



REQUEST FOR CONSUMER ADVOCATES AND REPRESENTATIVES

Background

Health Issues Centre is an independent not-for profit health policy and research centre that works to ensure the views of consumers, carers, community members, patients and carers are heard in the design and delivery of health services and in the development of health policy in Victorian and Australia.

Health Issues Centre believes individuals who receive health services in Victoria are well placed to offer advice, feedback and suggestions as to how services can be improved, where services should be located and how services should be delivered.

Health Issues Centre receives funding from the Victorian Department of Human Services:

- ▶ To advertise opportunities for consumers to participate in state-wide advisory committees or other related consultation mechanisms
- ▶ To encourage consumers to nominate for such committees and consultations
- ▶ To make nominations of consumers for such committees and consultations
- ▶ To provide training and support for consumers involved on committees

Process for government and health organisations

In order to request a consumer for a committee, workshop, conference or other consultation process, simply complete the attached form and send it to Health Issues Centre via email or post. Once the Form has been received you will be contacted by Health Issues Centre to confirm arrangements.

All advertisements for consumer positions will be made via Health Issues Centre's eNews Bulletin. This Bulletin is distributed in the first week of each month and has a large circulation to individuals and health organisations.

An average recruitment process takes one month, although timelines can be negotiated.

An individual nominated by Health Issues Centre is a general consumer/carer nominee and is NOT a representative of Health Issues Centre. Therefore the views they express are their own and not necessarily those of Health Issues Centre.

Health Issues Centre reserves the right to decline to support an agency with their consumer recruitment.

Contact information

Consumer Nominee Program Coordinator
Health Issues Centre

Ph: (03) 9479 5827

Fax: (03) 9479 5977

Email: info@healthissuescentre.org.au

Websites: www.healthissuescentre.org.au
www.participateinhealth.org.au

Organisation			
Address			
		Postcode:	
Contact Person			
Phone		Fax	
Email			
Closing date for consumer nominations			

Project Information

1. Briefly describe the project/committee/conference where consumers are required.

2. Indicate the location of the project/committee/conference

Metropolitan Melbourne Victoria wide Australia wide

3. Indicate the number of consumers required _____
(If you are seeking only one consumer, would you consider creating two places for consumers? This is a Health Issues Centre good practice recommendation)

4. Indicate how consumers will be involved

Committee

Focus group

Board member

Project advisory group

Conference

Consultation workshop

Working party

Other *(please describe)* _____

5. For committees, outline the time commitment required from consumers

Duration of the committee: _____

Date of first meeting (if known): _____

Frequency of meetings: _____

Meeting location: _____

Duration and time of meetings: _____

6. For workshops or conferences, outline the time commitment

Date: _____

Time: _____

Venue: _____

7. Describe the activities consumers will be involved in
(policy decisions, community needs assessment, service planning, strategic development, quality, standards, research)

8. Are you approaching other consumer organisations to advertise for consumers?

Yes

No

If yes, provide details: _____

Specific information

9. Describe the skills, experience and/or interests you require from consumers
(knowledge of a specific issue, experience using a service, experience working on committees, understanding of the needs of a specific population group)

10. Describe the process for appointing consumers to the role
(interview with project staff, meeting with committee chair, etc)

Consumer support

11. Does your organisation have a policy for involving and supporting consumers?

Yes No

12. Indicate the support your organisation will provide to consumers

Sitting fee/payment

Reimbursement of out-of-pocket expenses

Orientation

Training

13. Provide details of sitting fees to be paid to consumers and/or arrangements for reimbursing consumers for their out of pocket expenses

14. Health Issues Centre offers a range of programs and services for individuals, health services and government departments. Simply, let us know how you would like to participate in our programs and services.

- Receive information on how to recruit and support consumers/carers for projects and committees
- Obtain support to develop, implement and evaluate consumer participation
- Organise a guest speaker
- Discuss a research opportunity or commission research with us
- Discuss a possible consultancy project around consumer participation
- Become a member of Health Issues Centre
- Subscribe to *Health Issues Journal*
- Receive *eNews*, a monthly electronic news bulletin
- Receive information on training and events
- Discuss the possibility of organising tailored training to meet the needs of your organisation

Participate in other ways (*describe*) _____

Additional comments:

Please send this Form via email, fax or post to:

Health Issues Centre
Consumer Nominee Program
Level 5, Health Sciences 2
LA TROBE UNIVERSITY VIC 3086

Ph: (03) 9479 5827

Fax: (03) 9479 5977

Email: info@healthissuescentre.org.au

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