



Volunteer Position Description

Consumer Participation Framework - Working Group

Heart Foundation Contact:	General Manager Victoria (Chris Enright, chris.enright@heartfoundation.org.au)
Location:	Online (Microsoft Teams)
Commitment required	3-month period from May to July 2026. This will include participation in 3 x 2-hour virtual workshops planned for the following dates: <ul style="list-style-type: none">• Wednesday 27th May, 12 pm to 2 pm AEST• Wednesday 10th June 12 pm to 2 pm AEST• Wednesday 1st July, 12 pm to 2 pm AEST Some preparation and/or research may be required between meetings.
Working group size:	We plan to invite a maximum of 12 individuals join this working group.
Document effective date:	May 2026

About the Heart Foundation

The National Heart Foundation of Australia (Heart Foundation) has a vision that heart health will be achievable by everyone in Australia by 2050. We will do that by addressing the systemic drivers of heart disease. This includes creating healthy environments, leveraging advances in research, technology, and treatments, and doing this with the unwavering commitment of the community. Please find out more by reading our [25 year vision, Health for Every Heart](#).

About the Consumer Participation Framework

The Heart Foundation is strengthening the way we partner with the people and communities we serve, because meaningful engagement leads to better heart health outcomes for everyone. We are developing an organisation-wide Consumer Participation Framework to guide how we engage, collaborate and make decisions alongside consumers in consistent, respectful and purposeful ways.

This framework will be central to how we work towards our ambition to make heart health achievable for everyone in Australia by 2050. It will outline our purpose, principles and goals for partnering with consumers, and provide practical guidance for collaboration across areas such as governance, planning, service design, evaluation, advocacy, communications and service delivery. This will lead to ensuring our work is informed by the diverse experiences, needs and priorities of the communities we serve, including those with lived experience.

About the Consumer Participation Working Group

To help shape this framework, we are inviting consumers to take part in a series of workshops. By participating, you will have a direct opportunity to influence how the Heart Foundation works with consumers into the future, ensure consumer engagement is meaningful and inclusive, and help shape decisions that affect heart health programs, services and priorities across Australia. Your input will play a key role in building a framework that reflects what good partnership looks like from a consumer perspective.



Key volunteer duties

As a member of this working group, you will help us shape how the Heart Foundation works with consumers and people with lived experience in the future by:

- Helping us design what the Consumer Participation Framework looks like, what it stands for, and what it includes.
- Sharing ideas about effective ways to work together (co-design) and how the Heart Foundation can involve consumers meaningfully in its programs, policies and priorities.
- Suggesting clear and practical ways for consumers to stay involved over time, including how feedback is collected, used, and reviewed so the framework can keep improving.
- Reading draft documents and sharing your thoughts to make sure they reflect real consumer experiences, especially the voices of people with lived experience of heart health.

Skills, knowledge and experience

You don't need to be an expert. What's most important is your willingness to share, listen and work with others.

We're looking for people who:

- Respect confidentiality, act ethically, and value different views and experiences.
- Can share consumer perspectives, especially if you have lived experience related to heart health (as a patient, carer, family member or community member).
- Have some understanding of working together in co-design or are open to learning about it during the working groups.
- May have experience or understanding of ways our consumers can directly inform and guide the work of organisations or projects (*this is advantageous but not essential*)
- Are willing to review documents and give honest, constructive feedback.

Benefits

Preparation time and attendance at each 2hr workshop will attract a \$250 payment by way of gift card, with the total payment a maximum of \$750 via a visa gift card at the completion of the project. If another form of payment is preferred this can be discussed before the project commences with the General Manager Victoria.

General requirements

We ask all our volunteers to comply with our Heart Foundation policies and procedures, including those relating to Work Health and Safety. [You can find our policies and procedures here.](#)

Please note that any offer to volunteer with the Heart Foundation may be subject to a National Police Check which must be completed prior to commencement.

To learn more about volunteering for the Heart Foundation, please visit our [website](#).

Further information

Please contact volunteer@heartfoundation.org.au if you have any questions about this role.