



What do you have to offer?

Lots! As a consumer you have a unique perspective about your experience with the health service and health issues.

Your feedback is invaluable and helps us ensure our services are meeting the needs of our patients. St Vincent's staff and services are requesting specific input from consumers more and more often, particularly in the development of written information that is distributed to patients and families. As a member on St Vincent's Consumer Register, you will be able to provide input into the way information is presented along with the language used.

Your input is often different to what a 'health professional' can contribute and is therefore essential for us to gain.

Further information

For more information or to obtain an application form please contact:

CAC Resource Officer
St Vincent's Quality and Risk Unit
2nd Floor Healy Wing
41 Victoria Parade
Fitzroy 3065 Melbourne

Tel: (03) 9288 3940
Email: beth.turnbull@svhm.org.au

Volunteers wanted

St Vincent's Consumer Register

Jul 2010

Mission

Our health service is based on and driven by our quest for:
Compassion – Justice – Human Dignity – Excellence – Unity

Volunteer for St Vincent's Consumer Register

What is consumer participation?

Consumers are people who are current, past or potential users of St Vincent's. St Vincent's aims to develop and review services to ensure we are able to provide the very best for our consumers. To do this, we need the views and perspectives of our consumers in relation to the information we provide and the improvements that we make.

St Vincent's is seeking people who are current or past patients, carers, family members or visitors and who would like to contribute to improving our services, to join our St Vincent's Consumer Register.

What do members of St Vincent's Consumer Register do?

As a member of the consumer register you agree to receive information sheets, brochures and forms that St Vincent's staff develop, and to provide feedback and suggest improvements. You also agree to receive notification of requests for consumers to join working parties or committees at St Vincent's and provide your perspective.

As a member of the register, your level of participation is up to you.

You may choose to respond or not to any of the requests put forward depending upon your time availability.

Attendance at meetings or working groups is not a requirement. You may wish to simply provide advice on the information that is forwarded to you by email or post.

How do we support consumers on the St Vincent's Consumer register?

It is important to note that your role on the consumer register is voluntary. If you wish to withdraw at any time you may do so.

If you apply for membership to the register, a member of staff will contact you to discuss your involvement in more detail and provide you with some additional information about St Vincent's. A signed confidentiality agreement is also required to ensure sensitive information remains protected.

Once on the St Vincent's Consumer Register you will not only receive requests for your views, but also general information provided by the Health Issues Centre around consumer participation and issues of interest.