

EAST GRAMPIANS HEALTH SERVICE
VALUE STATEMENTS



INTEGRITY

We value integrity, honesty and respect in all relationships



EXCELLENCE

We value excellence as the appropriate standard for all services and practices



COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others

Questions?

Q. How much time will I have to give?

A. This is up to you, but we do require regular commitment on some of our projects and committees.

Q. Do I need experience and qualifications?

A. No, we appreciate your time and willingness to provide feedback.

Q. Will I receive training?

A. If you are sitting on a committee you will receive an information kit and the opportunity for ongoing education and support from the Development and Improvement team.

Q. What now? How do I get involved?

A. Contact the Volunteer Coordinator on 5352 9486.

Q. Can I start straight away?

A. Before you start, we need you to have a police check and sign confidentiality agreements.



Improving the health of our community

Have your say in improving the safety and quality of our health service.

P: 03 5352 9486

E: info@eghs.net.au



What is a consumer?

Consumers are all members of the public who have used, or might use the services of East Grampians Health Service.

Consumers include:

- Patients
- Clients
- Residents
- Family members
- Carers
- Members of the general public

“Consumer participation involves consumer and staff working together in a partnership and recognising the knowledge and experience each can offer.”

What does a consumer do?

A consumer at East Grampians Health Service provides feedback on how we can make our services safer and better.

This might include:

- Activities
- Services
- Equipment

As a consumer you can choose to be involved with the health service on a:

- Casual basis - attending a consumer forum on a topic which interests you or completing a survey.
- OR
- Ongoing basis - joining a committee or being part of a project team.

Who can register as a consumer?

- Anyone with an interest in health
 - Anyone over the age of 18 years
 - Past, present or future users of East Grampians Health Service
- OR
- Family members, carers, support person to a patient, resident or client.

Benefits of being a consumer

Being an East Grampians Health Service consumer you:

- Will be able to provide feedback and raise concerns
- Can be involved in our committees or focus groups
- Can be a representative for other community members
- Can offer your ideas on planning and development
- Can help identify gaps in our service
- Can contribute to consumer centred training and education for our staff.

Why get involved?

Consumers help:

- Improve our services
- Improve the health of the community