

Position Description

Consumer Partner (Formal)

Classification:	Volunteer / Honorarium
Business unit/department:	Patient Safety and Clinical Excellence
Reports to:	Consumer Engagement Manager
Date:	December 2025

Austin Health acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Consumer Partners at Austin Health

Consumer participation at Austin Health is an integral part of the core business of Austin Health. We are committed to improving and extending consumer and community participation opportunities in service planning, development, implementation and evaluation across all sites and multiple service- delivery areas.

A Consumer Partner applies their healthcare experience in a voluntary role at Austin Health, supporting service development and patient outcomes. Consumer Partners provide input based on their experiences to help guide the objectives, roles, and outcomes of the committees or activities to which they are appointed.

Consumer Partners may be engaged in various activities at all levels of the organisation; strategic/organisational, service, individual. Our Consumer Partners are involved in committees, working groups, co-design services, performing patient surveys, document review and/or training.

Consumer Partners report to the Consumer Engagement Team, which is part of the Patient Safety Clinical Excellence Division. The Consumer Engagement Team coordinates recruitment, orientation, and ongoing support for Consumer Partners.

Supportive resources and training are provided as part of orientation to the role. Remuneration is offered for pre-approved activities. You should always check if these payments are considered 'income' and consider the impact this may have on your financial position, particularly Centrelink or similar payments.

Computer access is available in the Austin Health library and our Consumer Pod located at the Austin campus.

Reimbursement may be provided for preapproved expenses related to the role including parking. Consumer Partners can apply for financial support to attend education and training opportunities.

About Patient Safety and Clinical Excellence

The Patient Safety and Clinical Excellence Division are responsible for consumer engagement at Austin Health, ensuring National Standard 2 - Partnering with Consumers requirements are met and that we continue to strengthen consumer involvement at all levels of the organisation.

Position responsibilities

Role Specific:

- Bring a consumer perspective to the specific issues identified in the relevant activity.
- Where a Consumer Partner has a professional background in health or another field, their input and advice will be provided from the perspective of a consumer, not in a professional or advisory capacity.
- Represent the views of the community in their personal capacity (rather than as members of an organisation).
- Be available to attend at least 75% of meetings / required activities per year.
- Attend meetings in full, staying for the entire duration to ensure continuity and meaningful participation.
- Reading of meeting agendas / papers prior to meetings to facilitate active engagement
- Demonstrates a willingness to engage in regular communication with staff from the Consumer Engagement team and other Austin health staff as required.
- Work collaboratively with staff managing the activity.
- Maintain confidentiality regarding sensitive information and discussions
- Complete mandatory training requirements.
- Adhere to Austin Health Code of Conduct, policies, and procedures on the Austin Health intranet.
- Do not make public statements relating to the affairs of Austin Health without seeking prior authority.
- Report any issues that could affect patient or hospital safety to Austin Health Staff.
- Follow the instructions and reasonable directions of Austin Health, including those from the Area Fire Warden in the event of an emergency.
- Is available and willing to meet periodically with the Consumer Engagement team to reflect on experiences in the role, share feedback, and discuss opportunities for support and growth.
- Complete Consumer Partner satisfaction survey twice a year for quality improvement purposes.

Consumer Partner Requirements

- Austin Health staff members should not be eligible to be consumer partners
- Consumers can apply to be Consumer Partner's if they are:
 - o currently or previously registered health practitioners
 - o people working at another health service
- Each applicant will be considered on an individual basis.
- As per the *The Health Services Act 1988* (Vic)
- Preference will also be given to an applicant who is not currently and has not recently been involved in the provision of health care related services including but not limited to employment



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in the health sector and training as an Australian council on health care standards accreditation assessor.

Formal consumer partners will be required to complete the following onboarding documentation:

- Interview by Consumer Engagement Team
- Statutory Declaration
- Immunisation Check
- Confidentiality Deed
- Consent to Media (optional)
- Fit2Work Police Check (if required - lived overseas greater than 2 years)
- Working With Children Check (if required)

Essential Knowledge and Skills:

- Be supportive of the Austin Health values:
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- Have an interest in improving the Australian public healthcare system.
- Ability to collaborate constructively with staff managing specific activities to improve the quality and accessibility of Austin Health Services.
- Understand consumer participation principles.
- Proficiency in the Microsoft Office Suite particularly in Microsoft TEAMS.

Desirable but not essential:

- An understanding of the experiences of people from culturally and linguistically diverse (CALD) backgrounds, people with disabilities, Aboriginal and Torres Strait people and people from the LGBTIQ+ community in using health services.
- Established links with health consumer or community groups.
- Current lived experience within the Victorian Healthcare System.
- Resident in the primary patient catchment of Austin Health which includes the local government areas. Rural community residents will also be considered due to Austin Health's rural patient population.
- Involved with Austin Health's Statewide Services;
 - Ventilation Weaning Unit
 - Victorian Liver Transplant Unit
 - Victorian Respiratory Support Service
 - Victorian Spinal Cord Service
 - Victorian Toxicology Service
 - Victorian Poisons Information Centre

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.



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All Austin Health employees or volunteers who work in areas specifically set up to care for children and/or who have regular, direct and unsupervised contact with children in those areas must have a current Working with Children Check (WWCC) in compliance with the Working with Children Act 2005.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders and people from the LGBTIQ+ community are encouraged.

For more information about working at Austin Health, please follow this link to [Austin Health's Aboriginal Employment website](#).



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