

CABRINI COMMUNITY VOICE

ENSURING ALL VOICES ARE HEARD



If you are a past patient, carer or family member, who has had direct experience of Cabrini and would like to make a difference to our health service, we would love to hear from you.

At Cabrini we are committed to promoting and strengthening patient and family participation across the organisation to:

- Improve patient care and services
- Increase satisfaction among patients and families
- Improve our responsiveness to patients, families/carers and community members

What is the Cabrini Community Voice?

Established in 2011, the Cabrini Community Voice (previously known as the Patient and Family Register) is a group of past patients and family members that we call upon to gain formal feedback about Cabrini's plans and services.

We welcome new consumer representatives.

Why become a consumer representative?

There is significant evidence that consumer participation leads to improvements in the quality, safety, and accessibility of healthcare services. Your participation will help to:

- Provide a consumer perspective to improving health service quality and patient safety
- Enable services to respond to the needs of the people they serve
- Provide you with experience in health care governance

What do our consumer representatives think?

Below is some feedback from our consumer representatives:

"I joined because I felt I could give honest feedback on a range of issues, whilst also helping to change processes for better care in the community."

"It's great to be able to have a voice and be listened to."

"It has been a great opportunity to meet new people and provide feedback on care, services and initiatives."

Who can join?

To join the Cabrini Community Voice you must be:

- Aged 18 years and over
- Have personal direct/indirect experience of using Cabrini's services
- Have an interest in healthcare
- Willing to contribute on a voluntary basis
- Not currently or recently employed or engaged in the provision of health services at Cabrini.

How the group works

As a consumer representative, you will receive invitations to participate as opportunities arise. Depending on your areas of interest and time available, you can provide input in various ways:

- Provide feedback about patient information such as brochures and information sheets
- Participate in surveys, focus groups or community consultations
- Participate in special interest groups or committees

Participation is on a voluntary basis for a period of up to two years. At any time you can ask to be removed from the Cabrini Community Voice by contacting the Patient Experience team via email: ccv@cabrini.com.au

Your details will be used only for this register's purpose and will not be given to anyone other than the Cabrini staff involved with this initiative.

How to join

Please ask us for an application/agreement form to join the Cabrini Community Voice (see contact details below). You can also apply online via our website by scanning the QR code below.



Further information

If you have any questions, please don't hesitate to contact the Patient Experience team.

Email: ccv@cabrini.com.au Phone: 0438 074 777

