



Invitation to express an interest in participating in the Australian Digital Health Agency's Customer Participation Program as a Consumer Advisor

Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the National Digital Health Strategy for Australia, the Australian Digital Health Agency (the Agency) commenced operations on 1 July 2016.

The Agency is responsible for all national digital health services and systems, with a focus on engagement, innovation and clinical quality and safety. Its focus is on putting data and technology safely to work for patients, consumers and the healthcare professionals who look after them.

Established as a statutory authority in the form of a corporate Commonwealth entity, the Agency reports to State and Territory Health Ministers through the Coalition of Australian Governments (COAG) Health Council.

The Agency, in consultation, developed the National Digital Health Strategy which was endorsed by the COAG Health Council in August 2017. In the same year the Agency's Board also approved the broader five-year work plan, which outlines the key priority programs and projects over the coming years along with our responsibility as the system operator for the My Health Record.

The Agency has established a Customer Participation Program that will include a panel of Consumer Advisors who are individuals with lived experience across health and health-related conditions and diseases, with experience across varying fields of the healthcare sector. The Customer Participation Program supports the delivery of high quality, safe, useful and usable products and services and their work is embedded in the Agency's product development lifecycle.

Recognising the expansive nature of the work plan, the Agency is calling for expressions of interest from interested and suitably qualified consumers to be engaged as Consumer Advisors.

The Agency's intention is to engage Consumer Advisors that are representative of the Australian population who are most likely to interact with the healthcare sector regularly, offer a diverse range of backgrounds, skills, experiences and perspectives for the benefit of the work of the Agency. We are also seeking dedicated representation from across Australian states and territories.

The Role of Consumer Advisors

Consumer Advisors will contribute to specific Agency work program portfolio areas through participation in internal advisory services or expert panels with a focus on:

- Improving the My Health Record user experience and future functionality
- Digital health strategy, research and development
- Systems interoperability
- Secure Messaging
- Medicines safety
- Enhanced models of care
- Conception to death digital health

Consumer Advisors will:

- Be actively involved in digital health innovation and will be a critical, flexible, reliable and timely conduit between the broader digital health experiences of health care consumers and the skilled technical, strategy, clinical and policy teams that are engaged on the Agency's work program;
- Bring a consumer view based on lived-experience and, ideally, also reflective of a broader community view to support appropriate representation across the Australian population and will have a significant role in the promotion, usability and adoption of the My Health Record and broader digital health systems;
- Review and provide consumer and patient assurance, advice and recommendations for digital health products and services; and
- Be involved in aspects of the Agency's project, program and activity life cycles from co-production to testing at the interface level based on individual's skills and area/s of expertise.

Skills and experience required for the Consumer Advisor role

Through the expression of interest process the Agency will be seeking to engage Consumer Advisors who:

- Have lived experience of the health care system, including acute health care and primary health care;
- Have lived experience of one or multiple health conditions and/or from a variety of backgrounds including:
 - chronic illness;
 - parents with young children;
 - Aboriginal & Torres Strait Islanders;
 - are an older Australian;
 - experience of mental health-related issues;
 - living in rural and remote areas;
 - from a culturally and linguistically diverse (CALD) community;
 - live with one or more disabilities;
 - have a clinically sensitive condition (for example, living with HIV, hepatitis C etc.); and/or
 - are a carer.
- Will contribute consumer expertise input into the Agency's work program to ensure that our products, services and activities align with contemporary consumer needs and are of high quality, safe and usable and provide formal input into the Agency's clinical safety and functional assurance processes;
- Have time and capacity to dedicate to the Agency on a regular or project by project basis;
- Provide strategic advice within their area/s of expertise, including advice on approaches, processes, services and products in relation to their consumer groups use via participation in internal expert panels and program, project or activity steering groups;
- Can participate in external engagement with the broader consumer communities, including via conference or webinar participation;
- Will participate in the development and presentation of consumer/ patient messages and education and adoption activities and materials;
- Can undertake other activities as requested; and
- Are sourced from across Australia with at least 1 participant from each state.

Criteria for selection

Applicants are invited to express an interest by responding to each of the criteria for selection using the Application Form:

Essential:

- Consumers with lived experience in the health system and that are able to bring a perspective from at least one of the key groups listed above (skills and experience required for the Consumer Advisor role);
- Have time and capacity to dedicate to the Agency on a regular, pro rata or on call basis; and
- People who can demonstrate no conflict of interest in undertaking the role with the Agency.

Desirable:

- People who may have an awareness of digital health and its role in reforming the health system;
- Demonstrated experience participating in other consumer committees to be able to express broader perspectives other than just their own experience;
- Consumers with skills or experience in advocacy, analytics, project management or communications and able to provide advice, feedback and representation to the Agency's work;
- Understanding of the objectives of the Agency;
- Well-developed written and verbal communication skills; and
- Consumers who have capacity to undertake travel.

Proposed Terms of Engagement

Successful applicants invited to engage with the Agency will be engaged either via a contract for services or paid for services via individual claims for payment. This will be based on identified Agency need, claims against the criteria by the applicant, the level of commitment outlined in the application and other relevant factors.

Payment Rates and out of pocket expenses

- Payment for services will be made in line with the Agency's 'Fee for Service' policy and in consideration of the ***Commonwealth Remuneration Tribunal: Remuneration and Allowances for Holders of Part-Time Public Office***, noting successful Consumer Advisors will be paid on the basis that they are not representing their employer organisation;
- Travel and travel-related expenses to support the Customer Participation Program, if needed, will be arranged by the Agency, including economy class travel as per the Agency travel policy guidelines, which can be made available on request; and
- Any reasonable out of pocket expenses will be reimbursed.

Submission of Applications

Applicants should complete the Application form and submit this together with an up to date CV to: stakeholderengagement@digitalhealth.gov.au.

Applications close Friday, 19th July 2019.

Any queries relating to the expression of interest should be forwarded to stakeholderengagement@digitalhealth.gov.au for response.