



October 2026

Consumers leading change

Melanie Gates Chairperson
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Acknowledgement of Country



What we'll cover

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Board role and responsibilities

Governance duties, legal obligations, time commitment

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Your chance to ask us anything



Who we are



Health Consumers' Council WA

Our vision

Equitable, person-centred, quality health care, and improved health outcomes and experiences for everyone in WA.

Our purpose

To amplify and champion the voices of WA health consumers to drive positive outcomes in health and healthcare.

How we began

Established by consumer leaders and WA Dept of Health in 1994 to be the independent voice and represent the community on health policy, planning and decision making.

We stand for the rights of everyone

HCCWA is WA's peak body for all health consumers

"Consumers" include anyone who uses or experiences the health system – patients, clients, service users, consumers, people with lived experience, family members, carers and other community members.

We work across all areas of health and healthcare.

We are part of a social movement



Our strategic plan

2024–2027



Vision and purpose

Our vision

Equitable, person-centred, quality health care, and improved health outcomes and experiences for everyone in WA.

Our purpose

To amplify and champion the voices of WA health consumers to drive positive outcomes in health and healthcare.

We work at four levels

To amplify and champion the voices of WA health consumers



How we work

Consumer-driven and governed

Equity and inclusion

Compassion

Collaboration

Independence

Organisational sustainability

Strategies by focus areas...

Deliver individual advocacy and health rights info

- Ensure a sustainable and quality individual advocacy model
- Innovate to support more self-advocacy
- Expand the reach of our advocacy to more of the WA community

Harness people power through consumer partnership and leadership

- Grow and strengthen our consumer networks and awareness
- Ensure diverse and marginalised consumer voices are specifically sought and elevated
- Support productive relationships between consumers and health staff
- Ensure high quality consumer contributions to decision making in health

Advocating for the collective interests of consumers at systemic level

- Consistently champion enduring systemic advocacy priorities
- Develop a focused and consumer informed systemic advocacy agenda for key priorities
- Build capacity in the community to drive systemic change
- Develop and maintain national partnerships for systemic advocacy

Strategies by focus areas (cont)

Strengthen our financial sustainability

- Secure an increase in core funding
- Develop and implement an income diversification strategy

Ensure a strong and stable organisation

- Strengthen HCCWA's profile and brand
- Invest in our staff
- Invest in our reconciliation journey
- Ensure best practice governance and management
- Invest in a data driven organisation

Small but mighty

- People
 - Headcount: 20
 - FTE 15.2
 - Permanent: 8.6
 - Fixed term: 5.5
 - Casual: 1.2
- Budgeted expenditure 2026–2027: \$2.6m
 - Core funding \$1.5m
- Reserves at 30 June 2026: \$542k



Our health. Our voice.

Our BHAG*



* Big hairy audacious goal



AUSTRALIA'S HEALTH LANDSCAPE

Vision: Better health and wellbeing for all Australians now and for future generations.

A person is likely to use the health, disability and aged care systems in various ways throughout their life. This pattern reflects their health needs at different life stages, the social and environmental impacts on their health and wellbeing, and personal circumstances.

Australia's Role In Global Health



ENABLERS

PRESSURES



IMPACT ON INDIVIDUALS' HEALTH AND HEALTHCARE SUPPORT



How do we move from this...

To this?

When consumers and families are the only people who experience the whole “system” – how do we centre their experiences in planning and delivery?



https://www.researchgate.net/figure/Canterbury-health-system-vision_fig4_283298795 last accessed 23/03/26

What the Board does

What the Board does



Set the direction

Approve strategy, endorse the annual plan and hold the organisation to its purpose — consumers at the heart of health care.



Steward the finances

Approve budgets, monitor performance against funding agreements, and safeguard the charity's assets and reputation.



Oversee risk & compliance

Meet obligations under the Associations Incorporation Act 2015 and ACNC governance standards; oversee risk, quality and safety.



Support the Executive Director

Appoint, support and appraise the ED — govern, don't manage the day-to-day operations.



Represent consumers

Bring lived experience and community perspective; champion HCC's advocacy with members, funders and partners.



Act as a member of one Board

Contribute your voice in the room, then speak with one collective decision outside it.

Your commitment

Meetings

Board meets regularly through the year, with papers circulated in advance — read them before you arrive.

Preparation & sub-committees

Expect additional time for finance, governance or events sub-committees and occasional planning days. Sub-committee participation is encouraged.

Duties of a committee member

Act honestly, with care and diligence, in the best interests of HCCWA; declare conflicts of interest and keep confidences.

Induction & support

New members receive an induction, a mentor on the Board, and access to governance training.



Meetings are usually held online on a Thursday from 5pm

Volunteer role — elected for a three-year term at the AGM.



Meet the current Board



The people you'd be joining

DEPTH

Experienced directors

Members who also serve on other large WA boards, bringing governance, finance and health-system experience.

GROWTH

Emerging directors

First-time directors building governance skills, supported by induction, mentoring and training.

VOICE

Lived experience

Consumers, carers and community members who keep the consumer perspective at the centre of decisions.

PURPOSE

One shared commitment

Different backgrounds, one thing in common: a commitment to health consumers in Western Australia.

We are committed to a skills-based Board — formally the Management Committee — whose members are also passionate about consumer voice.

As a small organisation, we occasionally ask Committee members to be hands-on — lending skills, contacts or time beyond the meeting room.

Next steps

- Submit your EOI for nomination **by 8am Wednesday 14 October**
 - 1. completing [this form online](#) AND
 - 2. sending a brief resume (no more than 2 pages) to governance@hconc.org.au
 - This [PDF of the form](#) is provided to assist you to prepare your nomination.
- Nominations will be considered by the HCCWA Board and assessed against what is required for the needs of the committee for its good governance (as per the HCCWA Rules)
- Confirmed nominees will be presented for election at HCCWA's AGM (Thu 3 December)
- If there are more confirmed nominees than vacancies, an election will be held during the AGM
- Elected Board members are appointed for an initial period of three years, with the option to renominate for a further three years at the end of this first term.

Questions?

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