



 2017
ANNUAL
FORUM

POWER AND
PASSION:
CULTURE CHANGE
THROUGH
CONSUMER
ENGAGEMENT
AND
PARTNERSHIPS

THURSDAY
18 MAY
2017
RYDGES SOUTHBANK
TOWNSVILLE

PARTNERSHIPS · LEADERSHIP · ENGAGEMENT

Welcome, Mark Tucker-Evans, Board Chair

MARK TUCKER-EVANS: We will get under way because it's going to be a really busy day so thank you very much for joining us. My name is Mark Tucker-Evans, I'm the chair of Health Consumers Queensland and it's my pleasant duty to welcome you to our second annual forum, before getting under way I'd like to acknowledge the traditional owners of the land on which we're meeting and the elders past present and emerging. I'd also like to acknowledge a number of special guests, but in doing that I recognise that in fact they're all special guests to this forum, so don't want to particularly pull out anybody in particular but I'd like to acknowledge that Scott Stuart, the MP for Townsville, is going to be at our event, Paul Woodhouse the board chair of the north-west hospital and board, Clarke, the deputy chair of the north-west hospital and health board, Lisa Davey Jones, the chief executive from the north-west, kind of a team that we, also have Lorraine Ferguson who is the board chair of the Sunshine Coast Hospital and health board, Tracey Squires the CEO of Camden Private Hospital, Marie, the board member from Darling Downs HHS, Darlene Cox who has joined us from the ACT, Darlene is the executive director of the health care consumers association of ACT and those who were at our forum last year had the privilege of hearing Darlene talk about the experiences that her sister organisation to ours has had in the ACT over a number of years so welcome again Darlene to our forum. I also like to acknowledge my fellow directors of Health Consumers Queensland, Brendon Horn, Julie Connelly and Steve Russell. Unfortunately, Dr Erin Evans the other member of the board is in fact now being a health consumer with some leg injuries and wasn't able to make it today. So I'd like to welcome everybody to today's event and to get everything to give us a show of hands whether, where you come from. Can I just get those who are consumers or carers who have been supported by your health service to attend the forum today, can I

just get you to raise your hands? That's great. We certainly appreciate that support from those HHSs. Can I also ask those who are actually from HHSs, either as staff. PHNs? Wonderful. To Department of Health? Don't attack them during the meeting! They are friends and we work very closely with them and in fact Melissa and her team will show you that in fact we are working very closely and certainly during the time that I've been chair of Health Consumers Queensland we've seen a real shift to the department and the HHSs and PHNs, valuing the role of consumers, NDOs? Anybody else that I've missed?

Private.

MARK TUCKER-EVANS: Thank you very much. So you can see that in fact we have a very strong niche of people who are important players in the health system. And that makes for a really rich program but also very rich opportunities during the breaks to engage with each other. With that dynamic mix of speakers and presentations we'll showcase meaningful consumer engagement focussed on partnerships and leadership and how this can change the culture of an organisation and increase the person centredness of our service delivery. We have a number of sessions programmed throughout the day. We encourage you to ask lots of questions and meet others who share your passion for consumer engagement. Our theme this year is taken from Mid night oil song the Power and Passion, culture change through consumer engagement and partnership and I'm someone who is passionate about collaborating to close the gap between health outcomes of Aboriginal and Torres Strait Islander people and the rest of Australia is Professor Gracelyn. She is a Wulgurukaba and South sea Islander woman born in Townsville. She became a registered nurse in 1972 then a mid woe wife and has worked in rural remote communities across Australia. She's also worked in remote Australia with the late Dr Fred Hollows, Gracelyn has received many prestigious awards for her contribution to public health, culturally appropriate HIV AIDS, education, mental health services, human rights advocacy and indigenous health. Including the peer and community judge deputy ward for outstanding life time achievement in indigenous health and NAIDOC person of the year for contribution of 45 years of health and human rights advocacy. Gracelyn is also a Professor of nursing at CQ university and a

member of the Townsville Hospital and health board. I'm actually told that Gracelyn sings a very impressive version of Patsy Clyne's song which she did recently but I'm afraid Gracelyn what we're asking you to do is actually welcome us to country.

APPLAUSE