

# We'd love to hear from you

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## Join us as a Consumer Representative

By partnering with us as a consumer representative, your experience of cancer (directly or indirectly) can help enhance the quality of care we offer. GenesisCare recognises the importance of listening to and partnering with people who have experienced cancer and its treatments.

GenesisCare is proud of its "Voice of Customer" program which is dedicated to formally partnering with consumer representatives, with the aim to help improve the design, delivery, review, and evaluation of our health service.

## What is a consumer representative?

A consumer representative is someone with an experience of cancer i.e. a patient, care person or local community member who is willing to provide feedback, advice or insights on various aspects of patient care and projects that aim to improve the patient experience.



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We co-design our care experience together with you as trusted advisors.

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## How does consumer collaboration and consultation take place?

Consumer representatives mostly collaborate with GenesisCare from the comfort of their own home via e-mail or Zoom calls however there are the occasional in-person meetings or workshops from time to time.

## What type of initiatives and time commitment is required?

In some cases, you could be invited to be part of a team for large strategic projects or you could simply be asked to review a patient brochure via e-mail. There is no minimum time requirement and if you are unable to consult on a certain project, we can contact another member instead. We match your skillset, interests and availability to relevant initiatives.

### Projects you may be invited to consult on:

- Review of patient educational materials
- User testing of the GenesisCare website
- Review of safety and quality data such as safety incidents, patient complaints, and safety audit results
- Creation and review of patient facing information
- Patient-led training
- Speaking at events e.g. the opening of a new centre
- Input into new centre design and refurbishments
- Review of patient feedback and input into improvement initiatives
- Contribution to the patient experience strategy design
- Involvement in research and clinical trials

## Remuneration and paperwork

This is a voluntary position. No expenses should be incurred as a result of partnering with GenesisCare. Paid positions are not offered at this time.

### If you are interested in signing up, members are asked to:

- Complete short training (approx. 45 mins) to ensure the role of consumer representative is clear
- Complete an application form
- Review Terms of Reference
- Sign the training form
- Sign an agreement



## Expressions of interest open now

If you are interested, simply **scan the QR code below** to submit an expression of interest or e-mail us at **patientvoice@genesiscare.com**



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Seeing my feedback influencing small changes is rewarding. For example, I might make suggestions to a patient brochure from my home in Adelaide which impacts patient brochures across 40+ centers in Australia.

- **Mary-Ann** South Australia

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Please scan the QR code to email us for more information.



[genesiscare.com](https://www.genesiscare.com)

 Reviewed by patients for patients

 **GenesisCare**