

Day 2

Welcome

Presented by Melissa Fox, CEO, Health Consumers Queensland

Acknowledgement to country by Adrian Burragubba

Melissa Fox: Good morning, everyone and thank you once again for coming to the second day of Health Consumers Queensland's 2018 annual forum. For those of you who haven't met me, my name is Melissa Fox and I'm CEO of our organisation. Mark Tucker-Evans, our chair, sends his apologies for this morning as there's a breakfast happening at the other Convention Centre, but he will be here shortly. I would like to start today by paying my respects to the traditional owners of the land on which we are gathered and pay my respects to the Elders past, present and emerging. I would like to welcome Adrian Burragubba to the stage, to do the acknowledgement to country. (APPLAUSE)

(APPLAUSE)

Adrian Burragubba: Thank you very much. My name is Adrian Burragubba. I come from the Wangan and Jagalingou people. I was born in Brisbane, so I have a historical connection with Brisbane, as well. I'd like to pay respects to the Turrbal, the Jagera people of the Brisbane region and south, and out west. I'd like to also pay respect to the Elders past and present and also, acknowledge the water rat in south Brisbane, that's the Dreaming for that area. As a member of the oldest living culture, we strive to maintain our connection with our land and our stories, our dreaming and especially our laws that date back to time in memorial. When Aboriginal people talk about law, we're not talking about rules or conduct or things like that, we're talking about respecting the land, the nature, the environment which inhabits our totems, our dreaming stories and things that relate to the order of things, how we as a people managed our existence in this continent of Australia since time immemorial. In saying that, a part of acknowledging the original custodians is

TRANSCRIPT

Health Consumers Queensland Annual Forum 2018

acknowledging that law as it was. It wasn't frozen in time at the point of colonisation. It has developed and it's progressed and it's a continuing living culture.

So the people that are originally from this area, they maintain their story and song lines. So, by us acknowledging them and paying respect to them, then we're all welcome today. There's a song that is sung right around Brisbane. It was a song that initially comes from Central West, well really from around Cherbourg and around further. Aboriginal people were in some way taken from different places and so this was a song that united people, and it has the interpretation is in various ways, people describe it in their own way, but when Aboriginal people in this area of South East Queensland sing, they're singing about here we are as a people on the land and we thank our ancestors for all the good things we have, water and food. So these are essential things to our existence. So knowing these songs and being brought up with these songs, we're reminded of our responsibility as custodians. So I'd like to sing this song for you.

(APPLAUSE)

As another part of our celebration of our culture is our music. We have clap sticks. We also have a musical instrument that has been widely used around Australia now, the didgeridoo. It's a common musical instrument that a lot of Aboriginal people have adopted and it's progressed in the culture. So it's a progressive culture. Like I said before, we're not frozen at the point of colonisation. We can use other forms of things, even guitars if we like, you know what I mean, to make music. But these traditional instruments, they are a way of expressing the rhythm of our song and dance and so I'd like to play the didgeridoo for you and I'll play from the rhythm from a song from my ancestors. We speak the Wirri language, so in that language, I'm going to sing something for you, then I'll play didgeridoo.

(APPLAUSE)

Thank you very much. Hope you enjoy your conference and go in peace and thank you very much and have a nice day.

(APPLAUSE)

TRANSCRIPT

Health Consumers Queensland Annual Forum 2018

Melissa: Thank you so much Adrian for that moving acknowledgement of the traditional owners. I feel really grounded and reminded of the purpose of why we're here today. I've heard the first song sung many times before, but didn't know the story behind it, that it's to unite people and I think that's why we're here today. We're united to improve the health outcomes of all Queenslanders, but in particular, we need to remember no matter what initiative or project or role we're playing we must remember the importance and the responsibility that we have of improving the health outcomes of our Aboriginal and Torres Strait Islander people. (APPLAUSE)

So, most of you should have attended yesterday and for those who didn't, welcome. We had a fantastic day and we've all received so much feedback about how valuable you found it. We started yesterday with a very moving showcase of Carolyn Wharton's journey of partnering with Suzanne Michaels and Caboolture Hospital and they were presented with Health Consumers Queensland's first ever Consumer Partnerships Award. We then heard Naomi Poole's summary from the Australian Commission on Safety and Quality in Health Care of those drivers in meaningful engagement. The revised national standards with their new focus on health literacy and their current review of the Australian Charter of Health Care Rights.

Our organisation has presented on a few occasions recently about the work that we've done on the Barrett adolescent extended treatment facility engagement and we've done that overseas and we've been struck each time by how very lucky we are in this country to have high-level drivers such as those with the Australian Commission that really empower us and enable us to do the work that we do. We are in a very unique position internationally. We then heard Ian Langdon's genuine and heart-felt commitment to the value of partnerships with the community, and that was evident throughout his presentation. We're very lucky to have him in his role championing engagement and we're also joined by other boards of the HHSs from across the State and they play an important role to champion not only to their boards and to their executives, but the whole of the health service of the importance of listening to the community. So we're very grateful to have them here today.

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TRANSCRIPT

Health Consumers Queensland Annual Forum 2018

We then had a digital session, digital health session, let's get digital, with the Australian Digital Health Agency, the Gold Coast PHN and Matthew Ames an amazingly informed and articulate health consumer. It was an important session with the opt-out period coming up and the secondary use of data coming through. It's an important issue that we will be continuing to discuss with all of you, to share the benefits of electronic health records, but also the potential risks and to help you make an informed decision about how to make the most of that tool. We then moved into break-out sessions, which we understand were incredibly popular and we would like to replicate throughout the year. One was a story-telling session with Brook Red helping partnerships understand the best way to shape your health journey stories so that you can have an impact. We know that's really what changes and improves the system. All of us being empowered, supported to share our individual journeys. There was a large session in here around personalised medicine with the Queensland Genomics Health Alliance and we've received a lot of feedback about how interesting that was, this new area of health which we really need to know about as consumer representatives and advocates.

So we'll continue to share information around that topic with members of our network, with you. There was a workshop on understanding physical and hidden disabilities with Sharon Boyce that there was fantastic feedback on and we saw people in wheelchairs out in the concourse really getting a greater understanding of what it's like to live with disabilities. Then we had a session of our fundamentals training, where Jo and the team took those participants who had never done our training before through what's needed to be an effective partner. There was a question around is there next-level training, particularly for consumers. We were delighted to share that we do have a suite of new courses that have been developed by our equivalent in Victoria and we have some forms at our registration desk if you would like to know more about those and to express your interest. Those do come at a cost because of the licensing with that organisation, but we do hope that the health services that you partner with see the value of helping you gain those skills and will be willing to resource those.

TRANSCRIPT

Health Consumers Queensland Annual Forum 2018

So as I said, we've received incredible feedback about yesterday and there's two points in particular that I'd really like to share. I asked a relatively new consumer representative in our network how they felt knowing that they're a part of this and they said that they had no idea that they were part of what they saw as an ant farm of empowered consumers that are all beavering away with the same goal and passion to improve the health system. So I love that this gives you an opportunity to see that you're not alone in your passion, you're not alone in your challenges and you're not alone, because we're here to support you. The other very moving message that we received was from a participant in the story-telling workshop and one of the key tools within that workshop was to identify what was the turning point in your journey? This person is a consumer representative on that work that we're supporting around the new adolescent extended treatment facility for young people with complex and severe mental health conditions. And she said that for her, the turning point was becoming a member of our consumer network and realising that she could be empowered and supported to effect change. So that's really what we're here to do.

We hope that you're further inspired in line with that and in line with your journey and we look forward to another amazing day today. I'd like to acknowledge the team that has put this together, particularly our staff members Chelsea and Michael who I'm sure you've all had contact with. I'm sure that you would all agree... (APPLAUSE)... that they've done an absolutely incredible job at putting together such a professional and smooth event and if you see them, I do encourage you to give them that message, as well. Up the back Chelsea and I think Michael might be running around doing one of his many, many tasks.

Also this event wouldn't be possible without the additional sponsorship we were able to secure to turn it from a 1-day forum into two days and to provide travel support to over 30 consumers directly to come from regional and rural Queensland. So our event partner and sponsor is the Clinical Excellence Division and we are also sponsored by the Queensland Genomics Health Alliance. Please thank our sponsors. (APPLAUSE) So Dr John Wakefield is the deputy director of the Clinical Excellence Division within Queensland Health. He sends his heart-felt apologies he couldn't be here today. He is on holidays with his family in England, but has recorded a special video message for all of you.

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Dr John Wakefield: Well believe it or not, this was about 25 years ago. I had my own general practice in a country town and I also had to look after the hospital as a sole doctor and one of the things that was a real challenge was just my time and patients waiting. So that was really the first time I took the time to try and walk in the shoes of patients. I'd been so focused on trying to survive myself that I hadn't really listened to the patients. So look it wasn't a particularly robust process, but I did through seeking feedback on a survey and a conversations with patients just got a sense of what their experience was about the practice. So my initial fears were that basically they would just say bad things about me and that I guess that they wouldn't understand what it was like to try and juggle all these things. But in actual fact, those fears weren't realised and as I said, I was quite surprised that... not that they liked waiting, but they were prepared to wait quite long periods of time. They knew I was the only doctor, they didn't expect miracles, but wanted more information. They came up with their issue was something that I hadn't particularly focused on. My fears were not realised and if anything, just really listening to them and trying to walk in their shoes actually helped me organise my practice better. It helped me.

The hardest thing is to find your own why. I think everybody at one level want to engage with consumers, but you know, for many they don't know how to, or they really struggle to understand how is this going to add value to what they're doing and if anything, will this cause delays and will this make their job more difficult? I have found actually that yes, sometimes you do have to put in a bit of extra time and you do have to train your consumers and get the right consumers. But actually, when you do that, the outcome is so much better.

I think what the standard has done is placed a lot of requirements on people and thus, what we see is a change of behaviour and a drive to meet those standards. But in a lot of cases, we're still in that sort of compliance phase, so we engage consumers, we have consumers on committees. If you like, to comply with a standard, an external standard, whereas what we're really looking for is the genuine "have you found your why?"

TRANSCRIPT

Health Consumers Queensland Annual Forum 2018

Have you got the intrinsic desire to do this because you believe it will give you a better outcome? " I think what we're looking for, what the sweet spot is here, is really seeing a consumer as part of the team. It's not about consumers getting their way every time, nor is it about us getting our way. That doesn't work in that setting. What works is making sure that everybody's part of the team and is prepared to work together to achieve an outcome. It's not about either - it's not a battle between getting the clinician outcome or the consumer outcome.

It's actually about a shared outcome and I think that's the trick to overcome some of the challenges that I think people experience with when they embark upon, say, co-design or more significant consumer engagement. The most significant thing for me in terms of what changes the culture and the belief systems is through people experiencing the benefit. So once you've worked with consumers in a way that, in true co-design and in true partnership, you don't go back, you don't want to go back. The question is, how do we find the why? How do people find their why? I think it's through exposure to really great examples.

Putting it simply, I think it's about both staff and consumers taking the time to walk in each other's shoes. That means taking time to listen. Actually, genuinely walking in their shoes on the track, their path and in doing that, it's the only way that you can develop a shared understanding of what's important to both parties. Look, emotional intelligence is critical. You have to be able to not be defensive. You have to be able to listen, make sure the other person's understood, feels listened to and you have to be able to be curious and seek to understand that person's perspective, not be defensive.

We work with Health Consumers Queensland because they add value to our business. Health Consumers Queensland can really help us train and develop both consumers, but also our staff and leadership to make sure that they know how best to engage and harness the consumer voice. The other reason that we engage with Health Consumers Queensland is that on any issue we can generally go to Health Consumers Queensland and they have a network of consumers already trained and whatever the issue is, we can tap into the consumer perspective. That's really, really valuable. A great

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TRANSCRIPT

Health Consumers Queensland Annual Forum 2018

example of this is the work that we've done together with consumers on designing the adolescent extended treatment facility. The co-design work there on the facility has just been an outstanding experience for the developer, for the mental health branch and for consumers.

We want to promote the relationship and the partnership between consumers and providers of health care, because we know that better relationship, better trust will give us better health care and so we have, there's no question that we will be lining up to provide assistance and support for Health Consumers Queensland. It's difficult for consumers to get here and the expense associated with that, so we're really grateful, we're really happy to be able to provide some support for consumers, particularly those that live outside of the south-east corner to be able to attend this forum so that we don't just, this is not just a Brisbane thing, this is something that reaches everybody in Queensland. The division and my team, we really are passionate about engaging with consumers across Queensland and in the work that we do and I'm very happy to be a champion for the value of consumer engagement. I'm sorry that I can't be with you. I have a family business overseas and I hope it's a fantastic forum and I would like to wish you all the best and make sure that, and I guess set you a challenge, that each and every one of you, whether you're a consumer or a provider of health care, that you go back from the forum and you make it your business to better engage with consumers in design and implementation and the evaluation of how you deliver services. You will get the benefit from it, so thank you.

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(APPLAUSE).

Melissa Fox: Isn't it great? If any consumers want to drive the research in how to clone him, we'll support you in that engagement. That is what we expect from leaders in the system. We want that model for staff that work with them, but we're very grateful for John's support of meaningful consumer engagement.