

TRANSCRIPT

Health Consumers Queensland Annual Forum 2018

Day 1

Welcome

Mark Tucker-Evans, Chair, Health Consumers Queensland Board: Good morning ladies and gentlemen, welcome to the 2018 annual forum The Evolution of Engagement. I take this opportunity to recognise the Elders of cultures, who may be here today and of course, all of you. I'm Mark Tucker-Evans, the chair of Health Consumers Queensland, and I invite you to meet with me and my fellow directors over the next two days in the board lounge adjacent to the registration desk to enable us to understand how we can best support you to effectively partner for better health outcomes. I'd like to now invite Aunty Carol Currie to the stage, to do the acknowledgement to country. Aunty Carol. (APPLAUSE)

Aunty Carol Currie: Ladies and gentlemen... (speaks Indigenous language)... means g'day to many, and I wish you all well. Firstly, I'd like to acknowledge our past elders as they were the ones that handed down the knowledge and stories, respect to our present Elders, as they hold this knowledge and the stories and the wisdom to share, and my skin it belongs to two tribes. We have the Jagera across the river, and my grandfather born 1841, but like our Elders did, they walked Mother Earth for trading, to find a bride. My grandfather found his bride in Beaudesert. There, my grandfather and grandmother walked over tambourine Mountain, across the Tweed River, where my father was born in 1909. That's Punabar country. On my mother's side, beautiful Garie Island, you will all know it as Fraser. My grandmother, stolen at 16, taken all the way to the Gold Coast, where she ended up on Fingor. She was born 1913 on the same peninsula. They grew up, my mother and father, they married, had 11 children. I always thought I was a Punaba woman, but in our culture, we must go back to our blood line, as far as we can go. So my bloodline went right back to Laidley, and my grandfather was born.

It is always our custom, and culture when we gather to show and respect. We have the Turrbals this side of the Brisbane River and we have the Jagera on the other side of the river. But they lived and took care of this part of Mother Earth for many, many, many thousands of years. Aborigine culture, oldest living culture in

the world and our people, we give praise to our creator who placed our ancestors in this beautiful land and it was later called "Australia". Our ancestors from all nation tribes and clans from around Australia has handed down their culture from Dreamtime to the stories to the culture, to the spirits. So we are lucky, so lucky in our culture and I'd like you all to thank you for listening to me. I'm lucky my language was recorded and I was able to learn it. Thank you very much. Have a nice day, everyone. (APPLAUSE)

Mark Tucker-Evans: Thank you, Aunty Carol. It's always a pleasure to have you open our forums. We're thrilled to have 325 attendees from all over Queensland register to attend this forum over the next two days. We have consumers and carers who have lived experience of the system, has driven your passion to partner with improvement and the creation of the person-centred system. We've got health staff from wherever you are, whether public or private facilities, PHNs, universities and we thank you for your curiosity to listen and to co-design. Our annual forum consumer reference group members, Liz, Carol and Sharon, we thank you for the work you've done in putting together this program. They are members of the Queensland Health Collaborative and we certainly thank them for their valuable consumer input and recommendations for this program. We also have members of Health Consumers Queensland Board, and of course, our staff led by Melissa Fox, our CEO and a number of other members from the Queensland Health consumer collaborative are here, as well.

This year marks the 10th year since the inception of Health Consumers Queensland. As a ministerial advisory committee. In that time Health Consumers Queensland has supported an increase in the skills and confidence of consumers and carers and staff who work in the health organisations. We have witnessed a substantial growth in consumer engagement and seen how with every improvement partnerships have become stronger, more resilient and embedded in our health system. This acceleration has been particularly evident in recent years with consumer engagement becoming a system-wide approach. The Evolution of Engagement has created meaningful partnerships that are improving the way services are designed, delivered and evaluated in health organisations across Queensland. With the implementation in the Australian commission on quality standards likely to spur on another growth period for consumer engagement this

year's 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 Engagement. No matter where you have travelled from, whether it's from Julia Creek or the Gold Coast, from Longreach, Rockhampton and all parts in between, it's our organisation's promise that we will all leave this year's annual forum feeling inspired and challenged, imagining what consumer partnerships will look like in another ten years' time and our role in that continued evolution of engagement.

You are engagement champions- consumers, carer, clinicians, policymakers and leaders. You will hold the system to account, to make sure that consumers are at the table guiding every policy, service design, evaluation of service and more. The impact of these partnerships will be valued, resourced and measured. Health Consumers Queensland is committed to continue to build and give you the support and skills that you need to make this vision for the evolution of engagement a reality. We have a number of sponsors that have made this event a reality. Our forum is a key deliverable of our core funding contract with Queensland Health and as an important opportunity for health consumers, carers and staff to share learnings around best practice consumer engagement. We're also grateful for additional financial assistance for this forum from the Clinical Excellence Division, as the partner and sponsor and their stand is at the end of the concourse. So we would certainly encourage you to go and talk to the people from the Clinical Excellence Division some time during the next couple of days.

We would also like to thank the Queensland Genomics Health Alliance for sponsoring tea and coffee on arrival on both days and assisting with some of our consumers who've travelled. The last session tomorrow will be your opportunity to ask me and my fellow directors about how you can better engage with Health Consumers Queensland. The board did say to Melissa and the conference committee that we actually wanted to end the conference on a high. I'm not sure that actually meeting with the directors is the high that I was looking for. But nevertheless, it is an opportunity for you and I would certainly encourage you to stick around for the two days. So just to engage with the members of the board who will be here during that time.