

# Consumer Partnership Program Overview

## Consumer Partner

*Our community are our most important partner and should drive our purpose and direction for our services. A Consumer Partner provides Grampians Health with feedback from their experience.*

**What is a Consumer Partner:** someone from our community who would like to engage with Grampians Health and is looking to assist and contribute to the development of their local health service. The term **Consumer** refers to any current, past or future patients, residents, clients, carers/family and/or young people from across all the Grampians Health sites.

## Why is Consumer Partnership important?

Consumer Partnership is important because who better to help us improve our services than those who use our services?

Our many and varied partners are critical for improving the health and wellbeing outcomes of our community. Our partnerships are underpinned by trust, transparency and accountability, and will continue to grow where there are mutually beneficial opportunities to strengthen the regional service system (Grampians Health Strategic Plan 2022–2027)

We acknowledge the importance of empowering consumers to understand and make informed decisions about their own health and health care, while ensuring we offer opportunities so that the consumer voice is heard at all levels of care (Consumer Partnership Framework). The Consumer Partnership Framework outlines how Grampians Health will engage with consumers and ensure their voices are heard to drive change. We can't do this without our Consumer Partners and we encourage you to join our Consumer Partnership Program team.

## Role overview

The Consumer Partnership Program provides opportunities for consumers to have a say in the development, delivery, planning and evaluation of our health services. These opportunities are not limited to the list below and will continue to change and evolve over time.

Some examples of opportunities at Grampians Health for Consumer Partners:

- Participate in forums or focus groups
- Participate on a range of committees
- Review and advise on information designed for consumers
- Have input into policy and strategic plans
- Help collect and review consumer feedback
- Participate in our quality improvement and redesign projects
- Participate in training our staff
- Participating in interview panels and recruitment
- Provide a consumer perspective in the review of significant incidents

## Who are Grampians Health Consumer Partners?

They are members of our community who may have had personal experiences as a patient, be a family member or carer, or they have a passion to strengthen the influence of the 'consumer voice' across the Grampians region.

Grampians Health recognises that each Consumer Partner has their own interests, experiences and strengths so the program has been developed to ensure there are opportunities for all participants while maintaining a flexibility to suit everyone's preferences, skill sets and areas of interest.

Grampians Health recognises that the region has many diverse communities. We encourage all people of every age and health status; all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status to apply. This will ensure 'their voice' is heard and services are aligned to the needs of our communities.

## Applying to become a Consumer Partner

Recruitment, support and supervision processes for Consumer Partners are similar to the processes for Grampians Health employees.

To be a **Consumer Partner**, you will need to undertake an induction to the Consumer Partnership Program (more details over the page). There will also be an initial probationary period to ensure the role is a good fit for both the Consumer Partner and Grampians Health. Please discuss this further with the Consumer Partnership Officer if you have any concerns.

Our Consumer Partnership Team will help match your interests with suitable opportunities to ensure your experience is a rewarding and mutually beneficial experience.

Most roles are not paid positions, however, there are payments for some Consumer Partner roles and activities, especially relating to Mental Health Services. For more information please see our website <https://www.gh.org.au/governance/consumer-partnership-program/>

## As a Grampians Health Consumer Partner you will:

- Receive invitations to provide feedback
- Receive relevant newsletters and publications
- Receive information about opportunities to participate on committees, focus groups or consultations
- Have the opportunity to identify and raise issues from a consumer perspective
- Have opportunities to meet with other Consumer Partners
- Participate in training and workshops
- Receive support from the **Consumer Partnership & Experience Team**.

To apply to become a Consumer Partner please complete the application form and return to:

Consumer Partnership & Experience  
Quality team  
Grampians Health  
PO Box 577, Ballarat VIC 3353 or  
Email: [GHQuality@gh.org.au](mailto:GHQuality@gh.org.au)

When your application is received, a member from the team will be in contact to arrange an interview.

## **To be eligible to become a Consumer Partner at Grampians Health, you must:**

- Be over 14 years of age (anyone under 18 must have permission from a parent or guardian)
- Undergo a National Volunteer Police Check (paid for by Grampians Health)
- Complete a Working with Children Check (over 18)
- Complete any relevant orientation and training
- Attend relevant information and education sessions
- Agree to and sign our Statement of Understanding
- Agree to and sign the Child Safe Code of Conduct
- Keep us updated with any changes in availability or contact details