Fact sheet #5: What does a Consumer rep **NOT** do?

Generally speaking we do **not**

- Get involved in projects **directly** involving patients, we work with staff members – although everything we do is for patient benefit.

- Bring complaints to committees and other groups. There are separate channels for making complaints. This role is about working in partnership with staff aiming towards improving health systems.

- Do the work of staff, we provide expertise on what it is like to be a person using the services provided by Western Sydney Local Health District (WSLHD)

**Who do I contact?**

Ring the Community and Consumer Engagement team
M: 0418 186 829 or email Dr Coralie Wales on coralie.wales@health.nsw.gov.au