This program provides managers with a convenient way to consult with carers on service development activity.

Ken Lee
Coordinator Strategic Programs Disability and Carers

RICH Forum 18 March 2015
Family/friend carers are a key consumer group who often have vital information that can help us to improve our services.

More than 30 experienced carers volunteer as “consultants” with the program.
Managers have engaged the consultants to provide feedback on:

- Policies and Procedures
- Clinical Guidelines
- Patient/Carer Information publications
- Patients assessment tools
- Corporate Framework Documents
- Patient survey tools
- Service model trial
The program enables carers to participate from home, in their own time and via email.

The benefits include:

- Broad range of viewpoints captured.
- Convenience.
- No travel costs to the carer or manager.
The Carer Consultant Program Commenced in 2013.
So far, managers have adopted 95% of the 150+ formal recommendations provided by the Carer Consultants.
For further information: