

# 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 _____
<b>What are your areas of interest?</b>
<input type="checkbox"/> Acute Care <input type="checkbox"/> Aged Care <input type="checkbox"/> Community Health
<input type="checkbox"/> General Health Services <input type="checkbox"/> Other
If other, please specify .....
<b>How would you like to be involved?</b>
<input type="checkbox"/> Joining a committee
<input type="checkbox"/> Talking with patients, residents and clients about their experiences
<input type="checkbox"/> Sharing your experience in care with staff
<input type="checkbox"/> Being part of a working group that looks at renovations, new buildings or way-finding
<input type="checkbox"/> Being part of a working group that looks at new models of care and/or service delivery
<input type="checkbox"/> Reading new and/or revised 'Consumer Information' and giving us feedback
<input type="checkbox"/> Other, please specify .....

### Send to:

- Post this form to the Quality and Risk Department, Heywood Rural Health, 21 Barclay Street, Heywood, VIC, 3304.
- Email Cindy Huppertz on [cindy.huppertz@heywoodruralhealth.vic.gov.au](mailto:cindy.huppertz@heywoodruralhealth.vic.gov.au) or
- Give this form to reception staff at the main reception or the medical centre.

FINAL – APPROVED BY Consumer Committee 2021