

About the Health Consumers' Council

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

Our Vision

To be the independent and effective voice for all health consumers in Western Australia and for health consumers to be active partners in the health care system.

Our Mission

To promote an equitable consumer-centred health care system that protects the rights of all West Australians.

Our Purpose

To raise awareness of and advocate for health consumers' rights in Western Australia.

To support health consumers to be active partners in health policy, planning, review and research.

Our Values

- Respect: valuing diversity and actively seeking everyone's contribution
- Empathy: considering other peoples' world views, experiences and emotions
- Equity: advocating for the whole community
- Collaboration: working together to achieve positive outcomes
- Integrity: aligning our actions with our values
- Accountability: taking responsibility for our actions, measuring our effectiveness
- Innovation: creating new ways to achieve effective outcomes
- Knowledge: applying the latest learning to our practice and procedures

How to become a member...

To become a member of the Health Consumers' Council please call (08) 9221 3422 or email info@hconc.org.au to register your interest. Or you can sign up at hconc.org.au/getinvolved/joinus.php

We provide skill development and support for you to help your fellow West Australians to experience the best possible health care.

We aim for satisfied and accountable Consumer Representatives.



HEALTH CONSUMERS'
COUNCIL
YOUR VOICE ON HEALTH

ADVOCACY SERVICE



HEALTH CONSUMERS'
COUNCIL
YOUR VOICE ON HEALTH

Unit 6 Wellington Fair
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GPO Box C134, PERTH WA 6839
Phone: 9221 3422 | Freecall: 1800 620 780
Email: info@hconc.org.au
www.hconc.org.au

A free service
helping you achieve
your health care rights

Our Advocacy Service

Assists you when making a complaint about you, your family or community's health services. This free service is available to anyone in WA.

We can help you by:

- Talking through your complaint
- Contacting the service to try and resolve the problem
- Helping you to make a formal complaint about a doctor, hospital, psychiatrist, allied health professional or any health service.

Advocates are knowledgeable about your health rights and the WA health system.

Sharing your patient experience, helps the Health Consumers' Council to advocate for better health services in WA.

How we work with you...

- Talking through your issues to identify what outcomes you hope to achieve
- Providing advice and resources to assist you to manage your own complaint
- Approaching the service provider to attempt to resolve the complaint
- Assisting you to obtain patient records
- Assisting you to complete complaint forms for Health and Disability Services Complaints Office (HaDSCO) and Australia Health Practitioner Regulation Agency (AHPRA)
- Attending conciliation meetings as your advocate
- Helping you access legal advice, (in extreme situations)

How you can help us help you...

Our Advocates work on your behalf. Please help them by clearly identifying the problem and how you would like to see it resolved.

When you call it will greatly assist us to progress your concerns if have notes ready including:

- Name(s) of person(s) involved
- Details of incident(s)
- A timeline of events
- What action(s) you have already taken

Limitation Statement

The Health Consumers' Council (HCC) is a small community based organisation and does not have the statutory powers to effect change or to require responses from health service providers. Occasionally despite the best efforts of HCC staff an issue will remain unresolved.

The Council reserves the right to withdraw it services at this stage and might, where appropriate, suggest continuing action in another forum. In this circumstance, if sought, the Council will provide a summary of activities undertaken, the outcome of these and an explanation as to why the Council can take no further action.