

Consumer and Community Engagement Unit: Consumer

# Consumer Representative Agreement

Women's and Children's Health Network



Women's  
& Children's  
Hospital



Government  
of South Australia

SA Health

## The Role of the Consumer Representative

The Women's and Children's Health Network (WCHN) values the contribution of Consumer Representatives as part of the workforce and are committed to giving them a meaningful experience. You will be asked to work across a continuum of practice from being provided with information such as newsletters, to asking for your feedback through surveys, to being invited to attend forums and representing a consumer voice on committees. As a Consumer Representative you offer your lived experience to the WCHN to provide Person and Family Centred approaches. Your knowledge is your evidence and this is considered alongside staff input and literature when making decisions for the Health Network. All Consumer Representatives adopt the philosophy and goals of the WCHN in striving to provide the best possible service to consumers, their families and members of the community. This following agreement is supported by the SA Health Policy directorate on Engaging Community and Consumers in Decision Making (2015).

## Agreement

To assist in making the role of the Consumer Representative a valued, meaningful and positive experience, we ask that you please read the statement below:

I agree to

- Abide by the WCHN Code of Conduct.
- Read and agree to the Confidentiality Guidelines.
- Work by the list of duties and requirements set out in my specific Consumer Representative role.
- Comply with all Work Health Safety requirements set by the WCHN.
- Attend and complete an orientation for the role of the Consumer Representative.
- Supervised by the Director Consumer and Community Engagement
- Consult widely with local consumers and stakeholders in your community to make the best informed judgements.
- Complete an initial police clearance and screening and renew every three years (where relevant).
- Look for opportunities to look for better patient-centred care across the WCHN.
- Report honestly and earnestly to the Community Engagement Unit.
- Be respectful and courteous in social media communication and not jeopardise the reputation of the WCHN.
- Operate with a zero tolerance approach to violence against women.
- Comply with the Person and Family Care Charter including by not limited to the four pillars (treat consumers and their families with dignity and respect, communicate information clearly and openly, be actively involved in decision-making and be positive and kind).

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### Consumer & Community Engagement Unit

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