



# Community Advisory Council purpose, priorities and functions

**Goal:** As a result of our work together, NMHS and health consumers, carers and their families want to improve the health outcomes of NMHS consumers.

## Purpose

CACs contribute to improving health outcomes by...

Ensuring that the health experience and journey of NMHS consumers and their carers and families is person centred.

Priorities that directly impact consumers, carers and families

Priorities that directly impact health systems



## Priorities and examples

CACs focus their efforts on these five areas to influence consumer experience and journey

### Environments in which healthcare is delivered

**Examples include:**

- Contributing to the physical design of the hospital to ensure it is accessible and welcoming
- Developing quality Indicators

### Communication and information between consumers, carers and health service providers

**Examples include:**

- Providing input on written information provided to consumers
- Reviewing consumer and carer feedback and making recommendations for improvement
- Developing quality Indicators

### Safe, effective and quality health services

**Examples include:**

- Reviewing policies and procedures
- Providing advice about how to improve person centred care.
- Participating in reviews and audits
- Developing quality Indicators

### Connections with and between consumers, carers, NMHS staff and leadership and networks

**Examples include:**

- Working with other CACs
- Strengthening connections between HSPs and consumers
- Raising awareness with community about opportunities
- Developing quality Indicators

### Representation and participation of consumers, carers and families in mechanisms to improve person-centred care

**Examples include:**

- Facilitating the representation of consumers and carers on relevant hospital committees
- Providing recommendations to increase equity and diversity of consumer perspectives
- Developing quality Indicators

## Functions

CACs work in a range of ways to address these priorities including:

Raising awareness

Representing the perspectives of consumers, carers and families on NMHS and hospital committees

Providing direction and recommendations

Participating in reviews and audits and providing feedback about findings

Contributing to design, implementation, and evaluation processes

