



HEALTH CONSUMERS'  
COUNCIL



**Supporting  
positive change  
in health care**



# Health Consumers' Council

## An independent organisation supporting equitable, person-centred health care

Since 1994, the Health Consumers' Council has ensured the consumer and community voice is included in health policy, planning, research and service delivery in Western Australia.

We are proud to be an independent, community-based organisation helping to create a kinder, more person-centred health system for all Western Australians.



## What is a health consumer?

A health consumer is anyone who uses, or may use, health services - as well as their family and carers.

## Take charge of your health

We believe in empowering health consumers to become effective self-advocates. We have compiled key resources and important information that can help you navigate the health system and provide feedback on health services. It is important to be well informed so you can make the best health care choices.

You can find these resources at: [www.hconc.org.au/consumer/being-involved-in-your-own-health/self-advocacy-resources/](http://www.hconc.org.au/consumer/being-involved-in-your-own-health/self-advocacy-resources/)



## Engagement

### More voices = better health care

Our **Engagement Program** provides training and support to develop a positive, effective community movement so people can have a say in our state's health policy, planning and review of services.

Our **Cultural Diversity Program** aims to ensure people from non-English speaking backgrounds understand their health rights and have a voice in health service planning.

Our **Aboriginal Engagement Program** focuses on ensuring Aboriginal people and communities are able to have their say and participate in health service reform.

## Systemic Advocacy

### We're stronger together

We provide **systemic advocacy** for the WA community to ensure the consumer voice is heard at the highest level. We believe in the importance of authentic, productive partnerships to create the WA health service we all aspire to.



# Individual Advocacy

## Working to address barriers in health care

We provide an **Individual Advocacy Service**, during office hours, to help you navigate our health system.

We provide flexible, individualised support and information about your health rights.

### Our Advocacy Service

- Assists people with problems in the health system
- Is available to people anywhere in Western Australia
- Is staffed by advocates who are experienced in consumer rights, knowledge of the health system and consumer responsibilities, and are generally not trained in medicine or the law

### To speak to an Advocate

**Phone:** (08) 9221 3422 | **Free call:** 1800 620 780  
from 9:00am – 4:30pm Monday-Friday  
(except public holidays)

## Our Vision

Equitable, person-centred, quality healthcare for all Western Australians.

## Our Purpose

To increase the capacity of all people to influence the future direction of health care and to make informed choices.



## Be part of the change

Get involved today!

Join our strong network of positive, engaged consumer representatives and community members. It's FREE for individuals with a small fee for organisations.

[www.hconc.org.au/membership/](http://www.hconc.org.au/membership/)

If you're unable to sign up online, please give us a call on (08) 9221 3422 to become a member.

Health Consumers' Council (WA) Inc. (HCC) is an independent, community-based organisation representing the consumer voice in health policy, planning, research and service delivery in Western Australia.

We offer a unique perspective on health policy and service delivery matters, and work to ensure the consumer is at the heart of our state's health care system.



HEALTH CONSUMERS'  
COUNCIL

Unit 6 Wellington Fair  
40 Lord Street, EAST PERTH WA 6004  
GPO Box C134, PERTH WA 6839

**Phone:** (08) 9221 3422 | **Country freecall:** 1800 620 780

**Email:** [info@hconc.org.au](mailto:info@hconc.org.au)  
[www.hconc.org.au](http://www.hconc.org.au)

**ABN** 87 841 350 116



Art by Brian Ward