

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. Other consumers will be offered training relevant to their role.

Q. What now? How do I get involved?

A. Email the Volunteer Coordinator on volunteercoordinator@eghs.net.au, or complete a Consumer Registration Form.

Q. Can I start straight away?

A. Before you start, we need to conduct a police check. You will need to sign a confidentiality agreement.



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



CONSUMER PARTICIPATION

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

What does a consumer do?

A consumer shares their views, knowledge and experiences to help us improve our services.

This might include providing feedback on our:

- Activities
- Services (urgent and future)
- Equipment

What commitment is required?

As a consumer you can choose to be involved on a:

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

Who can become a consumer?

- Anyone with an interest in health
- Past, present or future users of East Grampians Health Service
- Family members, carers or support persons of those who use our service.

Why become a consumer?

Being an East Grampians Health Service consumer you can:

- Provide feedback and raise concerns which helps us improve our services.
- Be involved in our committees or project groups
- Be a representative for other community members
- Offer your ideas on planning and development to benefit future consumers
- Help identify gaps in our service
- Contribute to training and education for our staff to help them know what consumers really need.