

HEALTH CONSUMERS' COUNCIL

Who we are:

The Health Consumers' Council is an independent community based organisation representing the consumer's voice in health policy, planning, research and service delivery.

Mission Statement:

To promote quality health services in Western Australia.

Aim:

The Health Consumers' Council shall ensure that health consumers contribute to the development of health policy, planning, research and service delivery through the provision of education, advocacy, training, information services and community participation.

Principles:

The principles that inform the work of the Health Consumers' Council are those of confidentiality, consultation, social justice, anti-discrimination, access and equity, and the empowerment of health consumers. The Health Consumers' Council promotes a social model of health and accessible consultation.

The Health Consumers' Council requires that all health services be delivered in a professional and ethical manner, free from any form of discrimination and/or harassment. We assist consumers in accessing complaints procedures to deal with any breach.



Health Consumers' Council

Unit 13/14 Wellington Fair
4 Lord Street, Perth W.A. 6000
GPO Box C134, Perth W.A. 6839
Ph: 9221 3422 Freecall: 1800 620 780
www.hcc-wa.global.net.au

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Health Consumers' Council

Your Voice on Health

Having Your say

CONSUMER REPRESENTATION

Would you like to participate in creating a patient centred health care system?

Do you think that patients are the purpose of the health system?

You can help to ensure patients are at the heart of the health system through becoming a consumer representative.

WHAT IS A CONSUMER REPRESENTATIVE?

A consumer representative is a committee member who voices the consumer perspective and takes part in the decision making process on behalf of consumers. This perspective often differs from that of the service provider.

How do I become a consumer representative?

- Contact the Health Consumers' Council to express your interest on 9221 3422 or Freecall 1800 620 780.
- Become a member (there is no cost to individuals – see form on this brochure).
- Attend the free Consumer Representative training held regularly in East Perth.
- Let us know what your area of interest is.
- Sign an agreement with us once appointed to a committee.
- Submit written reports from your designated committee.

We currently have consumer representatives on over 60 committees, covering a wide range of health issues, locally, state wide and nationally.

We are often asked to nominate consumer representatives to state committees. National committees are under the responsibility of the Consumer Health Forum, Australia's National Health Consumer Organisation.

We can assist you both with nominations to, and letters of support for membership of national committees.

WHAT SUPPORT CAN THE HEALTH CONSUMERS' COUNCIL OFFER CONSUMER REPRESENTATIVES?

We value the efforts and contribution of consumers to health service reform. We recruit, train and support members of the public to become effective, confident consumer representatives.

We can offer:

- consumer representative training
- consumer representative handbook (see below for further information)
- an independent third party to debrief and discuss issues and concerns
- support and validation of the consumer perspective on health issues
- networking with other consumer representatives
- networking with other consumer-based groups
- access to our library and information on consumer participation and health issues.

CONSUMER REPRESENTATIVE HANDBOOK

The Consumer Representative Skills Training Program Handbook, put together by the Health Consumers' Council is a thorough collection of material, information and contacts that consumer representatives can build on and refer to.

The handbook covers the broader health system, consumer representation, committees and meeting procedures, and communication enhancement.

As another resource, we have copies of the Western Australian Consumer Advisory Council's Consumer Representation on Boards and Committees; A Guide for Consumers.

HEALTH ISSUES GROUP

Our Health Issues Group meets on the first Thursday of every month (except December and January).

The meetings are an opportunity meet other health consumers and discuss your areas of concern and/or interest.

Health Consumers' Council Membership Application Form

Name of Individual / Organisation / Associate:

If an Organisation, please nominate a contact person:

Address:

Telephone:

Email:

I/We see to become a member of the Health Consumers' Council and in doing so support the Mission Statement and Aim of the Council, and the Principles by which it operates, as stated on the reverse of this form.

Signature

Date

Please send completed form to:

Health Consumers' Council

GPO Box C134,
Perth W.A. 6839