

Consumer Advisory Sub-Committee

The Toowoomba Hospice is a fully accredited six-bedroom facility, specifically designed to provide holistic palliative patient-centred care to adults from 18 years.

Our mission at the Toowoomba Hospice is to provide safe quality care in partnership with the community for those clients with a terminal illness. We believe that our people (staff and volunteers) and consumers (client, family member, friend, volunteer or interested community member) are our greatest asset and are an essential part of our ongoing success.

What is the CASC?

The Hospice is governed by a Management Committee (MC) which is supported by subsequent sub-committees. These sub-committees help guide the day to day operations and strategic direction of the Hospice. One of these committees is the Consumer Advisory Sub-Committee (CASC). Consumers are sought for their specific experience and strengths including networks and lived experience. A consumer is a person who has used or may potentially use our service or is a carer for a client using health services. The purpose of the CASC is to provide advice and feedback to the MC from a consumer and community point of view.

The objectives of the CASC include:

- ❖ Advise the MC on key priorities, specific issues and initiatives from a consumer perspective
- ❖ Provide feedback on relevant policies and procedures relating to consumers of the Hospice
- ❖ Feedback and discussion around upcoming events and marketing and how this will be received by consumers.
- ❖ Provide consumer input regarding the design, delivery and evaluation of Hospice services and activities
- ❖ Assist and advise on developing essential partnerships with relevant stakeholders to strengthen support for consumer needs
- ❖ Advise the MC on what is required to support and mentor consumers access the Hospice services.

Membership with the CASC will be supported to represent a broad section of the community. As such, all consumers of varying age, backgrounds and faiths are encouraged to apply for membership. First Nations Peoples are highly encouraged to apply for membership and represent their communities within the CASC. There are no prerequisites required to join and members are not required to have a medical background. Members will be required to attend meetings and provide feedback as stated below.

Membership Commitment, Roles and Responsibilities:

- ❖ CASC membership will last for 12 months initially and then members will advise an 'intent to continue' if they wish to remain on the committee for a further 12 months
- ❖ Members will be required to join bi-annual CASC meetings either in person or via Zoom/Teams. Members will be provided with an agenda and associated reading materials for discussion prior to the meetings.

- ❖ Members will be required to abide by the Hospice’s Code of Conduct and Conflict of Interest Policies (a copy of both will be provided upon appointment)
- ❖ CASC members will need to sign a Staff Confidentiality Agreement
- ❖ Members will be asked to provide any additional topics for discussion, including any supporting reading/documentation, to the chair of the committee prior to the distribution of the meeting agenda

The CASC chair will be nominated by CASC members and elected for a 12 month term. Guests and observers will also be invited to attend CASC meetings. Regular guests include the Hospice Director of Nursing and Clinical Nurse – Quality. These representatives provide a mechanism of feedback between the Hospice and the community.

If you believe you would like to become a member of the CASC we would love to hear from you. Please feel free to complete the form below and forward to admin@toowoombahospice.org.au

Full Name:	
Contact phone number:	
Email:	
Address:	
Please tick if you identify with any of the following:	<input type="checkbox"/> Culturally or Linguistically Diverse <input type="checkbox"/> Living with a disability <input type="checkbox"/> Caring for someone <input type="checkbox"/> Physically isolated <input type="checkbox"/> Aboriginal or Torres Strait Islander
Please tell us a little about your background: You are welcome to include family history, work history, interests, skills etc:	
What interested you about joining the CASC?	
Do you feel you would be able to attend two meetings annually?	YES / NO
Do you have any other information you would like to add to your expression of interest?	

Thank you for taking the time to fill out the above expression of interest. A member of the Hospice team will be in contact with you shortly with more information.