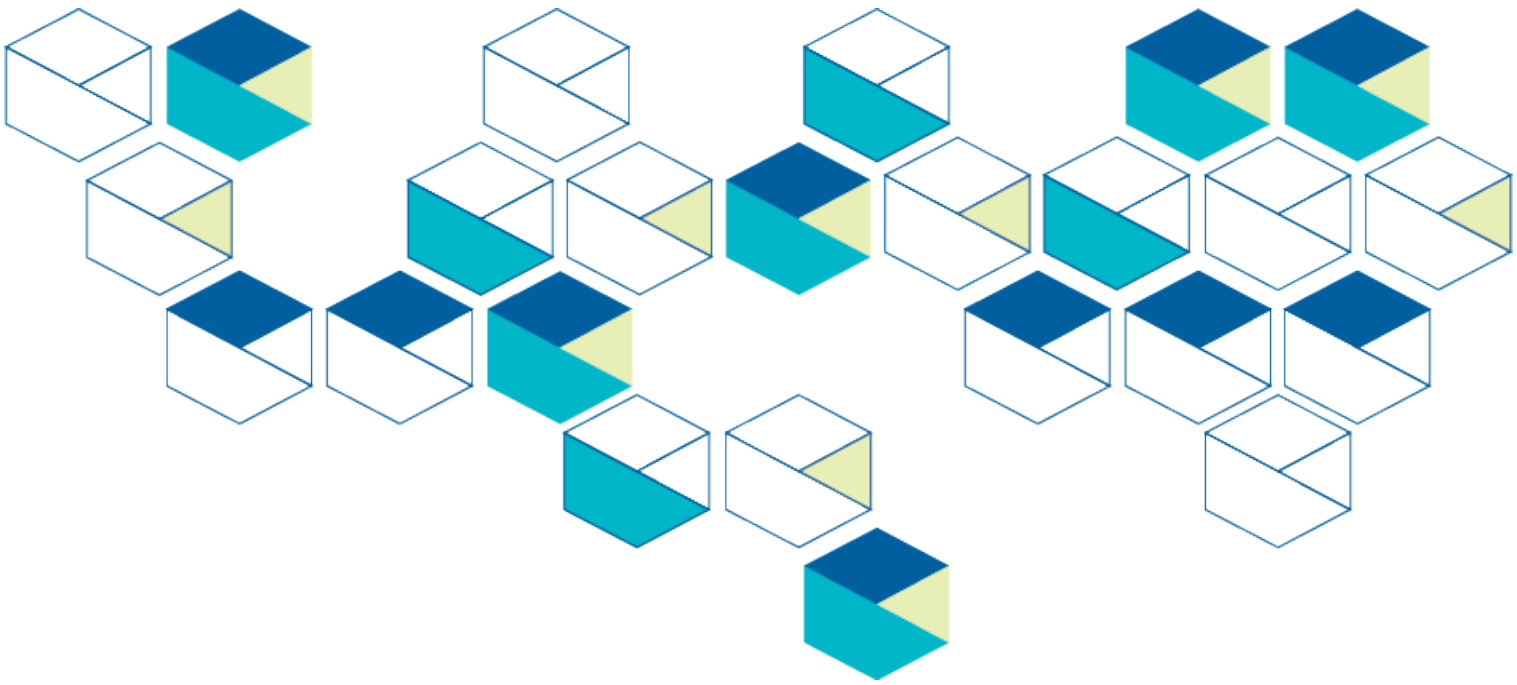
Fiona Stanley Hospital

Emergency Department Consumer Advisory Group (EDCAG)

Annual Self-Assessment of Performance 2026

January -December 2025

Prepared by members of the Fiona Stanley Hospital Emergency Department Consumer Advisory Group



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Introduction from the EDCAG chairperson

This Annual Evaluation provides an overview of the activities of the Fiona Stanley Hospital's Emergency Department Consumer Advisory Group (EDCAG) throughout 2025. It includes information about our members, information about our achievements in 2025, and activities planned for 2026.

The EDCAG at Fiona Stanley Hospital was the first Emergency Department-based consumer advisory group in Australia. By enabling consumers to participate as partners in planning, design, delivery, measurement and evaluation of care provided in the FSH Emergency Department, the EDCAG is uniquely positioned to provide consumer, carer and community perspectives on issues affecting consumers and carers using the service.

EDCAG members are extremely grateful to staff from across the Emergency Department for their ongoing support and advocacy in particular Head of Service Dr Colleen Taylor.

Establishment and Terms of Reference

The Emergency Department Consumer Advisory Group (EDCAG) was established at the initiative of the Fiona Stanley Hospital Emergency Department in late 2016, in response to National Safety Quality Standards 2: 'Create a health service that is responsive to patient, carer and consumer input and needs.

The Group's Terms of Reference were developed by senior staff in the Emergency Department in collaboration with Patient and Family Liaison and the advice, guidance and feedback of community member Mary Ward. These Terms of Reference have been used to guide the work of the EDCAG since its inception and are reviewed annually. The review of the Terms of Reference conducted in 2022 resulted in changes to the Scope and Purpose, Membership and Term of Appointment sections, to better reflect the current context in which the EDCAG works. The Terms of Reference were amended in 2024 to permit a Co-Chair and in 2025 under Item 6 -Functions & Responsibilities 6.6.3 - added Fiona Stanley Hospital Emergency Research Group (FERG)

The scope and purpose of the FSH EDCAG is:

> To provide consumer, carer and community perspectives and recommendations to the FSH Emergency Department on issues affecting consumers and carers using the service.
>
> To enable consumers to participate as partners in planning, design, delivery, measurement and evaluation of care provided in the FSH Emergency Department.

Membership

Eight consumer members and five members of the ED clinical staff serve on the EDCAG. Consumer members include one Aboriginal and one carer representative. Clinical staff members are the Emergency Head of Service, an ED Consultant with NSQHS Standard 2: Partnering with Consumers responsibilities, the Nurse Unit Manager and two Associate Nurse Unit Managers. Others may be invited to attend meetings of the EDCAG in relation to a specific agenda item(s) and may be called to give presentations and to advise on relevant matters.

Members of the Fiona Stanley Hospital Emergency Department Consumer Advisory Group

March 2026



Current members

Consumers

- **Renee Bradburn** is EDCAG's carer representative. Renee has a background in administration, aged care and lived experience as a carer. She has been attending FSH Cancer Clinic as a carer for her husband since 2017, for herself since 2019, and as carer for her mother from 2020-21. In September 2022 she became a Carer Representative for Carers WA and has become a voice for this community. Joining the EDCAG provides an opportunity for her to share a carers perspective in the ED, along with the FSFHG eNetwork providing invaluable feedback about publications written by staff for patients and their carers.
- **David Earl** has an extensive background and experience in university administration at both Edith Cowan University and Curtin University. After retiring, he joined the Fremantle Hospital volunteer program in December 2013. He transferred to Fiona Stanley Hospital's Volunteer Service in January 2015 when the Group for which he volunteered ceased at Fremantle. As well as a member of the FSH Emergency Department Consumer Advisory Group, he is a member of FSGHG Consumer Advisory Council. David has also volunteered as a simulated patient for medical students at several WA Universities. He has experience as a patient and a consumer of health services in WA medical practices and as a patient in WA and overseas hospitals. He brings a wide consumer experience to both his work as a volunteer and as a consumer representative on the committees.

- **Lauren Hardbottle** lives with multiple disabilities and has significant experience as a consumer at hospitals in South Australia, Victoria and Western Australia. She is currently studying a Bachelor of Science (Occupational Therapy) at Edith Cowan University. She is a member of FSFHG Consumer Advisory Council. She has been involved in advocacy work since she was 15 years old. She was previously the Deputy Chair for the Child & Adolescent Health Service (CAHS) Youth Advisory Group. She is a current member of multiple advisory groups including the City of Melville Youth Advisory Group and the Edith Cowan University Disability Access & Inclusion Subcommittee. She has used her lived experience for consumer advisory groups for past & current research projects through Curtin University & University of Queensland.
- **Jane Jones** is EDCAG's Aboriginal representative. Jane is a Noongar woman born in York, WA and a descendent of the Balladong, Wilman and Wadjak people. She is a Registered Nurse and the former Clinical Manager of Derbal Yerrigan Health Services Maddington site; she is now retired. In this role, Jane gained valuable & professional experience in Management, Leadership and Governance in Aboriginal Controlled Health Services. Jane has worked for over 20 years at Derbal Yerrigan Health Service and in her professional and community life has displayed and demonstrated a genuine commitment to providing culturally appropriate healthcare in Aboriginal controlled health services. Jane is involved in the ECU Aboriginal &/or Torres Strait Islander Inclusivity Committee, the Aboriginal Advisory Group at the Kids Research Institute of Australia and CASTSINaM (Congress of Aboriginal & Torres Strait Islander Nurses & Midwives) Elders Circle. As a member of EDCAG, Jane hopes to be able to continue to work to improve lives, general health and opportunities in patient centered care for Aboriginal and Torres Strait Islander people.

  Jane Pearce is one of the inaugural members of the EDCAG and former chair of the Group. She is now chair of the SMHs Research Consumer Advisory Group. Her focus as a consumer advocate includes exploring opportunities for consumer involvement in co-design of services that promote an inclusive hospital environment and prioritise a person-centred approach to healthcare. A key element of this is her collaboration with staff of the Emergency Department and in the Medical Education Unit at FSFHG, where she has led the development of several staff education projects designed to promote person-centred approaches to care. The success of this work was acknowledged by the WA Department of Health in their 2023 Excellence Awards when the team behind one of the education projects was a finalist in the category "Excellence in Person-Centred Care".

  Jane is also active beyond FSHED, serving as the consumer representative on the WA Health Improving Safety & Quality in Healthcare Project Control Group: Safe, as an Expert Witness for the Clinical Senate providing advice on effective communication strategies, and as the consumer representative on the WA Virtual Emergency Department Safety & Quality Committee.
- **Pamela Robinson** is a retired healthcare worker with experience in nursing and hospital management. Pam has worked in hospitals in Perth and Sydney as well as internationally in the UK, the USA, the Philippines and the Unites Arab Emirates. She has been a volunteer at FSH and Fremantle Hospital since 2020. She is currently Chair of the EDCAG and represents EDCAG on the FSHED Clinical Governance Committee. She has participated in the EDCAG Patients at Risk Working Group on support for Culturally and Linguistically Diverse (CaLD) communities. Pam is a member of the FSFHG Consumer Advisory Council and has participated in Clinical Incident Investigations as a consumer representative.
- **Jack Taylor** is currently a medical student at the University of Western Australia. Prior to becoming a full consumer member of the EDCAG, he was involved in EDCAG activities,

including the working group for the patients at risk project. He has experience as a consumer at Fiona Stanley and Fremantle Hospitals. Jack was part of a panel discussion about a "life course in health" at the 2025 Family Nursing Association conference.

- **Amelia Toffoli** is passionate and committed to having consumer voices heard in the ongoing development of safe, quality, person-centred care for everyone. Currently she is a member of of the Emergency Department (ED) Consumer Advisory Group and attends the ED Medical Senior Staff meetings. With understandings developed through membership of these two groups, she is now the chair of the FSFHG Consumer Advisory Council and is involved in discussions in various safety & quality groups including the FSFHG End of Life Care Committee, SMHS Research Consumer Advisory Group, Communicating for Safety Committee and FSFHG Aboriginal Cultural Safety Working Group. Most recently, she has supported the establishment of two new consumer advisory groups in FSFHG - Care by Design and SMHS Community Services and has been invited to join Department of Health committees as a consumer advisor.

Clinical staff

- Dr Colleen Taylor, Head of Service, FSH Emergency Department
- Dr Joseph Hewitt (Deputy Chair), Emergency Physician, FSH Emergency Department
- Lichelle Hackett, Nurse Unit Manager, FSH Emergency Department
- Leanne Morrall, Associate Nurse Unit Manager, FSH Emergency Department
- Kate Papaphotis, Associate Nurse Unit Manager, FSH Emergency Department

Secretariat

- Anna Karolyi, Administrative Assistant, FSH Emergency Department

Meetings held in 2025

Eight formal meetings of the EDCAG were held in 2025

Date	Meeting	Invited guests
11.02.2025	EDCAG	Josie Ford- Director Aboriginal Health Strategy SMHS
25.03 2025	EDCAG	Stacey Whitehouse FSHED Nurse Researcher
06.05.2025	EDCAG	No speaker
24.06.2025	EDCAG	Dr. Habeba Rockley – Inclusivity & diversity in FSHED
29.07.2-25	EDCAG	Dr. Adrew Currie MD & Dr. Isabelle Jubert-Researchers Murdoch University -TOPS (**T**he **O**ne

		Project **S**tudy) – research project on identifying sepsis quickly
09.09.2025	EDCAG	Dr. Bethann Owen – Aboriginal Health & Cultural Safety in FSHED
21.10.2025	EDCAG	Jayne Martin SMHS Delivery Lead LBGTIQA+SB Inclusivity Working Group - The 15 Step Rainbow Walk
02.12.2025	EDCAG	Jane Pearce - Chair of the SMHS Research CAG – Artificial Intelligence in Healthcare

Activities and performance in 2025 with reference to EDCAG's Scope and Purpose as laid down in the Terms of Reference

To provide consumer, carer and community perspectives and recommendations to the FSH Emergency Department on issues affecting consumers and carers using the service.

In 2025, consumer representatives continued to attend meetings of the Emergency Department Medical Senior Staff and Clinical Governance Committees.

Throughout 2025, problems associated with bed block and patient flow at FSH continued to have a negative impact on ED wait times and ambulance ramping. As a result of feedback from patients about lack of information relating to wait times, a waiting room display was installed in the adult ED showing current longest wait time and the number of patients waiting to be seen. In response to complaints, the ED created an adult and a paediatric low stimulus waiting spaces adjacent to the waiting rooms for anxious/agitated/neurodivergent patients The ED short stay unit (ESSU) relocated to the ground floor of FSH (adjacent to Day Procedure Unit) to increase the available bed base in the Assessment area in the ED. EDCAG members were able to share perspectives on initiatives designed to address these issues through their participation in ED staff meetings and during EDCAG meetings.

The former chair of the EDCAG, Jane Pearce is deputy chair of the FSFHG Consumer Advisory Council (CAC) & Chair of the SMHS Research Consumer Advisory Group). Jane is the consumer representative on WA Health Virtual Emergency Department (WAVED) Safety & Quality Committee as well as the consumer lead for the national research project Benchmarking Virtual Emergency Departments (VED's) Quality Indicator Development. More recently Jane has been appointed as Community member on the Australasian College of Emergency Medicine ED Clinical Quality Registry AANZE Steering Group.

Amelia Toffoli is the EDCAG representative on the FSFHG CAC FSFHG CAC and is the current Chair of the FSFHG Consumer Advisory Council and reports on relevant issues raised in the EDCAG. She also serves on the DOHWA End-of-Life and Palliative Care Committee and Healthcare Consumers Council WA Chairs, Deputy Chairs Consumer Leaders Newtok meeting.

The current chair of the EDCAG, Pam Robinson, serves on the FSH ED Clinical Governance Committee, the FSFHG Cognitive Care Committee, the CORC (Clinical Outcomes Review Committee), Services 2 & 4 Safety, Quality & risk Committees as well as the Anaesthetic Dept. SQR Committee

Other EDCAG members serve on the FSFHG Medical Education Unit Planning Group and the Aboriginal Cultural Safety Working Group. The presence of members at these committees raises awareness of the work of the EDCAG more widely across the organisation, and enables the EDCAG to stay well-informed about issues relating to quality and safety that affect patient care not only in the ED but throughout the hospital.

During 2025, two consumer members of EDCAG became members of the SMHS Research Consumer Advisory Group and the SMHS Human Research Ethics committee.

Two consumer members of the EDCAG are also members of a team of SMHS consumers participating in SAC 1 review teams. Involvement of consumers in clinical incident review panels is a notable example of best practice in partnering with consumers by a health service provider.

To enable consumers to participate as partners in planning, design, delivery, measurement and evaluation of care provided in the FSH Emergency Department.

The EDCAG fulfils these responsibilities largely through its consumer-led projects. The projects are designed to contribute to the development of an Emergency Department service that is responsive to patient, carer and consumer input. Performance data on a range of Emergency Department performance indicators are discussed as well as consumer feedback relating to ED performance including Care Opinion posts relevant to FSHED. Where appropriate, members have the opportunity to provide input into responses to complaints lodged with the hospital with respect to treatment received in the FSH ED.

Consumer feedback data is used to identify areas in need of improvement, and to suggest opportunities for EDCAG participation in the planning and implementation of quality activities.

- The GOLD ED team identified the need for education materials for under-represented groups particularly LBGTQIA+SB, including a need for guidance for staff on person-centred approaches such as using correct pronouns, using the name the person wants to be known by, and understanding and being open to different partnerships/relationships (especially for older people). The SMHS Inclusivity Working Group developed a project looking at how to make FSFHG a more friendly place for LBGTQI+ SB. An ED Inclusivity Working Group has been established including input from EDCAG consumer members.

- Aboriginal Cultural Engagement Strategy: Two members of EDCAG participated in the development of the FSH Emergency Department Aboriginal Cultural Engagement Action Plan to ensure the safe and culturally appropriate treatment of Aboriginal patients attending the FSH ED so that Aboriginal & Torres Strait Islander patients feel welcome and valued when attending the ED.

Other achievements

2025 saw invitations from outside organisations inviting the EDCAG to participate in activities aimed at improving the delivery of health services, health outcomes and the experience for patients, their carers and family members.

Research projects

During the year, the EDCCAG members were involved in providing feedback on research projects. One of the projects included:

- **TOPS** (**T**he **O**ne **P**roject **S**tudy): sepsis research project to quickly and accurately diagnose sever infection(sepsis) in adults. The project will include children and involve FSH paediatric ED. The EDCAG provided feedback on the information flyer for parents to make it easier to understand

Visitors

EDCAG received a request from SMHS Community Services to observe a FSHEDCAG meeting with the view to setting up their own CAG. Members of EDCAG provided insight on how important the ongoing support and significant input from senior ED staff is to be able to achieve projects that the EDCAG has undertaken since its inception. The use and importance of Teachback in interactions with patients is an example.

Teach-back

The EDCAG's Patients at Risk project resulted in a hospital-wide project to promote the use of 'teach-back' to improve communication. EDCAG consumers have been involved in developing a range of educational resources for staff, including a Take5 presentation and a series of videos promoting the use of this communication technique to staff. Videos are available on Teach-back (health.wa.gov.au).

The PACC Education programme on Teach Back continued to be rolled out across FSFHG throughout 2025. Presentations to junior medical staff facilitated by two EDCAG members were conducted in January, May and August 2025. The workshops raised awareness of the Person-Centred Care approach to care & how to practise Teach Back and were well received. EDCAG members also presented at the Triage Nurses Study day held in April and June 2025 on Trauma Informed Person-Centred Care at Triage.

Activities planned for 2026

- Work to ensure the sustainability of the Patients at Risk education program will continue throughout 2026 and will include incorporating consumer-led sessions based on the modules into the Emergency Department Nurse Education program for 2026. Further teaching modules to complement the existing PACC program will be developed as needed, based on staff and patient feedback.
- Participation in Aboriginal Health and Culturally Safe Care workshops on person-centred care for Aboriginal people.
- Members will continue to provide consumer advice on programs designed to improve access to care at FSHED, and emerging WA Health initiatives such as WA Virtual Emergency Department (WAVED).
- EDCAG involvement in research projects continues. This is a source of information and support for both SMHS researchers wanting to involve health consumers in research and for consumers wishing to be involved in research activities. By providing support for consumers wishing to be involved in research the hope is to improve health outcomes for all consumers.
- Continue to promote the use of Teachback in the ED through consumer led education sessions for new Interns, Registrars and nursing,

Concluding comments

EDCAG members' contributions – including their thoughts, ideas, recommendations and perspectives on issues affecting consumers and carers using the FSH Emergency Department – are well received by the department. The active involvement of clinical staff in EDCAG continues to foster a strong, effective and dynamic partnership between consumers and clinicians. Since the EDCAG was established, there has been a noticeable increase in staff understanding of consumer needs as well as a greater appreciation among EDCAG members of the complex, unpredictable and demanding nature of emergency department work.

There is strong advocacy for Standard 2 and its principles across the ED and this is demonstrated through EDCAG meetings and commitment of staff to involving consumers in quality improvement and research initiatives. This advocacy, combined with the autonomy given to EDCAG to develop their own projects has been instrumental in enabling the group to deliver initiatives that are responsive to consumer needs and feedback. A small group, with a local focus, enables consumers to gain a better understanding of the local needs and to work more closely and productively with staff.

Our thanks go to Dr Joe Hewitt, Dr Colleen Taylor, Ms Lichelle Hackett, Ms Leanne Morrall, Ms Kate Papaphotis, Ms Jane Vickery, Ms Anna Karolyi, for their valued support for the work of the EDCAG throughout 2025.

Appendix

Patients at Risk and Education Program

This is a major project conducted by members of the Emergency Department Consumer Advisory Group. The goal was to find better ways to meet the needs of vulnerable or 'at risk' patients in the ED at FSH.

Patients are vulnerable or 'at risk' if they are experiencing existing personal, social, cultural or health-related conditions that have a negative influence on their emotional capacity to access quality care in the ED, and therefore leaves them at risk of poor outcomes.

Individuals presenting to ED find themselves in a strange environment, stressed about their health and, to a degree, feeling they have lost control of their life.

Examples of patients 'at risk' are individuals from socially, culturally or linguistically marginalised groups, those experiencing socio-economic disadvantage, people who are homeless and people living in regional or remote areas in WA.

Other vulnerable groups are individuals living with disabilities, or people experiencing emotional or mental trauma for example as a consequence of experiencing domestic violence. The likelihood of individuals in all these groups experiencing emotional vulnerability on presentation to and/or during their journey through the Emergency Department is high.

After conducting research allowing us to map the diverse experiences of individuals in the 'patients at risk' category in the ED, consumer members of the EDCAG worked with clinical staff to co-design 'Standards for the Care of Vulnerable Patients in the ED at Fiona Stanley Hospital' to provide guidance on the care of vulnerable or 'at risk' patients in the ED.

Standards for the Care of Vulnerable Patients in the ED at Fiona Stanley Hospital

Person-centred care A focus on understanding the whole person is encouraged and practised across the ED and includes family and/or carer involvement.

Access to specialised help The Emergency Department ensures that specialised help is readily available to support all staff where necessary, including on-site expertise where needed.

A collaborative and consistent approach to care The approach to the care of vulnerable patients and their families and carers is collaborative and consistent across the ED and throughout each patient's ED journey.

Communication All staff encourage two-way communication with patients, family members and carers. Staff use spoken language that is appropriate to their audience and use communications strategies such as open questions, positive body language and active listening to connect with patients. Written information provided by the ED is written in plain English and information made available in alternative formats and a range of languages where possible.

Following the development of the Standards, an education program was designed to support their implementation.

The PACC Education Program

The program is designed to enable ED clinicians to fulfil the requirements of the four standards and improve care of identified vulnerable patients in the ED. A socio-cultural approach to professional learning will encourage and promote ongoing engagement with incorporating the standards in service provision.

The education program now consists of the following eight modules, and all ED staff are encouraged to access the modules. Modules have been produced by members of the Emergency Department Consumer Advisory Group in collaboration with

- Staff from across Fiona Stanley Hospital, and in particular staff from the FSHED
- Members of the SMHS Aboriginal Health Strategy team, the FSH Aboriginal Hospital Liaison team, and members of the local Aboriginal community
- Carers WA,
- People with disability, their families and carers,
- People from Culturally and Linguistically Diverse backgrounds

PACC Online Modules

Introduction to the PACC Education Program

Communication for person-centred care

Person-centred care for Aboriginal people in the ED

Culturally sensitive care in practice

Carers WA - Prepare to Care Hospital Program

Identifying and involving carers in the Emergency Department

Caring for people with disability in the ED (Parts I and II)

Caring for people from culturally and linguistically diverse backgrounds in the FSHED

To supplement the online modules, consumers present a series of face-to-face workshops and ‘toolbox’ sessions to ED staff. These include workshops for ED junior doctors on using teach-back and ‘Tool-box’ sessions for clinical nursing staff on ‘Communication for person-centred care’ and Trauma informed ‘person-centred care at triage’.

This sample of feedback from staff who have participated in the workshops shows their value.

- ‘The workshops have been influential in changing how nursing staff interact with patients.’
- ‘The workshops have reminded me to keep the patient at the centre of all decision-making.’
- ‘The workshops highlight to staff the human aspects of being in an ED, such as fear of unknowns, possible frustrations, tiredness, anxieties and stress.’
- ‘At the end of the workshop, I feel confident to use the suggested person-centred communication strategies in interactions with patients, family members and carers.’
- ‘From this workshop I gained a better understanding and insight into consumer perspectives and understand the need for empathy.’
- ‘Engaging with passionate and informed consumers who have real life examples to share was very valuable.’