

Consumer and community representative role

QUICK REFERENCE GUIDE

This guide is for anyone who would like to get involved as a volunteer or consumer representative on advisory groups, steering committees, or working parties within Darling Downs Health.

All of our consumer and community representatives need to be registered and sign a consumer engagement agreement before joining our service. These positions aren't paid financially, but you'll be paid in smiles and thanks.

We'll work with you to find a role that suits you. Each role may vary in the time and frequency required as a consumer or community representative.

Related documents

Darling Downs Health Procedure –
Consumer and Community Engagement

National quality standards (NSQHS)
Standard 2 – Partnering with Consumers

What are the sorts of things you will you help with?

- Give input on the planning, design and delivery of health services
- Provide feedback on issues within the community including quality improvement initiatives / programs
- Improve the quality and accessibility of the services for those most in need of support.
- Improve consumer, carer and community experience and satisfaction with our services.
- Build two-way communication between our facilities / services, consumers and communities.
- Provide feedback and share personal experiences and insights from your or a loved one's health journey
- Attend meetings and make comment on meeting minutes and proposed activities arising from the meetings.
- Read and give feedback on consumer and community-facing documents
- Give feedback on how we can improve community participation, including involvement from our culturally diverse communities.

Document revision and approval

Version	Prepared by	Revision due	Authorised by
1.0	Consumer and Community Engagement Officer, Media and Communications	January 2022	Director Media and Communications

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