

Become a Consumer Advisor and help us improve your health service

Consumer Advisor

Who is a Consumer Advisor?

Consumers can be:

- Patients, residents or clients
- Former patients, residents and clients
- Carers
- Family members of a patient, resident or client
- Future users of the health service
- Community members



What is a Consumer Advisor Register?

The register is a list of people who want to work with Heywood Rural Health to help us improve the care and services we provide to the community.

Why is Consumer Participation Important?

When people are involved in decisions that affect them, we achieve better health outcomes and create better care and services.

Who can be a Consumer Advisor?

- Anyone who is not a staff member
- Anyone who lives in our local community or surrounding areas
- Anyone with an interest in health care
- Anyone who is over 18 years of age
- Anyone who has used our health services or is a current patient, client, resident, carer or family member.

What would I do as a Consumer Advisor?

As a consumer you may be involved in:

- Providing advice about care and services through a working or focus group
- Reading and commenting on written publications
- Contributing to planning, review and evaluation of care and services
- Sharing your views and experiences into training and education for the workforce
- Helping us survey patients, residents and clients
- Speaking to staff and/or Board members at events
- Attend one of our monthly governance committees.



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Yes, I am interested. What do I do now?

Complete the form below.

Note: Your information will only be used for the purpose stated on this flyer.

Your details

Name _____

Address _____

Phone _____

Email Address _____

What are your areas of interest?

Acute Care Aged Care Community Health

General Health Services Other

If other, please specify

How would you like to be involved?

Joining a committee

Talking with patients, residents and clients about their experiences

Sharing your experience in care with staff

Being part of a working group that looks at renovations, new buildings or way-finding

Being part of a working group that looks at new models of care and/or service delivery

Reading new and/or revised 'Consumer Information' and giving us feedback

Other, please specify

Send to:

- Post this form to the Quality and Risk Manager, Heywood Rural Health, 21 Barclay Street, Heywood, VIC, 3304.
- Email Katrina Perroud on Katrina.perroud@heywoodruralhealth.vic.gov.au or
- Give this form to reception staff at the main reception or the medical centre.

FINAL – APPROVED BY Consumer Committee
13th May 2020 V2