



Would you like to provide consumer perspective on how we do things at ORH?

We invite you to join our discussions on what we do well and what we can do better?



How you can do this

- Join other community representatives on our Community Advisory Committee or Diversity Committee.
- Invite us to attend your local community meeting and have an informal discussion with your members.

Either way, any contribution is welcomed and ensures that the perspective of our community is included in ORH discussions and decisions.



Role of a consumer representative

- To inform ORH how consumers may feel and think about a certain issue
- Ensure we recognise consumer concerns
- Help ORH to know what are the best ways to connect to the community
- Obtain feedback from your broader consumer network and share it with us
- Work together with staff and committees



Consumer representatives can also

- Represent views of a particular group in our community (e.g. young people, families, aged people, or the wide range of people with diverse backgrounds).
- Provide views based on knowledge of condition (e.g. as a diabetic).
- Provide own views as a past user of a service.



To think about

- What are your community connections?
- Are you prepared to work with health professionals in a co-operative way?
- Can you think strategically?
- Can you view an issue beyond your own personal view?
- Are you able to consider a number of different points of view?



What you can expect as an ORH community representative

- Being treated with respect
- Being listened to
- Receiving enough information in a timely way
- Being able to ask for clarification
- Support to consult other groups where necessary
- Entitled to disagree



If you are interested in joining us to
provide consumer perspective
please contact our Quality and Safety
Manager on 5154 6601 or email
qualitymanager@orh.com.au