

Position Description

Consumer Partner (Formal)

Classification:	Volunteer/Honorarium
Business unit/department:	Patient Safety and Clinical Excellence
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Employment type:	Honorary
Reports to:	Consumer Engagement Team
Date:	April 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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.

Position purpose

Consumer participation at Austin Health is an integral part of the core business. 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.
- Demonstrate 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 for quality improvement purposes.

Consumer Partner Requirements

- Austin Health staff members are not eligible to be consumer partners
- Consumers should ideally not be registered practitioners or current or former employees of health services
- 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 in the health sector and training as an Australian council on health care standards accreditation assessor.



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Essential skills and experience:

- 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 Islander 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

Onboarding requirements

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

- Interview by Consumer Engagement Team
- Statutory Declaration (If required)
- Immunisation Check
- Confidentiality Deed
- Consent to Media (optional)
- Fit2Work Police Check
- Working With Children Check (if required)

Quality, safety and risk – all roles

All Austin Health consumer partners are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.



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- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes when required.
- Uphold the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health consumer partners are required to:

- Adhere to Austin Health’s core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health’s Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Consumer Partner mandatory training.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health’s immunisation screening policy.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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