

# Finding a Voice: The Birth of a Family Advisory Council at The Royal Children's Hospital

**Julie Hall**

BA BSW MSW Post Grad Dip Family Therapy Cert PELT MAASW  
Family Centred Care Consultant, RCH

**Tricia Rupe**

Deputy Chair, Family Advisory Council, RCH





Sep 08 08 11:00:01





## **VISION FOR FAMILY CENTRED CARE AT RCH:**

*“To effect culture change in the organisation such that FCC becomes an automatic part of all activities and decisions in every part of RCH, thereby generating partnership between clinicians and families in the care of patients” .*

***RCH Family Centred Care – Strategic Plan 2007-2010***

# Developing a Family Advisory Council at RCH

## “Families have enormous ideas” - RCH parent

- TORs & Role Description
- Recruitment communication strategy
- Application process
- Selection criteria
- Interview schedule
- Appointment procedures
- Orientation and support

# Families wanted

## for our new Family Advisory Council

THE  
ROYAL CHILDREN'S  
HOSPITAL



**We are looking for parents, carers and adult family members to join a new Family Advisory Council.**

**Your views and experiences can help us make decisions about our hospital's services and facilities.**

**If you would like to help us promote family-centred care throughout the hospital, we would like to hear from you.**

**Interested?**

For more information go to:

[www.rch.org.au/fac](http://www.rch.org.au/fac)

or contact:

Julie Hall

Family Centred Care Consultant

The Royal Children's Hospital

Flemington Road

Parkville 3052

Telephone: (03) 9345 7058

Facsimile: (03) 9345 4650

Email: [julie.hall@rch.org.au](mailto:julie.hall@rch.org.au)

ERC: 07/08/08

The **Royal Children's**  
**Hospital** Melbourne



# Family Advisory Council

## Membership Composition:

- 20 adult family members of RCH patients
- Experience in 22 hospital units/departments
- Broad range of diagnoses/health issues
- Wide range of professional skills and community work experiences
- Representation from Metropolitan Melbourne and regional areas





# Family Advisory Council



# Family Advisory Council

## Sub-committees:

- Ward Rounds and Treatment Plans
- Appointment co-ordination and waiting times
- Communication between departments
- Disability Services and Care within the Hospital

# Family Advisory Council Activities

- Consultation re Parent Pagers Proposal
- Input into Principles for Clinical Care Provision at RCH
- Input into Statewide Paediatric Services Framework – DHS Consultation
- FAC representatives at RCH Workshop – Who is a RCH Patient in 2012?
- Allied Health Project - input to project design
- Input into Comfort Kids Program

# Family Advisory Council Activities

- Participation in Nursing Strategic Planning
- RCH Redesign Subcommittee for the new hospital
- Proposal for improvements for Disability Services and Care within RCH
- DVD of Parent Stories for Doctor Training with Quality and Improvement Department
- Participation in Staff Training Sessions

# Family Advisory Council

