

## About the Health Consumers' Council

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

### Our Vision

HCC works to support the health sector to achieve the best possible outcomes for health consumers.

### Our Mission

HCC believes that consumers achieve the highest possible outcomes from health services when the consumers' perspective is valued, understood and integral to health service policy, management and delivery.

## 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](mailto:info@hconc.org.au) to register your interest. Or you can sign up at [hconc.org.au/getinvolved/joinus.php](http://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

CONSUMER  
& COMMUNITY  
ENGAGEMENT



HEALTH CONSUMERS'  
COUNCIL  
YOUR VOICE ON HEALTH

Unit 6 Wellington Fair  
40 Lord Street, EAST PERTH WA 6004  
GPO Box C134, PERTH WA 6839  
Phone: 9221 3422 | Freecall: 1800 620 780  
Email: [info@hconc.org.au](mailto:info@hconc.org.au)  
[www.hconc.org.au](http://www.hconc.org.au)

Creating  
Positive Change  
in Health Care

## How can I create positive change in healthcare?

Consumers have the capacity to influence ongoing positive change in the health system... but it isn't an easy task.

The Health Consumers' Council (WA) Inc. (HCC) encourages interested people to provide constructive comments to various parts of the health sector. There are several ways you can have input; these include:

- Participating in focus groups/sharing your patient journey
- Attending and participating in HCC forums
- Becoming a Consumer Representative
- Participating in on-line surveys
- Sharing what works and what doesn't

## What is a Consumer Representative?

A Consumer Representative participates as a member of a health related board, committee, advisory group or council by providing a consumer 'voice'. He/she contributes an informed consumer perspective on behalf of consumers and participates in decision making processes.

Consumer Representatives do not speak on behalf of the HCC unless requested to do so by the HCC. A Consumer Representative provides a voice, not for themselves, but on behalf of others with a similar condition/experience.

## How do I become a HCC Consumer Representative?

To become a Consumer Representative you need to:

- Be a current member of the HCC
- Provide the HCC with a profile or resume that outlines your experience as a health consumer (see online template)
- Attend the HCC's Consumer Representation Workshop
- Apply for Consumer Representative positions that are right for you, e.g., health related committees and boards, Community Advisory Councils
- Respond to an EOI (Expression of Interest) circulated by the HCC

When positions become available the HCC will circulate them via our eNews, website and email.

**NB: As it is a competitive process, the HCC cannot guarantee your placement as a Consumer Representative.**

## What are my obligations as a HCC Consumer Representative?

Once placed you are required to:

- Attend and participate on your board or committee meetings regularly
- Participate effectively and constructively
- Undertake duties required by the committee/board
- Abide by the HCC's Code of Conduct
- Stay informed of community concerns/developments in the area of health you represent
- Be aware that the HCC's Payment Policy is recognised and endorsed by the Department of Health

## What support does the HCC provide to the consumer representatives?

You will be able to access support by:

- Attending the Consumer Representative Network Gatherings
- Linking and networking with experienced consumer representatives
- Raising concerns with the HCC