



Consumer Advisory Committee

Position Descriptions

Role of the Chairperson

The role of the Chairperson is to work towards achieving the goals of the AKG Consumer Advisory Committee (CAC) as defined in the Committee's Terms of Reference.

The Chairperson undertakes the following activities:

- Acts as leader of Consumer Advisory Committee;
- Communicates well and promote appropriate conduct;
- Ensures proper conduct of business at Committee meetings;
- Ensures diverse voices and individuals are heard;
- Assists all Committee members to generate and present consumer perspectives on issues concerning any aspect of service delivery provided by AKG;
- Develops effective relationships with Committee members and representatives of the AKG, so that business proceeds smoothly and the aims of the Committee are fulfilled;
- Ensures that orientation of the new Committee members occurs;
- Ensure that a CAC Annual Report is completed and sent to the AKG Executives via the AKG governance structure;
- In conjunction with the AKG Executive, leads an annual evaluation of Committee activities (including activities in which the members engage in, or on behalf of the Committee);
- Ensures the CAC Terms of Reference are adhered to and reviewed as specified;
- Stays abreast with current issues in consumer engagement;
- Provides leadership in resolving any conflicts between members of the group and others; and
- Attends relevant external groups where required.

Role of the Deputy Chairperson

The Deputy Chairperson supports the above activities of the Chairperson. In addition the Deputy Chairperson will assume the role of Chair/proxy if the Chair is unable to fulfil any of their given tasks or roles.

Role of the Consumer/Carer Representative on the Advisory Committee

- Presents a broad consumer perspective of health care services provided by AKG;
- Demonstrates ability to attend CAC meetings, as scheduled, including the duration and other meetings as negotiated;
- Ability to work respectfully as a member of a large team of professionals;
- Demonstrates verbal communication skills, assertive and confident to present ideas and comments to the group;
- Demonstrates an open mind on issues and awareness of your prejudices;
- Ability to negotiate, handle conflicts, problem solve and resolve issues;
- Demonstrates commitment to safety and quality improvement in health services;
- Shows commitment and ability to consult with a broader consumer constituency;
- Reads materials and documents provided in preparation for meetings;
- Respects confidentiality role of the Consumer representative;
- Protects the interests of consumers;
- Promoted consumer experience relating to service use and policy development; and
- Identifies and advocates for consumer perspectives in decision making.