tools to help you:

Here are a few tools that consumer advisors may like to refer to. You will hear people make reference to them in NSLHD and it provides some background information.

Accreditation – The National Safety and Quality Standards

Each facility and service undergoes accreditation (evidence to support the level of care consumers can expect from health services). There are 8 standards and Standard 2 is Partnering with Consumers.

The aim of Standard 2: Partnering with Consumers is for consumers to partner on planning, design, delivery, measurement and evaluation of health systems and services and the patients to partner in their own care. You can read more [here](#) on Standard 2: Partnering with Consumers.



Health Consumers NSW (HCNSW)

HCNSW is a not-for-profit organisation that provides a wealth of information and resources for Consumers in NSW. Further information can be found via the link: www.hcnsw.org.au

Health Consumers NSW also has a consumer toolkit which can be found [here](#).

Consumers Health Forum of Australia (CHF)

Advocates on health consumer issues and puts consumers at the centre of their own health and wellbeing. Further information can be found via the link: <https://chf.org.au/>

Elevating the Human Experience by Ministry of Health

'Elevating the Human Experience – the guide' provides person centred care partnerships with consumers and staff and complements local initiatives to improve experiences. Further information can be found here: [Elevating the Human Experience](#)

All of Us: A Guide to Engaging Consumers, Carers and Communities (All of Us) has been released by NSW Health and is available at [All of us \(nsw.gov.au\)](http://All of us (nsw.gov.au)).

The guide focuses on engaging consumers, carers and communities at the level of the service and organisation, in activities such as the design, implementation and evaluation of health policies, programs and services.

It has been developed as part of the Elevating the Human Experience program of work. It builds on existing engagement guides, tools, and frameworks. More than 200 staff, consumers and carers from across the NSW Health system have been involved in its development.

All of Us is a website rather than a single document. It includes 6 ways of working to show what needs to be in place for engagement to go well across any project or activity. It has videos, a starter pack of tools, methods and tips to support people leading and taking part in different activities.

Remuneration

Consumer support person must refer to [NSW Health Remuneration fact sheet for staff](#). The CAPE team is able to be consulted for advice.

NSLHD information:

If you would like to further information on NSLHD, please follow the below links:

- [Welcome to the Northern Sydney Local Health District \(nsw.gov.au\)](#)
- [Our organisation – Northern Sydney Local Health District \(nsw.gov.au\)](#)
- [Our strategic plan – Northern Sydney Local Health District \(nsw.gov.au\)](#)
- [Our Research Strategy – Northern Sydney Local Health District \(nsw.gov.au\)](#)

Frequently Asked Questions



What is a health service?

Health services refer to patient care provided by health care professionals, health care personnel and health care organisations.



What is a Consumer Advisor?

A Consumer Advisor is a current or past patient of a hospital or service. A Consumer Advisor can also be a carer or family member of our patients. By sharing your personal experiences of our health service, you can help us to improve patient experience.



Do I need to have qualifications to apply to become a consumer advisor at Northern Sydney Local Health District (NSLHD)?

No formal qualifications required to become a consumer advisor. A Consumer Advisor in NSLHD provides a consumer perspective related to consumer experience in receiving or accessing healthcare.



Will I receive training to become a Consumer Advisor?

To support Consumer Advisors there are free education and training modules available on the My Health Learning platform available [here](#). Free training is also available through [Health Consumers NSW](#). NSLHD offers mandatory training and an orientation program to all new staff members (this includes consumer advisors and volunteers).



How much time will I need?

The duration of a committee meeting varies and can be 30 minutes, one hour or up to two hours. The frequency of committee meetings can vary. Committees may meet weekly, fortnightly, monthly, or quarterly. Depending on your interest, experience and availability, opportunities include:

- **Committees and working groups** – participate in meetings with staff and other consumers to share the patient perspective.
 - **Share your story** – share your story about your health care experience with staff and other patients.
 - **Quality Improvement Projects** – help improve healthcare services by partnering with staff in projects or focus groups.
 - **Clinical trials and research** – improving the experience of patients by partnering with staff in clinical trials and research.
-



English is not my first language – can I still become a Consumer Advisor?

Yes. NSLHD actively encourages consumers from non-English speaking backgrounds and diverse communities to become a Consumer Advisor. We can arrange interpreters to be available to assist you and we can link in with our Multicultural Health Services who supports health staff, government, and community services to provide culturally responsive services in the Northern Sydney Local Health District (NSLHD).



Will I be paid if I become a Consumer Advisor?

Remuneration is a payment to people who are invited to participate in NSW Health activities, such as committees, working groups and projects.



How much will I be paid?

If approved you may be eligible to be paid as a consumer advisor. We pay a rate of \$40 per hour. If you are chairing or leading committees, the rate is \$60 per hour. A daily rate is also provided, aligned with the Classification and Remuneration Framework for NSW Boards and Committees (Level C1) [Remuneration Factsheet for consumers, carers and community members – Patient experience \(nsw.gov.au\)](#).



If the remuneration process is approved for NSLHD, and if I am eligible, how will I be paid?

The process may vary between NSW Health organisations. We will explain how you will be paid when we invite you to be part of a certain activity. You will usually need to be set up in NSW Health's payment system. We will ask you for your banking details and an Australian Taxation Office [Statement of Supplier Form](#).



Can I get paid using gift cards and vouchers?

Gift cards and vouchers are not recommended for remuneration. However, some people that do not have a bank account may need to be paid in this way. If this is needed, we'll need to keep documentation about these payments, including getting you to sign a receipt of payment.



Can I be taxed on remuneration payments?

You can only be taxed on what is called 'assessable income'. In general, most payments paid by NSW Health to consumers taking part in activities are not taxed. Your role would be classed as 'volunteer' in the tax system. Payments received are called honorarium payments. You can check all the criteria for assessable income here: [Paying volunteers | Australian Taxation Office \(ato.gov.au\)](#)



Does being remunerated make me a staff member?

No, you are not being paid a salary like a staff member. You can visit this website to learn more about the different types of workers for not-for-profit organisations like NSW Health [Types of not-for-profit workers | Australian Taxation Office \(ato.gov.au\)](#).



Can I decline remuneration?

You can choose to decline the payment if you want. We will record that you declined. We may offer remuneration again at a later time, in case you change your mind.



Do I need to provide a Police Check or vaccination records?

All NSW Health organisations have policies about which checks workers and volunteers need to have. We will let you know which checks you need when we invite you to be part of a certain activity. This may include a National Police Check, a Working with Children Check, vaccination history or another check depending on the type of activity you are participating in.



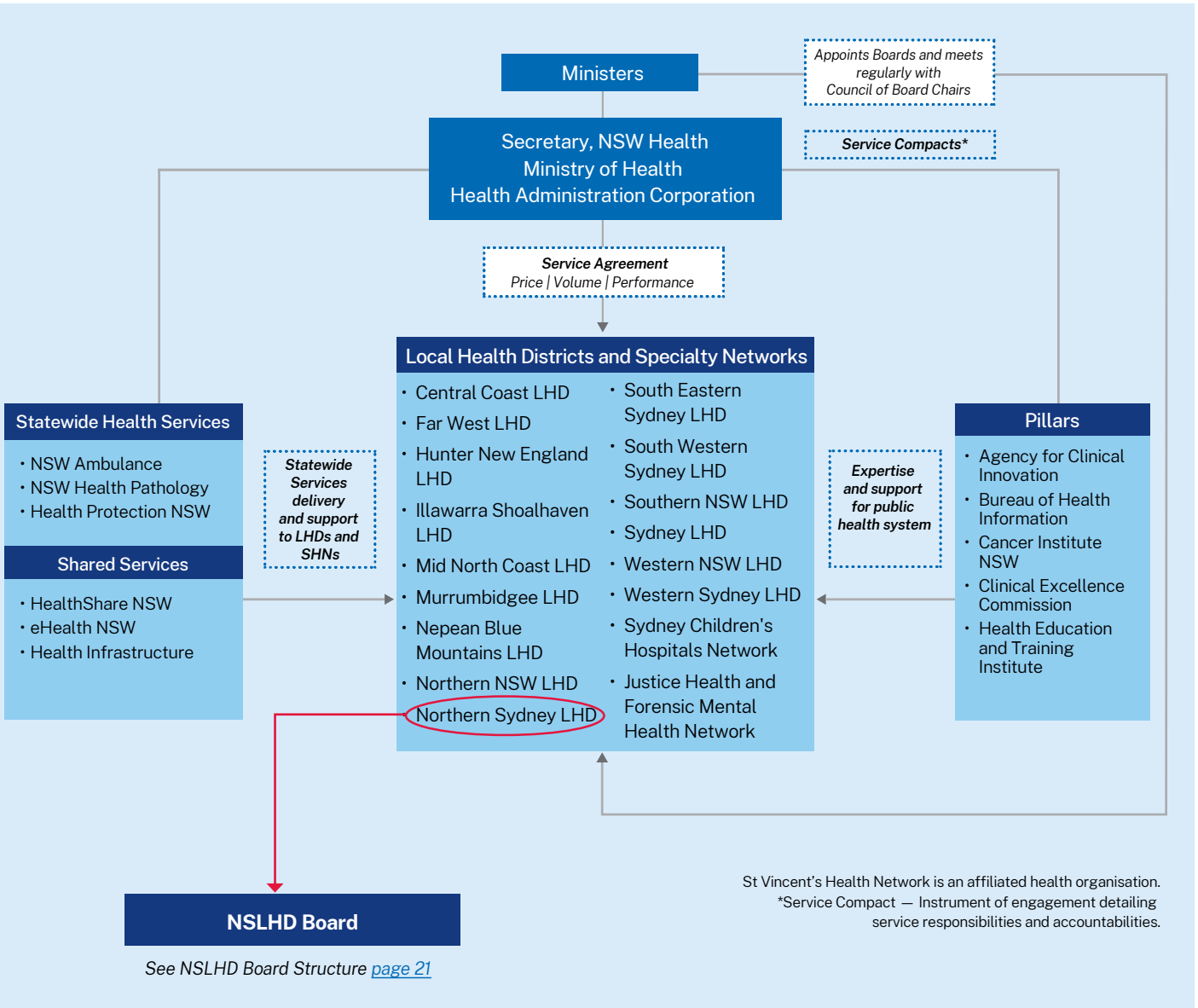
Can I claim reimbursement for out-of-pocket expenses and remuneration?

Yes, you can receive both, if relevant to your situation. Out-of-pocket reimbursements cover things like travel, car parking and accommodation. These are separate from remuneration, which is payment for your involvement in the activity.

NSW Health organisational structure

Map A shows the NSW Health organisational structure¹ and provides a quick reference guide to refer to. For example, the ‘Pillars’ include the Agency for Clinical Innovation (ACI), Bureau of Health Information (BHI), Cancer Institute NSW (CINSW), Clinical Excellence Commission (CEC) and Health Education and Training Institute (HETI).

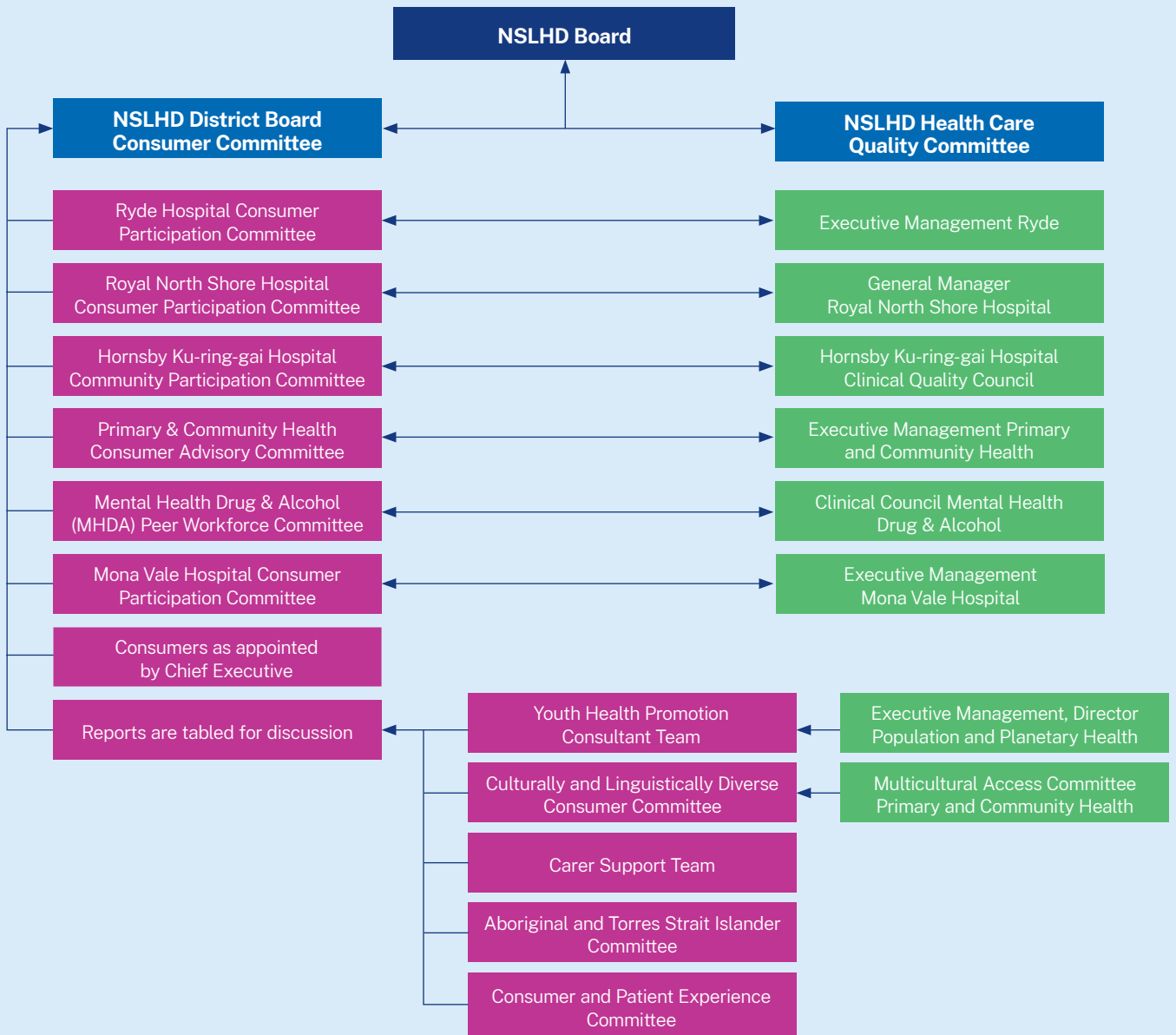
NSW Health organisational structure



¹NSW Health, Organisational map available at: [NSW Health organisation chart - NSW Health](#)

NSLHD Board structure

In NSLHD, there are Consumer/Peer Committees at each facility and service. A representative from each local Committee is appointed to the District Board Consumer Committee in addition to other representatives. There is an opportunity for issues and priorities to be fed up and down between the local Consumer/Peer Committees and the District Board Consumer Committees.



Thank you

Thank you to all consumer advisors for their invaluable expertise, time and energy in supporting consumer engagement in NSLHD. By having strong aligned relationships with consumers and the community in Northern Sydney we achieve our vision of being “leaders in healthcare, partners in wellbeing”.

The Consumer and Patient Experience team hope that the Consumer Advisor Toolkit is helpful.

If you have any further questions, please contact the Consumer and Patient Experience team:

NSLHD-ThePatientExperience@health.nsw.gov.au



Appendix A – Definition List

Term	Description
Clinical Trial	Clinical trials are research studies that test a medical, surgical, or behavioural intervention in people. They are conducted according to a plan called a protocol, which describes the study design, the research questions, and the procedures to be followed.
Closing the loop	Seeing the end result of the consumer or community engagement.
Committee	A committee is a group of people appointed for a specific function by a larger group.
Consumer Advisor	A consumer advisor provides a consumer perspective, contributes consumer experiences, advocates for the interests of current or potential health service users and takes part in decision making processes.
Consumer	A person, family member or carer who has used, or may use our health services.
Northern Sydney Local Health District (NSLHD)	NSLHD operates in accordance with the National Health and Hospital Agreement. NSLHD is led by a NSLHD Board and NSLHD Chief Executive.
Sponsor	A sponsor is a person that supports a consumer advisor to become orientated to their purpose and role within NSLHD.
Volunteer	A person who willingly gives their time, effort or talent to a need, cause, or mission without financial gain.
Working party	A group of people who investigate a particular problem or organise an event and suggests possible solutions to help alleviate issue or plan the event.

Appendix B – Acronyms

Acronym	Description	Acronym	Description
ACAT	Aged Care Assessment Team	CINSW	Cancer Institute NSW (Pillar)
ACD	Advanced Care Directive	CNC	Clinical Nurse Consultant
ACI	Agency for Clinical Innovation, NSW (Pillar)	CNS	Clinical Nurse Specialist
ACP	Advance Care Planning	COMPACKS	Community packages
ACSQHC	Australian Commission on Safety and Quality in Health Care	COPD	Chronic Obstructive Pulmonary Disease
ADL	Activities of daily living	CPC	Consumer Participation Committee
AH&MRC	Aboriginal Health and Medical Research Council	CSB	Clinical Services Building (Royal North Shore Hospital)
ALO	Aboriginal Hospital Liaison Officer	DCJ	Department of Communities and Justice
AMA	Australian Medical Association	DMS	Director of Medical Services
APU	Assessment and Planning Unit	DMT	Diabetes Management Team
ASB	Acute Services Building (Royal North Shore Hospital)	DoNM	Director of Nursing and Midwifery
ASET	Aged Care Services Emergency Teams	DDONMS	Deputy Director of Nursing and Midwifery
BAU	Business As Usual	ED	Emergency Department
BCC	Board Consumer Committee	ELCA	Education Learning Conference Area (Ryde Hospital)
BHI	Bureau of Health Information (Pillar)	EMR	Electronic Medical Record
BLS	Basic Life Support	EN	Enrolled Nurse
C-ART	Clinical Aggression Response Team	EOI	Expression of Interest
CACPs	Community Aged Care Packages	EOL	End-of-life
CAC	Consumer Advisory Committee	EoLPC	End of Life Palliative Care
CAG	COVID Advisory Group	ETHE	Elevating the Human Experience
CALD	Culturally and Linguistically Diverse	FAST	Facial Drooping, Arm weakness, Speech difficulties, Time to call emergency services
CCF	Congestive Cardiac Failure	GP	General Practitioner
CDCRC	Chronic Disease Community Rehabilitation Service	HAC	Hospital Acquired Complications
CDMP	Chronic Disease Management Plan	HACC	Home and Community Care
CE	Chief Executive	HCCC	Health Care Complaints Commission
CEC	Clinical Excellence Commission (Pillar)	HDU	High Dependency Unit
CGU	Clinical Governance Unit	HETI	Health Education Training Institute (Pillar)
CHF	Consumers Health Forum of Australia	HKH	Hornsby Ku-Ring-Gai Hospital
CHSP	Commonwealth Home Support Program	HITH	Hospital In The Home

Appendix B

Acronym	Description	Acronym	Description
ICT	Information and communications technology	PBS	Pharmaceutical Benefits Scheme
ICU	Intensive Care Unit	PHN	Primary Health Network
ims+	Incident Management System	PILLARS	Pillars of NSW Health (ACI, CEC, BHI etc)
IPAC	Infection Prevention and Control	PIPPS	Pressure Injury Point Prevalence Survey
LoS	Length of Stay	PPE	Personal Protective Equipment
LP	London Protocol	PREM	Patient Reported Experience Measure
Kolling	Kolling Building (RNSH campus)	PROM	Patient Reported Outcome Measure
KPI	Key performance indicator	PRMs	Patient Reported Measures
LGA	Local Government Area	RACF	Residential Aged Care Facility
LGBTQI+	Lesbian, Gay, Bi-Sexual, Transgender, Queer and Intersex	RCA	Root Case Analysis (now known as harm scores)
LHD	Local Health District	RN	Registered Nurse
M&M	Morbidity and Mortality	RNS	Royal North Shore
MAU	Medical Assessment Unit	RNSH	Royal North Shore Hospital
MBS	Medicare Benefits Schedule	1RR	1 Reserve Road (Ministry and Pillars building on 1 Reserve Road St Leonards)
MDT	Multi-Disciplinary Team	Ryde	Ryde Hospital
MHDA	Mental Health Drug and Alcohol	SAER	Serious adverse event review
MoH	Ministry of Health	S&Q	Safety and Quality
MHL	My Health Learning	SHP	Sydney Health Partners
MV	Mona Vale Hospital	SIRC	Serious Incident Review Committee
NDIS	National Disability Insurance Scheme	SNHN	Sydney North Health Network
NEPT	Non-Emergency Patient Transfer	SOP	Standard Operating Procedure
NFR	Not For Resuscitation	TIA	Transient Ischaemic Attack
NGO	Non-Government Organisation	TRANSPAC	Transitional Aged Care Program
NSLHD	Northern Sydney Local Health District	VAD	Voluntary Assisted Dying
NSQHS	National Safety and Quality Health Service (Standards)	VBHC	Value Based Health Care
NUM	Nursing Unit Manager	VTE	Venous Thromboembolism
OPMH	Older Persons Mental Health		
PACH	Primary and Community Health		
PANDA	Psychiatric Alcohol and Non Prescription Drug Assessment		
PECC	Psychiatric Emergency Care Centre		

Appendix C (Fire Safety)

Where possible, NSLHD staff are encouraged to complete the usual Fire training which comprises of:
Fire Theory eLearning (MyHL) + Fire practical demonstration (enrol at your site via MyHL) = COMPLETE

All Staff unable to attend in person can choose the online option below:

Online Completion of Learning Path – Fire Safety & Evacuation Video

1. Log into My Health Learning (MyHL) using Google Chrome
2. Go to Search and enter **FIRE**



Home | Catalogue | My Learning | Reporting



Help | Learner

FIRE

3. You **MUST** choose the **Learning Path – Fire Safety and Evacuation**

The screenshot shows three search results for 'FIRE'. The first result, 'Learning Pathway Learning Path - Fire Safety and Evacuation', is highlighted with a yellow arrow and has an 'Enrolled' badge. The second result, 'Classroom (12 Classes) NSLHD Fire Safety Theory and Practical', has a red 'X' over it. The third result, 'Certification (1) Fire and Evacuation', also has a red 'X' over it.

4. Once you have selected the Learning Path, you must complete all 3 components in this order:
 - I. Select and complete **Fire and Evacuation (Theory) 15-30 mins**

The screenshot shows a course card for 'Fire and Evacuation'. It is an online, mandatory course due on 18-Nov-21, currently on 18-Nov-20. The duration is 15-30 minutes. A 'View' link is visible on the right.

- II. Select and complete **Fire Equipment Practical Demonstration (watch the entire video) 6 mins**

The screenshot shows a course card for 'Fire Equipment Practical Demonstration'. It is an online course completed on 21-Sep-20 and added on 15-Sep-20.

- III. Go to **View Availability** and enrol into the NSLHD Virtual Classroom for the month to complete the process. **0-5 mins**

The screenshot shows a course card for 'Fire Safety and Evacuation - Practical - Virtual Delivery'. It is a classroom course, not enrolled, and added on 15-Sep-20.

[View Availability](#)

The screenshot shows the same course card as above, but with a 'Request Learning' button highlighted by a yellow arrow.

5. Once enrolled*, you will receive an email with a summary and site Fire Officer contact details for follow-up or questions if you wish. *NB – this is not a classroom that you need to attend.
6. Completion data will be uploaded by the LMS Admin team on the last day of the month commencing **September 2021** (be patient, your red flag may take a few days to disappear).

= COMPLETE

