

2018 ANNUAL FORUM

THE EVOLUTION OF ENGAGEMENT

14-15 JUNE BRISBANE



Health Consumers Queensland's 2018 Annual Forum

The Evolution of Engagement

Call for Abstracts

Thursday 14 and Friday 15 June 2018 | Royal International Convention Centre, Brisbane

Health Consumers Queensland extends a warm invitation to all health consumers and carers, Queensland Health, Primary Health Networks, private hospitals, health leaders, research institutes and health related consumer and community organisations from across Queensland to connect and share learnings and showcase their work at our 2018 Annual Forum with the theme: *The Evolution of Engagement*.

Next year, Health Consumers Queensland's Annual Forum will be held over two days, Thursday 14 and Friday 15 June 2018 at the Royal International Convention Centre, Brisbane. We will explore the theme: **THE EVOLUTION OF ENGAGEMENT** and will showcase best practice in consumer partnerships, while imagining what the future of engagement can and will look like in Queensland.

The evolution of engagement... What will consumer engagement look like in the future?

Since our inception in 2008, Health Consumers Queensland has seen, and supported an increase in the skills and confidence of health organisations, consumers and carers across the state as they embrace and embed consumer and community engagement into their everyday practice.

This acceleration has been particularly evident in recent years, with consumer engagement evolving more systemically into meaningful partnering that is making significant changes to

the way services are designed, delivered and evaluated in health organisations across Queensland.

Good consumer engagement is best cultivated with patience, trust and respect, helping the right partnership to bloom and create the best possible healthcare system for all.

With the implementation in early 2019 of Version 2 of the Australian Commission on Safety and Quality in Health Care National Standards likely to spur on another growth period for consumer engagement, our 2018 Annual Forum will be an important opportunity to be part of the conversation about meaningful partnering, and how we can all play a part in driving the *evolution of consumer engagement*.

Health Consumers Queensland is inviting consumers, carers and health service staff to showcase their work at the Annual Forum focusing on the evolving nature of consumer partnering in your organisation, service, projects or programs.

Best practice consumer and community engagement should be underpinned by the Health Consumers Queensland principles of:

Partnerships – Respect and dignity – Inclusive – Improvement

How has your project reflected one or more of these principles? Please consider these questions when preparing your abstract:

Partnership

- How have you partnered as a consumer and health organisation in the design, delivery, monitoring and evaluation of a project, or specific program?
- How have you partnered to shape or co-design service delivery to better meet community needs?

Respect and dignity

- Was there equal value and respect, listening and collaboration between consumers and health service staff?
- Did you have open communication and clear goals?

Inclusive

- How have your partnering processes reflected the diversity of local community ie representation of consumers from population groups; culturally and linguistically diverse, Aboriginal and Torres Strait Islander people, people living with disability etc.

Improvement

- How were there consumers involved in process of continuous improvement?
- What was successful about your partnering project?

Abstract submission details

- We will only accept Queensland-based, joint presentations with a staff member and a consumer or carer
- Abstract submissions are for the presentation concurrent streams running on Friday 15 June 2018
- Presentations will be 30 minutes duration, providing an overview of the evolving stages of engagement and “the how” in your organisations project/program
- Call for Abstracts must be submitted using this template by **5pm Friday 6 April 2018**
- Abstracts will be selected by a reference group comprising Health Consumers Queensland staff and consumer and carer representatives
- Successful applicants will be advised by Friday 27 April 2018

If you are interested in showcasing your work, please complete and return this form to via email consumer@hcq.org.au by Friday 6 April 2018.

CALL FOR ABSTRACTS APPLICATION FORM

CONTACT DETAILS

SPEAKER 1: Staff Member Full name:
Staff Member position and organisation:
Contact Number:
Staff Member Email:
SPEAKER 2: Consumer/Carer Full Name:
Link with partnering Health Organisation:
Consumer/Carer Contact Number:
Consumer/Carer Email:

CALL FOR ABSTRACT

Presentation Title (please provide a brief title for the program):

Please provide a brief description of your presentation you wish to showcase at our Annual Forum (up to three sentences):

How has your project reflected one or more of the Health Consumers Queensland's Principles: Partnerships – Respect and dignity – Inclusive – Improvement (See page 2 for example questions - 200 words)

Briefly outline two barriers or challenges with your partnering project and how OR if you addressed these challenges? (please list)

1.

2.

Please outline two successes/outcomes of your partnering project (please list)

1.

2.

Please complete and return this Call for Abstract application form via email to consumer@hcq.org.au by **Friday 6 April 2018**.

Successful applicants will be advised by **Friday 27 April 2018**.

All enquiries regarding the Health Consumers Queensland Annual Forum should be emailed to consumer@hcq.org.au or contact Suzanne and Chelsea on 07 3012 9090.

For more information about the 2018 Annual Forum please visit our [website](#).