

# Carer Consultant Program

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

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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:

<http://nswlhd.health.nsw.gov.au/about/carers-program/>