

# Terms of Reference WiseCrowd

## Background

The Australian Government funds Primary Health Networks (PHNs) to increase the efficiency and effectiveness of health services for their community, particularly for those at risk of poor health outcomes. They improve the coordination of health services and seek to improve access and quality of care. There are 31 PHNs in Australia and six in Victoria.

Eastern Melbourne Primary Health Network (EMPHN) achieves this goal by improving access to existing services, commissioning services to improve health outcomes and by supporting services and others to innovate and further improve local health care. We aim to improve the health of our community by ensuring people receive the right care, in the right place, at the right time. Members of WiseCrowd must comply with EMPHN's committee code of conduct.

## Key functions

### Purpose

The purpose of the WiseCrowd is to have a panel of clinician and community members representing the EMPHN community and catchment, including those with lived experience, carers, clinicians, allied health, service providers and a range of other perspectives and advice to the EMPHN management. This broad input helps to ensure that decisions, investments, and innovations are patient centred, cost-effective, locally relevant, and aligned to local care experiences and expectations.



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### Role

The role of the WiseCrowd is to:

- Provide time-bound specific insight, input and opinions to EMPHN in on topics to inform the design or implementation of programs and services.
- Members of the WiseCrowd panel may be called upon once, multiple or no times per year depending on the nature of their experience and the requirements of EMPHN's work.
- Provide personal perspectives on how healthcare is delivered both from the perspectives of health professionals, consumers and service providers.

WiseCrowd operates within the context of Australian, Victorian and EMPHN policies and frameworks.

### Responsibilities

The WiseCrowd is asked to:

#### Helping EMPHN with the 'what':

- Respond to ad hoc timebound queries from EMPHN regarding various healthcare and community issues to help us understand what our catchment thinks.
- Participating in ad hoc events or activities, such as evaluation panels or working groups to help guide the outcomes of EMPHN programs.

#### Helping EMPHN with the 'how':

- Advising on communication strategies to assist engagement with the broader community.

#### Helping EMPHN with the 'why':

- Providing a community interpretation of data and other information to inform EMPHN activities.
- Advise on community perspectives on various health and other social issues to assist EMPHN staff to appreciate and design for the complexities of the consumers' world.

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### Composition

We particularly welcome:

- People with lived or living experience of healthcare issues of all kinds, whether they be mental health, chronic or complex conditions, or those associated with ageing.
- Our traditional custodians of the lands
- People from culturally and linguistically diverse communities
- People who identify differently or are LGBTQIA+
- Those who are neurodiverse
- Those who provide either formal or informal care to people with health care issues.
- Healthcare professionals from all practices, including:
  - general practitioners
  - practice, hospital, aged care or community nurses
  - community, accredited or hospital pharmacists
  - allied health providers, such as physiotherapists, osteopaths, occupational therapists and others
  - aged care workers and assistants
  - paramedics or ambulance workers
  - specialists.

The membership of WiseCrowd will be reviewed regularly to understand how reflective it is of catchment priorities.

- WiseCrowd panel via the EMPHN website or direct email and will be contacted by Management for suitability and finalisation.
- Operations
- WiseCrowd members will have the opportunity to participate in a range of different events that shape the health of our community, including activities such as:
  - An annual community forum
  - Other events and workshops
  - Committees and working groups
  - Online activities (such as surveys, online forums and social media)
  - Tender evaluation panels.

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Separately to this, EMPHN will provide updates once per quarter through our WiseCrowd newsletter, should you wish to receive them.

## **Disclosure of interest**

Members of the WiseCrowd panel must inform EMPHN of interests, in accordance with the EMPHN Disclosure of Interest policy and will be recorded.

## **Authority**

The EMPHN WiseCrowd is an advisory channel to EMPHN. It is not a recognised standing group. It has no delegations.

## **Remuneration and expenses**

Remuneration for the ad hoc activities that occur is provided in accordance with EMPHN's remuneration and sitting fees policy.