

Join our Consumer Register



Calvary Mater Newcastle Consumer Register

Get involved in your health care



Calvary

Mater Newcastle

Continuing the Mission of the Sisters of the Little Company of Mary

Join our Consumer Register

Patients, families, carers, visitors, and members of the community, play an important role in improving the quality of care Calvary Mater Newcastle provides. Your input, ideas and feedback are invaluable to us.

Our Consumer Register is a group of present and past patients, family members and community members who have expressed an interest in engaging with Calvary Mater Newcastle on a variety of activities to ensure consumer feedback and opinions are represented within hospital activities and services. Membership of the register is voluntary; it is not a paid position.

New members are always welcome. All community members who use or could potentially use services at Calvary Mater Newcastle can apply to join the register. This includes: patients, carers, family members or friends, or community members located in the local area.

You decide how you participate

How you participate in the Calvary Mater Newcastle Consumer Register depends on your interests and the amount of time you have available.

You can be matched to activities according to your wishes and needs. Commitment levels vary depending on the role and your availability.

Participation might be via an email survey or it could be a longer-term commitment to a working group. It is entirely flexible and dependent on the individual. Participation is voluntary; you can accept or decline any offer made by the hospital to participate and you can ask to be removed from the Consumer Register at any time.

Members can take on a range of roles; these include but are not limited to:

- Being involved in the development and review of patient information (brochures, leaflets, fact sheets, etc)
- Participating in surveys, focus groups or community consultations
- Sharing your stories and experiences of health care
- Surveying patients and families about their experience using our services



- Joining a hospital working party, reference group or committee
- Participating in staff training and education
- Partnering with Calvary Mater Newcastle to formulate solutions and implement recommendations related to service improvement
- Participating as a consumer on staff interview panels

As a member of the Calvary Mater Newcastle Consumer Register, your name, contact details and interests will be recorded, managed and maintained by the Calvary Mater Newcastle Public Relations Department and the Director of Mission. Your details will remain confidential and will be only used for engagement purposes. Your information will remain totally separate from your medical record.

Depending on your involvement there may be some pre-requisites required prior to participation, such as an interview. This will be clearly indicated when the opportunities are advertised to members of our register.



Why your participation is important

Calvary Mater Newcastle is committed to meaningful and effective engagement with our consumers and the community. It is only by involving the people we serve, will we truly be able to provide responsive, high quality services that reflect the individual and collective needs of the diverse community who use them. As a result we can improve our community's health outcomes by providing services that are reflective of every person's individual needs and those of the wider community. Your involvement can make a difference!

When people are involved in decisions about their own health care and our services, we achieve better health outcomes and can create better health services. Evidence shows that the involvement of consumers is more likely to result in services that are more accessible and appropriate for users.

With the help of consumers we can:

- Learn about your experiences and expectations
- Help us understand how well we are doing and where we can improve
- Gain input and advice from those who use or could use our services
- Ensure the information delivered by our health care professionals meets your needs
- Gain expertise and advice from others on ways we can improve our services

Who can join the register

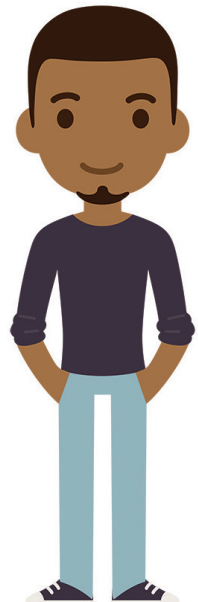
All community members who use or could potentially use services at Calvary Mater Newcastle can apply to join the register. This includes:

- Patients
- Carers
- Family members or friends
- Community members located throughout the health district

To join the Calvary Mater Newcastle Consumer Register, you must:

- Be 18 years of age or older
- Have direct or indirect experience of using services at Calvary Mater Newcastle
- Have a passion for health care
- Be willing to contribute constructively towards improving the quality of care Calvary Mater Newcastle provides
- Be willing to contribute on a voluntary basis
- Be willing to sign a confidentiality agreement

Please note, staff employed by Calvary Mater Newcastle are not eligible to join.



How you will be supported

Members of our Consumer Register will be supported by Calvary Mater Newcastle in the following ways:

- Receive a handbook that explains in further detail about your participation in the Consumer Register.
- Have access to a support person to answer questions about the register.
- Be provided with the resources and support to help fulfil your consumer participation activities. Position descriptions will be provided where required.
- Depending on your position, be provided with appropriate training and education to participate confidently in consumer based activities.
- Be provided with free parking and other reasonable out-of-pocket expenses incurred through participating as a consumer at the hospital.

How to apply

If you are interested and would like to apply to join the Calvary Mater Newcastle Consumer Register, simply visit www.calvarymater.org.au. You can complete an online application form or download a hard copy and complete and post to the stated address.

If you have indicated that you would like to participate in committees or staff interviews, you may be invited to participate in a short interview as part of your application process.

Contact Us

For more information about the Consumer Register you can:

Visit: www.calvarymater.org.au
Call: (02) 4014 4714 / (02) 4014 4733
Write to: Public Relations Department
Calvary Mater Newcastle
Locked Mail Bag 7
Hunter Region Mail Centre, NSW 2310
Email: consumers@calvarymater.org.au



Calvary Mater Newcastle
Consumer and Community
Engagement Framework initiative