



**HEALTH
CONSUMERS**
QUEENSLAND

2018 ANNUAL FORUM

THE EVOLUTION OF ENGAGEMENT

14-15 JUNE BRISBANE

PROGRAM



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BOARD

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PARTNERS AND STALL HOLDERS

This is an opportunity for organisational stall holders to showcase their engagement projects and programs that partner with consumers and carers which have led to positive outcomes. Delegates will be able to ask questions and receive information from each of our partners.

- Clinical Excellence Division, Queensland Health
- Genomics Health Alliance
- My Health for Life
- Australian Digital Health Agency
- Queenslanders with Disability Network (QDN)

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Australian Government
Australian Digital Health Agency



My Health Record



WELCOME FROM THE CHAIR

Welcome to Health Consumers Queensland's 2018 Annual Forum, "The Evolution of Engagement".

This is our third and to date biggest forum, with participants and speakers from every corner of our state here to showcase their shining examples of consumer engagement.

Based on your feedback we've co-designed the two-day program to include workshops, training, more opportunities for networking, longer question and answer times, and our first ever Consumer Awards. The awards will highlight best practice consumer and community engagement.

This year marks ten years since Health Consumers Queensland's inception. In that time, we have witnessed a substantial growth in consumer engagement and seen how with every improvement, the evolution of engagement has become stronger, more resilient and embedded in our health system. Health Consumers Queensland in partnership with others, has supported an increase in the skills and confidence of consumers, carers, and staff who work in health organisations.

This acceleration has been particularly evident in recent years, with consumer engagement becoming a systems-wide approach and has created meaningful partnerships that are improving the way services are designed, delivered and evaluated in health organisations across Queensland.

I trust that we will all leave this year's Annual Forum feeling inspired and challenged to imagine what consumer partnerships will look like in another ten years' time. You, our engagement champions – consumers, carers, clinicians, managers, policy makers and leaders – will hold the system to account to make sure that consumers are at the table guiding every policy, service design, evaluation of a service and more. The impact of these partnerships will be valued, resourced and measured. Health Consumers Queensland promises to continue to build and give you the support and skills you need, to make this vision for the evolution of engagement a reality.

Our Annual Forum is for you to share learnings, develop networks, to energise yet also challenge you. We look forward to receiving your feedback and seeing you next year for another exciting Forum.

Mark Tucker-Evans
Chair, Health Consumers Queensland

THURSDAY 14 JUNE 2018 DAY 1

TIME	DETAILS	LOCATION
8.00–9.00	Registration, networking, tea and coffee	Concourse
9.00–9.30	Official Welcome – Mark Tucker-Evans, <i>Chair</i> , Health Consumers Queensland Acknowledgement to Country – Aunty Carol Currie	Hall A

PLENARY SESSIONS

9.30–10.15	Inaugural Health Consumers Queensland Consumer Awards • Partnership Award Winner Co-presented with Kirstine Sketcher-Baker, <i>Executive Director</i> , Patient Safety & Quality Improvement Service, Clinical Excellence Division, Queensland Health	Hall A
10.15–11.00	Drivers for the evolution of engagement: the revised National Standards, health literacy and the Charter of Healthcare Rights Naomi Poole, <i>Director</i> , Partnering with Consumers The Australian Commission on Safety and Quality in Healthcare	Hall A
11.00–11.30	Morning tea	Concourse
11.30–12.15	The role of the Board and Executive in championing and driving the embedding of consumer and community engagement within the organisation Ian Langdon, <i>Board Chair</i> Gold Coast Hospital and Health Service	Hall A
12.15–1.15	Let's get digital: My Health Record James Wilson, <i>Director</i> , Community Partnerships & Insights Australian Digital Health Agency (ADHA) Gold Coast PHN	Hall A
1.15–2.15	Lunch and networking	Concourse
	Move to workshops	

TIME	DETAILS			LOCATION
2.30–4.30	HALL A	BREAKOUT ROOM 1	BREAKOUT ROOM 2	BREAKOUT ROOM 3
	Session: Personalised medicine and you Queensland Genomics Health Alliance	Workshop: Telling your story in a meaningful way Brook Red – Voices for Change	Workshop: Understanding physical and hidden disabilities for health professionals and consumer representatives Sharon Boyce, Discovering DisAbility & Diversity	Workshop: Fundamentals of consumer engagement training Health Consumers Queensland
4.30–5.30	Networking, drinks and close			Concourse
5.30pm	Day one close			



FRIDAY 15 JUNE 2018 DAY 2

TIME	DETAILS	LOCATION
8.00–9.00	Registration, networking, tea and coffee	Concourse
9.00–9.20	Welcome – Melissa Fox, <i>CEO</i> , Health Consumers Queensland Acknowledgement to Country – Adrian Burragubba Dr John Wakefield, <i>Deputy Director</i> Clinical Excellence, Queensland Health (via video)	Hall A
PLENARY SESSIONS		
9.20–10.00	Inaugural Health Consumers Queensland Consumer Awards • Consumer-Led Award Winner Co-presented with Dr John Wakefield, <i>Deputy Director</i> Clinical Excellence, Queensland Health (via video)	Hall A
10.00–10.30	Opportunities and gaps: the interface between health and disability under the NDIS Paige Armstrong, <i>CEO</i> , Queenslanders with Disability Network	Hall A
10.30–11.00	Morning tea	Concourse
11.00–12.30	CONCURRENT SESSIONS 2 X 30 MINUTE PRESENTATIONS WITH 30 MINUTE Q & A	
HALL A	BREAKOUT ROOM 1	BREAKOUT ROOM 2
Bridging cultural barriers: designing breast screening health literacy resources through consumer engagement BreastScreen Queensland Brisbane Northside Service	Caring for Our Community – working with Aboriginal and Torres Strait Islander health workers in providing cancer care training Cancer Council Qld	Unparalleled co-design of youth mental health services with consumers and carers Health Consumers Queensland and Queensland Health
Words for wellbeing: a partnership approach to improving community health literacy Redland Hospital, Metro South HHS	Cancer Information Hub. Helping you take control of your cancer journey RBWH, Metro North HHS	The integration of peer support workers into clinical mental health service delivery Metro South Addiction and Mental Health Services
		Plan Z to improve appointment attendance at Mount Isa North West HHS
		Men's Shed, residents, patients and staff creating wonderful opportunities and experiences Community Indigenous and Subacute Services, Metro North HHS
12.30–1.30	Lunch and networking	Concourse

TIME	DETAILS	LOCATION
1.30–3.00	CONCURRENT SESSIONS 2 X 30 MINUTE PRESENTATIONS WITH 30 MINUTE Q & A	
HALL A	BREAKOUT ROOM 1	BREAKOUT ROOM 2
The Evolution of Consumer Advisory Committees <ul style="list-style-type: none"> Central Queensland HHS Torres and Cape HHS Darling Downs HHS 	Beyond the reef: Maori and Pasifika Young People's Wellbeing Project School of Public Health, UQ & MANA Community Mentoring Inc	Co-designed and situated consumer engagement: the hand hygiene instabooth project RBWH Metro North HHS
	Building QulHN's capacity for consumer engagement and participation QulHN, QulVAA	Go green for wellbeing – consumers providing solutions Metro South HHS
		There's really nothing to be afraid of! Engaging with consumers on the #hellomynameis initiative PA Hospital Metro South HHS
		Hear me out! – the importance of patient stories Sunshine Coast HHS
3.00–3.30	Afternoon tea	Concourse
PLENARY SESSIONS		
3.30–4.30	Consumer voices in the media Panel facilitated by Melissa Fox, <i>CEO</i> , Health Consumers Queensland Janelle Miles, <i>Health Journalist</i> , The Courier Mail Sean Parnell, <i>Health Editor</i> , The Australian	Hall A
4.30–5.00	Get on board Mark Tucker-Evans, <i>Chair</i> Erin Evans, <i>Director</i> Stephen Russell, <i>Director</i> Rachelle Foreman, <i>Director</i> Gabrielle Quilliam, <i>Director</i>	Hall A
5.00pm	Day two close	

THURSDAY 14 JUNE 2018 DAY 1

TIME	PROGRAM – THURSDAY 14 JUNE
8.00–9.00	Registration, networking, tea and coffee
9.00–9.30	OFFICIAL WELCOME Mark Tucker-Evans, <i>Chair</i> , Health Consumers Queensland ACKNOWLEDGEMENT TO COUNTRY Aunty Carol Currie
PLENARY SESSIONS – THURSDAY 14 JUNE	
HALL A	
9.30–10.15	Inaugural Health Consumers Queensland Consumer Awards – Partnership Award Winner Co-presented with Kirstine Sketcher-Baker, <i>Executive Director</i> , Patient Safety & Quality Improvement Service Clinical Excellence Division, Queensland Health The Partnership Award category is to showcase how partnerships between health services and partnering consumers and carers have demonstrated excellence in contributing to the improvement of consumer and community engagement activities. The Partnership Award recognises how a health service/organisation have meaningfully partnered with health consumers and carers to collaborate to create change that leads to better health outcomes and demonstrates the drive, growth and commitment to ongoing partnerships.
10.15–11.00	Drivers for the evolution of engagement: the revised National Standards, health literacy and the Charter of Healthcare Rights Naomi Poole, <i>Director</i> , Partnering with Consumers Australian Commission on Safety and Quality in Healthcare The introduction of the <i>National Safety and Quality Health Services Standards: Standard 2 – Partnering with Consumers</i> has, over the last five years, seen a rapid increase in the amount of consumer and community engagement activity in the health system in Queensland. Some health services are well on the way towards embedding consumer engagement into all levels of their service design, delivery, monitoring and governance levels. Others are still in the early stages. Engagement across the system is inconsistent. From January 2019, Hospital and Health Services will be accredited against the Revised National Safety and Quality Health Service Standards. Currently 60 per cent of adult Australians have low individual health literacy, which means they may not be able to effectively exercise their choice or voice when making healthcare decisions. This will present a challenge to health services and the need for additional support for them to meet mandatory actions to partner with consumers, become health literate organisations and be able to deliver comprehensive care. Naomi Poole from the Australian Commission on Safety and Quality in Healthcare will share how the Commission are driving yet another evolution of engagement, with the revised version of the National Standards (and their additional focus on health literacy) and the Commission's current review of the Australian Charter of Healthcare Rights.
11.00–11.30	Morning tea

PLENARY SESSIONS – THURSDAY 14 JUNE

HALL A

11.30–12.15

The role of the Board and Executive in championing and driving the embedding of consumer and community engagement within the organisation

Ian Langdon, *Board Chair*,
Gold Coast Hospital and Health Service

To be truly effective, community engagement requires community representation within the very fabric of the operations of Hospital and Health Services. Engagement needs to be with front line clinicians and not merely with the Board and Executive level. Through such interactions the “lived experiences” of the community will influence not only the models of care but the very culture and tone of an organisation.

Such engagement does not come about through chance, it must be planned, it must be embraced and it must be profiled within and outside of the Hospital and Health Service. Creating the composition, structure and defined role of Consumer Advisory Groups (CAGs) is an important first step towards effective consumer engagement.

12.15–1.15

Let's get digital: My Health Record

James Wilson, *Director*,
Community Partnerships & Insights, Clinical & Consumer Engagement
and Clinical Governance
Australia Digital Health Agency (ADHA)
Gold Coast Primary Health Network

This panel session will explore how consumers and carers have been involved in the shaping of the National Digital Health Strategy and how the Australian Digital Health Agency (the Agency) are working with Queensland Primary Health Networks to communicate messages across Queensland about the benefits of My Health Record, and how to understand and manage potential risks.

The Agency is funded by all Australian Governments. It is the system operator of the My Health Record system, which is an electronic summary of an individual's health information that can be shared securely online which will give consumers more control of their health and care when they wish. The Agency connects and empowers healthcare professionals and promotes Australia's global leadership in digital health and innovation.

The My Health Record will support improved decision making and continuity of care. The Agency are committed to ensuring every Australian benefits from having a My Health Record, however the Agency know not every individual may want one, which is why every Australian has been given the opportunity in 2018 to opt out from having a digital health record created.

1.15–2.15

Lunch and networking

Move to sessions

SESSION – THURSDAY 14 JUNE

2.30–4.30 HALL A

Personalised Medicine and You

Queensland Genomics Health Alliance

Continuing advances in medical science and technology now mean that healthcare can be tailored to individual patients based on their unique genetic make-up. This is happening in healthcare right now, and will continue at an accelerated rate.

It is known as personalised or precision medicine, and it uses genomic science to provide faster diagnosis, better treatment and improved health outcomes. But how do we ensure equity of access to new treatments that require a highly specialised workforce? And how do health consumers advocate for themselves and others in this increasingly complex environment?

This session – brought to you by the Queensland Genomics Health Alliance – will provide a background on genomics in healthcare and discuss the importance of robust consumer engagement to deliver personalised medicine.

WORKSHOP SESSIONS – THURSDAY 14 JUNE

2.30–4.30 BREAKOUT ROOM 1

Telling your story in a meaningful way

Amy and Emma, Brook Red – Voices for Change

Lisa, *Lived Experience Presenter*

Ian, *Lived Experience Presenter*

Brook Red presenters will share their lived experience as well as present on how to develop, explore and draw meaning from their mental health recovery experience. Brook Red will provide you with a 'snapshot into telling your story', where they will guide you through some of the principles their speakers use in developing a purposeful and meaningful story, and give you an opportunity to develop your own.

WORKSHOP SESSIONS – THURSDAY 14 JUNE

2.30–4.30 BREAKOUT ROOM 2

Understanding physical and hidden disabilities for health professionals and consumer representatives

Sharon Boyce, *Consumer Representative*, Discovering DisAbility & Diversity

Consumers as educators can make a positive difference to every individual in our community and create a society that values all. This phase of the project focuses particularly on doctors and workers in the medical and health industry. To do this we need to create a deeper understanding of disability. We firstly analyse what is meant by disability and diversity and look at disability and diversity awareness in the context of the medical practice workplace. We ask all participants to immerse themselves in the various simulations and to experience disability and diversity for themselves – a ‘walk in the shoes’ for a very short period of time. To do this we involve participants in a series of key simulation activities. Sharon Boyce delivers this workshop based on her lived experience as a regional woman living with disability and powerful consumer advocate.

WORKSHOP SESSIONS – THURSDAY 14 JUNE

2.30–4.30 BREAKOUT ROOM 3

Fundamentals of Consumer Engagement Training

Health Consumers Queensland

Jo Smethurst, *Senior Engagement Advisor*, Health Consumers Queensland

Reema Naresh, *Project Officer*, Health Consumers Queensland

This workshop is a snapshot of Health Consumers Queensland Fundamentals of Consumer Engagement training, designed for new consumer and carer representatives. You will:

- Gain an understanding of the *Consumer and Community Engagement Framework*
- Explore the new resources developed by Health Consumers Queensland
- Learn about consumer partnerships
- Learn why they are important
- Workshop the fundamental ingredients needed for effective partnerships

4.30–5.30 **Networking, drinks and close**

5.30pm **Day one close**

FRIDAY 15 JUNE 2018 DAY 2

TIME	PROGRAM – FRIDAY 15 JUNE
8.00–9.00	Registration, networking, tea and coffee
9.00–9.20	<p>OFFICIAL WELCOME</p> <p>Melissa Fox, <i>CEO</i>, Health Consumers Queensland</p> <p>ACKNOWLEDGMENT TO COUNTRY</p> <p>Adrian Burragubba</p> <p>Dr John Wakefield, <i>Deputy Director</i>, Clinical Excellence, Queensland Health (via video)</p>
PLENARY SESSIONS – FRIDAY 15 JUNE	
9.20–10.00	<p>Inaugural Health Consumers Queensland Consumer Awards – Consumer-Led Award Winner</p> <p>Co-presented with Dr John Wakefield, <i>Deputy Director</i>, Clinical Excellence, Queensland Health (via video)</p> <p>The Consumer-Led Award category is to showcase how an individual consumer or carer has demonstrated excellence in contributing to the improvement of consumer and community engagement activities. The Consumer-Led Award recognises health consumers and carers who demonstrate drive, growth and commitment to partnering with a health service/organisation to improve health outcomes.</p>
10.00–10.30	<p>Opportunities and gaps: the interface between health and disability under the NDIS</p> <p>Paige Armstrong, <i>CEO</i>, Queenslanders with Disability Network</p> <p>The National Disability Insurance Scheme (NDIS) is currently transforming the way disability services are funded and delivered. Importantly, in Queensland the scheme will fund much needed services and supports to over 90,000 Queenslanders with disability, 50% of whom will be people currently without any funded disability supports.</p> <p>However, at a systems level, consumers are identifying some health disability interface issues which are frustrating their access of the NDIS and negatively impacting upon the quality of their support. Both health and disability need to work closely in partnership to make sure participants of the NDIS are being provided the best possible support.</p>
10.30–11.00	Morning tea

CONCURRENT SESSION – FRIDAY 15 JUNE

11.00–12.30 HALL A

Bridging cultural barriers: Designing breast screening health literacy resources through consumer engagement

BreastScreen Queensland Brisbane Northside Service

Anna Voloschenko, *Project Officer*

Rose Karlo, *Consumer Representative*

The presentation will outline barriers for low participation of women from culturally and linguistically diverse (CALD) backgrounds in breast screening. Through wide consumer engagement with CALD women, some reasons for low participation in breast screening and some solutions were proposed. Taking these proposals and recommendations into account culturally appropriate resources for women from CALD backgrounds were developed.

Words for wellbeing: A partnership approach to improving community health literacy

Redland Hospital, Metro South Hospital and Health Service

Kim Guerrero, *Librarian*

Leonie Swift, *Consumer Representative*

This presentation will describe the evolution of the Words for Wellbeing (W4W) Project, a new approach to enhancing both mental and physical health literacy in the community.

A three-way partnership was formed between the Redland Hospital Librarian, the Redland City Council Library and the Redland Hospital Consumer Partnership Committee with the aim of providing the public with useful, evidence-based self-help resources recommended by health professionals and organisations directly involved in healthcare.

Q & A – 30 minutes

CONCURRENT SESSION – FRIDAY 15 JUNE

11.00–12.30 BREAKOUT ROOM 1

Caring for Our Community – working with Aboriginal and Torres Strait Islander health workers in providing cancer care training

Cancer Council Qld

Sherryn Davies, *Manager, Cancer Information and Education*

Patricia Kennedy, *Member of the Greater Brisbane Advisory Group*

Cancer Council Queensland's Caring for Our Community is a two-day course for Aboriginal and Torres Strait Islander Health Workers and includes information on cancer and cancer treatment, prevention, screening and early detection of cancer, and end-of-life care. Aboriginal and Torres Strait Islander community leaders and health professionals informed the planning, implementation and evaluation of the courses as members of statewide and regional advisory groups, as well as participating in the courses as presenters, co-facilitators and participants. From the eight courses held to date presenters and participants have provided positive feedback on the cultural appropriateness of the course as well as its content.

Cancer Information Hub – Helping you take control of your cancer journey

Royal Brisbane and Women's Hospital, Metro North Hospital and Health Service

Alison Alexander, *Safety and Quality Officer, Cancer Care Services*

Gary Power and Anita McGrath, *Consumer Representatives*

In December 2014 Metro North Cancer Care Services (MNCCS) and QUT Creative Industries conducted a Consumer Forum that identified the need for a centralised repository housing standardised, relevant, reliable sources of information for patients aiming to improve health literacy using a variety of media for all patients and families across the MNCCS. Five consumers across MNCCS shared their experiences which underpinned the development of the patient story videos, providing useful tips around what to expect, the practicalities of going through treatment and the emotional impact of treatment and the supports available.

Q & A – 30 minutes

CONCURRENT SESSION – FRIDAY 15 JUNE

11.00–12.30 BREAKOUT ROOM 2

Unparalleled co-design of youth mental health services with consumers and carers

Judith Piccone, *Manager*, Mental Health Alcohol and Other Drugs Branch,
Queensland Health

Leonie Sanderson, *Engagement Advisor*, Health Consumers Queensland

Katherine Moodie, *Consumer Representative*

From the closure of the Barrett Adolescent Centre to the implementation of the Government response to the Commission of Inquiry Report recommendations to the next phase of work as part of the Youth Mental Health Program, the involvement of young people, their families, consumers and carers over the past four years in the co-design of new youth mental health services has gone from minimal to unparalleled. This workshop will explore the journey of involvement for consumers and carers, lessons learned and the trajectory for the future.

The integration of peer support workers into clinical mental health service delivery

Metro South Addiction and Mental Health Services (MSAMHS)

Karen McCann, *Team Leader*, Social Inclusion and Recovery (MSAMHS)

Georgina Moshudis, *Peer Support Worker*

Metro South Addiction and Mental Health Services acknowledge that people prefer to talk to someone who understands what they are going through, and by employing people with a lived experience of mental health issues to support others on their journey of recovery, have become the largest employer of a lived-experience workforce within any publically funded mental health service in Australasia. The integration of these lived-experience roles into the mental health and addictions workforce has not gone without its challenges, but the benefits and rewards have been far reaching: for the organisation, the multidisciplinary team, the peer worker, and most importantly for the person and their family/carers. We will share our experiences and perspectives, from both management and the lived-experience worker, so that other areas of healthcare might consider how they could adopt this workforce model, thereby replicating the successes that we have been able to achieve.

Q & A – 30 minutes

CONCURRENT SESSION – FRIDAY 15 JUNE

11.00–12.30 BREAKOUT ROOM 3

Plan Z to improve appointment attendance at Mount Isa

North West Hospital and Health Service

Christine Mann, *Director of Cultural Capability and Engagement*

“If Plan A doesn’t work, the alphabet has 25 more letters.” The changing development of engagement strategies to improve attendance at Mount Isa Hospital Outpatients Clinics. It takes a plan, learning from failures and persistence to gain trust and guidance from our consumers.

Men’s Shed, residents, patients and staff creating wonderful opportunities and experiences

Community Indigenous and Subacute Services, Metro North Hospital and Health Service

Danielle Grant-Cross, *Manager, Community and Strategic Relations Manager*

Les Batson, Sandgate & Districts Men’s Shed

Presenters will provide a PowerPoint presentation, showcasing photos, with a YouTube video sharing our consumer, shed members’ and staff’s views on the shed activities. We would also like to physically show some of the items that have been made.

Q & A – 30 minutes

12.30–1.30

Lunch and networking

CONCURRENT SESSION – FRIDAY 15 JUNE

1.30–3.00 HALL A

The Evolution of Consumer Advisory Committees

Central Queensland Hospital and Health Service

Steve Williamson, *Chief Executive*, Central Queensland Hospital and Health Service

Raelene Ensby, *Consumer Representative*

Steve and Raelene will outline how the Central Queensland Hospital and Health Service (CQHealth) Consumer and Community Advisory Committee (CCAC) has evolved since its infancy in 2015. It will focus on how CQHealth CCAC has continually improved and strengthened the partnerships between consumers, carers, the wider community of Central Queensland and CQHealth.

Darling Downs Hospital and Health Service

Donna Lucas, *Consumer and Community Engagement Officer*

Jim Madden, *Consumer Council Representative*

Russell Bridge, *Toowoomba Hospital Consumer Advisory Group Representative and Chairperson*

The Darling Downs Hospital and Health Service (DDHHS) is unique. It services 300,000 people from 26 locations across 90,000 square kilometres. The DDHHS currently has 12 community/consumer advisory groups/networks (CAGs/CANs) and a consumer council established in communities across the health service. Some of the CAGs/CANs have been established for 10 years and some only recently established.

Torres and Cape Hospital and Health Service

Dr Sean Taylor, *Principal Advisor*, Aboriginal and Torres Strait Islander Health

Robert Tamwoy and William Luthi, *Consumer Representatives*

Sean, Robert and William will showcase the implementation of the Torres and Cape Hospital and Health Service Consumer Advisory Committee (TCHHSCAC) and the progress to date since the inaugural meeting in the Cairns office in August 2017. Four consumer members attended the inaugural meeting. To date the committee has eight members (six Indigenous and two non-Indigenous consumers) who provide ongoing consumer concerns, advice and knowledge to the Torres and Cape Hospital Health Service.

Panel discussion and Q & A – 30 minutes

CONCURRENT SESSION – FRIDAY 15 JUNE

1.30–3.00 BREAKOUT ROOM 1

Beyond the Reef: Maori and Pasifika Young People's Wellbeing Project

Dr Nicola Fa'avale, University of Queensland

Andrew Fa'avale, MANA Community Mentoring Inc

Sarai Tuuga and Tamika Taito, MANA Community Mentoring Inc., School of Public Health, UQ

The project investigated factors that impacted on Maori and Pasifika young people's health and wellbeing. The project was lead by the School of Public Health, University of Queensland in partnership with the School of Population Health, Pacific Health Sector, University of Auckland and with MANA Community Mentoring Inc., a community organisation focused on empowering Maori and Pasifika young people. The project encapsulated the employment of Maori and Pasifika young people as peer researchers who were instrumental not only in data collection, but also in the project planning, data analysis and dissemination of the project findings. The presentation will discuss the benefits of using community members as peer researchers and their experiences being part of the project details.

Building QulHN's capacity for consumer engagement and participation

QulHN (Queensland Injector's Health Network) & QulVAA (Queensland Injectors Voice for Advocacy and Action)

Julie Quicke, *Consumer Engagement and Participation Project Officer*

Niki Parry, *President, QulVAA and Project Manager*

Jennifer Jones, *Consumer Representative*

QulVAA, a service by drug users for drug users, advocates and represents the interests of Queensland substance users. QulVAA has been contracted by QulHN to co-design the Consumer Engagement and Participation Project (CEPP) with direction from service users with expert experience to build the capacity of the organisation to include the voice of consumers at individual, service, network and system levels.

Q & A – 30 minutes

CONCURRENT SESSION – FRIDAY 15 JUNE

1.30–3.00 BREAKOUT ROOM 2

Co-designed and situated consumer engagement: the hand hygiene Instabooth project

RBWH, Metro North Hospital and Health Service

Nicole Gavin, *Manager, Consumer and Community Engagement*

John-Michael Barrie, *Consumer Representative*

The presentation will showcase the use of a situated consumer and community engagement practice (“the Instabooth” – walk-in interactive booth designed by QUT) and the co-design methodology used to better define, understand and solve the problem of hand hygiene and infection control in the hospital. The Instabooth at RBWH Cancer Care was an opportunity to engage researchers, health professionals and consumers on the problem of hand hygiene and work collaboratively towards a solution. Consumers and clinicians together designed the content of the Instabooth which was then installed over a two-week period in Cancer Care Outpatients.

Go green for wellbeing – consumers providing solutions

Metro South Hospital and Health Service

Amber Williamson, *Senior Engagement Officer*

Warren Stubbs, *Consumer Representative*

In a bid to deliver healthier food and drink choices throughout Metro South Health (MHS) a total of over 1,300 consumers, visitors and staff were actively involved in extensive engagement consultations that resulted in the following responses to consumer preferences: inclusion of a wide variety and choice of food and drink, massive reduction of unhealthy food and drink options and increase in healthy choices 24 hours per day.

Q & A – 30 minutes

CONCURRENT SESSION – FRIDAY 15 JUNE

1.30–3.00 BREAKOUT ROOM 3

There's really nothing to be afraid of! Engaging with consumers on the #hellomynameis initiative

PA Hospital

Metro South Hospital and Health Service

Sarah Bailey, *Allied Health Workforce Development Officer*

The #hellomynameis Initiative is an international campaign that was established by a consumer, Dr Kate Granger, while undergoing treatment during her terminal illness. It highlights the critical importance of personal introductions and clear communication between health professionals and patients in healthcare settings. This presentation will describe the variety of ways in which consumers contributed, from the early planning stages through to the co-design of resources. Despite the presenter not having worked with consumers in this way previously (and with some initial trepidation about what might happen!) to her delight, a mutually satisfying collaboration bloomed as she discovered that authentic consumer engagement is really nothing to be afraid of.

Hear me out! The importance of patient stories

Sunshine Coast Hospital and Health Service

Lauren Northey, *A/Principal Engagement Officer*

Robert 'Bob' Rix, *Consumer Representative*

Patient stories are a true reflection of the patient experience, they offer a raw and often emotional look into how our healthcare system can impact the lives of the consumer – both positively and negatively. Understanding the lived patient journey opens the way – builds a bridge, between healthcare workers and the people they care for every day. The most poignant part of our upcoming Community Clinician Wound Care Education Day is Robert's story of the management of his chronic wound while in the community and ultimately in the hospital setting over the course of six years. This education day was designed to ensure consumer feedback informs quality improvement activities, in this instance regarding varying degrees of accuracy in applying complex dressings in the community.

Q & A – 30 minutes

3.30–3.30

Afternoon tea

PLENARY SESSIONS – FRIDAY 15 JUNE

3.30–4.30

Consumer voices in the media

Panel facilitated by Melissa Fox, *CEO*, Health Consumers Queensland

Janelle Miles, *Health Journalist*, The Courier Mail

Sean Parnell, *Health Editor*, The Australian

Health Consumers Queensland CEO Melissa Fox will facilitate a panel discussion with Janelle and Sean and share some examples they have covered that has led to improvement in the health system. This discussion will also show how consumers

can have their issues raised in the media – either local issues or individual experiences which highlight gaps in the system or positive experiences of care that should be replicated across the state.

4.30–5.00

Get on board

Mark Tucker-Evans, *Chair*

Erin Evans, *Director*

Stephen Russell, *Director*

Rachelle Foreman, *Director*

Gabrielle Quilliam, *Director*

Mark Tucker-Evans, Chair of Health Consumers Queensland will lead a conversation with the Board of Health Consumers Queensland. Hear the personal stories that led our Directors to become passionate advocates for consumer engagement in health systems. Hear the key lessons they've learnt during the first ten years of Health Consumers Queensland, and explore their plans and visions for the evolution of consumer partnering. If you've got a question for the Board, this is your chance to ask it.

5.00pm

Day two close

SPEAKERS

BIOGRAPHIES



AMY AND EMMA

Amy and Emma work at Brook Red in Brisbane in their peer run mental health recovery centres. Amy is the Coordinator for Voices for Change public speaker's bureau, where she supports the presenters of the program to develop, explore and draw meaning from their mental health recovery experience. Emma has been a peer worker and group facilitator at Brook Red for many years. Amy and Emma will provide you with a 'Snapshot into telling your story', where they will guide you through some of the principles their speakers use in developing a purposeful and meaningful story, and give you an opportunity to develop your own.



IAN

Since 2007, I have been working to provide support to others in helping them to make new meaning from their experiences. I passionately believe in our shared community responsibilities in supporting each other's mental health and wellbeing. My other interests include fitness, poetry, photography and reading. I have a soft, honest and friendly presentation style and am comfortable presenting speeches, reciting my poetry, facilitating group discussions, and participating in question and answer sessions. I have also worked as a peer worker.



LISA

Lisa brings an authentic, vulnerable presentation of her experiences, to enable conversation that breaks down stigma and shame and opens our hearts to the possibilities that we all still have value. As an enthusiastic speaker, Lisa loves to connect with the audience, to share her recovery story and to encourage others in their recovery journey. Lisa will share with you her inspirational journey of overcoming mental health challenges and the practical steps that she personally has taken that have lead her towards wellness.



ALISON ALEXANDER

Alison is currently the Acting Assistant Nursing Director of Cancer Care Services at Royal Brisbane and Women's Hospital. Alison has over 30 years' experience in Cancer Nursing. Alison is Chair of the Metro North Cancer Care Services Consumer Engagement Working Group and Clinical Advisory Group and is dedicated to the provision of high quality reliable systems of care, optimising patient outcomes and the experience of Cancer patients within the Metro North Hospital and Health Service.

**PAIGE ARMSTRONG**

Paige has worked in a range of government and not-for-profit community organisations in the disability and health sectors over the last 20 years. Most recently, Paige has managed organisations which focus upon the inclusion, rights and empowerment of people with a disability. As the Chief Executive Officer, Queenslanders with Disability Network (QDN), Paige has lead QDN's engagement with people with disability around leadership and capacity building.

**JOHN-MICHAEL BARRIE**

John-Michael was born and raised in Hong Kong, moving to Brisbane in 1991 to start Year 11 at boarding school. In early June 2010, John was diagnosed with Stage IV extranodal t-cell non-Hodgkin's lymphoma, at the time, the ninth case of its type worldwide, and the first example in the Southern Hemisphere. After so many years as a consumer of Metro North, John-Michael is well placed to contribute to groups like the Hand Hygiene project which seeks to improve processes and procedures for staff and consumers alike.

**SARAH BAILEY**

Sarah is an Allied Health Workforce Development Officer for Metro South Health and a psychologist. She has extensive experience in organisational development having completed her Masters in Organisational Psychology. She has worked across the public and private sectors, both in Australia and overseas.

**SHARON BOYCE**

Sharon is an educator and disability advocate. She wears many different hats and performs many different roles. She is the current chair of the Queensland Disability Advisory Council and the South West Regional Disability Advisory Council. Sharon is also a member of the Health Consumers Queensland Collaborative. Sharon was diagnosed with Juvenile Chronic Arthritis at 11, and has used an electric wheelchair since she was a young adult. Since then she has devoted her life and her considerable talents to promoting a true understanding of disability and diversity.



RUSSELL BRIDGE

Russell has been a Guiding Star Volunteer at the Toowoomba Hospital for over six years. Russell is the Chairperson for the Toowoomba Hospital Consumer Advisory Group.



DAVID BUNKER

David is the Executive Director of the Queensland Genomics Health Alliance. In his capacities as a company director, executive manager and business leader, David is a highly resilient, connected, and insightful individual, with expert capability in applied innovation, digital strategy, cybersecurity, and technology driven industry and business transformation. His current focus with the Queensland Genomics Health Alliance is to fast track genomics research and its translation into common healthcare practice, while building a sound, evidence-based decision making framework for strategic capability and capacity building programs within the health system.



KATRINA CUTLER

Katrina joins the Queensland Genomics Health Alliance with 15 years of professional experience as a communications and engagement specialist in the government, health, not-for-profit and private sectors. Her previous roles include Associate-Director at BBS Communications Group, Communications and Engagement Manager at CareFlight Air Medical Services, Public Affairs Manager at the Royal Brisbane and Women's Hospital, and Media Advisor to the Minister for Health.



SHERRYN DAVIES

Sherryn is the Manager of the Cancer Information and Education team at Cancer Council Queensland. Sherryn led the development, implementation and evaluation of the Caring for Our Community Health Worker Course and informed the engagement strategy with Aboriginal and Torres Strait Islander health workers and consumers.



RAELENE ENSBJ

Raelene has been living in Rockhampton for 15 years, she is married to Justin and has two boys, Caleb 10 and Tyler 8. Raelene's enthusiasm and drive opened the Umbrella Network Rockhampton Inc. in 2012 and is excited to support all those who enter the doors looking for support for their families and their children with additional needs in the community, assisting to navigate the services available. Raelene is a strong advocate for families, encouraging them to empower themselves.



DR ERIN EVANS

Dr Evans works internationally assisting leaders and organisations to more effectively navigate uncertainty and make progress on complex challenges. She does this through a combination of consulting, teaching and research focused on systemic approaches to leadership, strategy, transformation and project management. Erin has more than 25 years' experience in a wide range of corporate settings from the public sector, to developing and managing her own businesses, and director of a start-up.



ANDREW FA'AVALE

Andrew is the Chairperson of MANA Mentoring, a solutions-focused non-profit organisation that seeks to support Pasifika communities in Australia to thrive. MANA provides multi-disciplinary research, programs, cultural competency courses and consultancy across health, education, youth justice and social work. MANA is based in Beenleigh, Logan City in a hub alongside Institute of Pacific Australia Training and IOPA Staffing Solutions.



DR NICOLA FA'AVALE

Dr Fa'avale (née Tava'e) is of Samoan, Niuean and Tongan heritage. She has a Bachelors of Health Science, a Postgraduate Degree in Public Health, Masters in Public Health, and a PhD in Public Health. Nicola's passion for promoting Pasifika health drives her work. She is a researcher at the University of Queensland focusing on Pasifika health in South-East Queensland.

RACHELLE FOREMAN



Rachelle Foreman is Health Director at the Heart Foundation in Queensland, is a Board Director of Health Consumers Queensland, Chairs the Community Board Advisory Group at Metro North Hospital and Health Service and is a member of Brisbane South Primary Health Network's Community Advisory Council. She has undergraduate and postgraduate health and research qualifications from the University of Queensland. She chairs and sits on numerous strategic health committees, and has special interests in governance and strategy. Rachelle has been an Investigator on numerous research projects in physical activity, health promotion and models of care – areas she is most passionate about.

MELISSA FOX



Melissa is Chief Executive Officer of Queensland's peak health consumer organisation Health Consumers Queensland (HCQ). With almost 15 years as a consumer representative, Melissa has seen firsthand the positive impact that consumer engagement has on health outcomes for Queenslanders. She is passionate about challenging health services to go beyond "tick-a-box" engagement and empower consumers to partner meaningfully in order to design, deliver and evaluate health services which provide safe, integrated consumer-centred care.

NICOLE GAVIN



Nicole is a Nurse Researcher in Cancer Care Services at the Royal Brisbane and Women's Hospital and an experienced haematology and bone marrow transplant nurse. Her research focuses on infection control and vascular access devices. She loves, but has a healthy respect for bacteria!

DANIELLE GRANT-CROSS



Danielle is the Engagement Manager for Community Indigenous and Subacute Services (CISS), MNHHS covering stakeholder, clinical, community and consumer engagement. Danielle has over 25 years' experience in management, communications, marketing, media, engagement, events and public relations in the sport and health industries. She is a former Australian Squad netballer and is passionate about wellbeing, connected communities and supporting innovative partnerships.



KIM GUERRERA

Kim Guerrera is a Health Sciences Librarian based at Redland Hospital, Cleveland. A former primary school teacher, Kim has a passion for education and health literacy. As well as providing library services to the Redland Hospital staff she is a member on several health related consumer partnership groups. She initiated the Words for Wellbeing and Health Topics for Children programs into Redland Hospital.



GARY HONDOW

Gary is a health consumer and carer based in Bundaberg. His interest in genomics is personal after his son Dallas (now 9 years old) was diagnosed with an extremely rare genetic condition Van Maldergem Syndrome 2. Dallas has the only known case of Van Maldergem Syndrome 2 in Australia, and the Hondow family has formed an international support group for the handful of families in the world dealing with this diagnosis. Gary has been a part of many consumer groups within Children's Health Queensland and Bundaberg Base Hospital, and is a member of the Patient Travel Subsidy Scheme (PTSS) steering committee with Health Consumers Queensland.



JENNIFER-ANNE JONES

Jennifer-Anne is a Consumer Representative on the Treatment Advisory Group for QulHN. Whilst semi-retired Jennifer spent the last six years working as an AIN in aged care which gave her the opportunity to be a health provider and a consumer representative. Jennifer loves gardening, music, reading and her few precious friends whose love is intrinsic to her happiness.



ROSE KARLO

Rose is the President of the African Australian Women's Association and the community leadership program at Ethnic Communities Council of Queensland (ECCQ) supporting leaders from the emerging communities to build their personal skills and attributes to project positive change in their communities. Rose is a refugee from South Sudan calling Australia home for 15 years. She is an active community leader working in the space of multicultural organisations and groups. Through her role at ECCQ, she contributed to the breast cancer awareness resources for the CALD women and health in general.



PATRICIA KENNEDY

Patricia is a proud Bigambul woman whose mother's people come from Toomelah near Goondiwindi on the Queensland/New South Wales border. Patricia has a large connection with Cherbourg where her grandmother and grandfather were married in the late 1930s. Her father came from Scotland and he passed due to ill health in 1973. Presently she holds the Team Leader position within Indigenous Hospital Services based at the Royal Brisbane and Women's Hospital.



IAN LANGDON

Ian has extensive board experience encompassing roles such as Board Chairman, Audit Committee Chairman and Non-Executive Director within a wide range of companies. Ian has also held various academic positions with the last being Associate Professor and Dean of Business at Griffith University (Gold Coast Campus). He has held various positions in tertiary education including Associate Professor and Dean of Business Faculty at Griffith University (Gold Coast Campus), Dean of Business at The Darling Downs Institute of Technology (now University of Southern Queensland) and Senior Lecturer in finance at Deakin University.



DONNA LUCAS

Donna has performed the role of Consumer and Community Engagement Officer for the past three years within the Darling Downs Hospital and Health Service and the Sunshine Coast Hospital and Health Service. Prior to joining Queensland Health, Donna worked in local government and other state government agencies for 30 years.



PETER LUMSDALE

Peter worked for the Australian Airforce for 23 years and local government for 22 years. He retired at 64 and became involved in the Men's Shed, currently the Acting President and Secretary. He finds his role personally rewarding as "The Shed" enhances the quality of life for its members.

**WILLIAM LUTHI**

William is the Consumer Representative for the Torres and Cape region with mental health and alcohol, tobacco and other drugs (ATODS). He has a degree from JCU in Community Welfare. William lives in Cooktown where he gardens and enjoys fishing. He sits on the TCHHS committee and has participated in many workshops and conferences. William enjoys travelling.

**KAREN MCCANN**

Karen has been a carer for 31 years and has worked within mental health for over 16 years. She is currently employed as Team Leader, Social Inclusion and Recovery for Metro South Addiction and Mental Health Services. Her interests include carer/family support and supervision/support for the lived experience workforce.

**DR AIDEEN MCINERNEY-LEO**

Dr McInerney-Leo studied Human Genetics as an undergraduate at the University College London, and her Masters in Genetic Counselling at the University of Manchester. Dr McInerney-Leo currently works at the Translational Genomics branch of IHBI, QUT focusing on genomics education, genomics research and facilitating the integration of genomics into healthcare.

**ANITA MCGRATH**

Anita is a Consumer Representative on a number of working groups throughout Metro North Hospital and Health Service (MNHHS). These are in the area of Cancer Care Services and the Heart and Lung Clinical Stream. She also works with organisations such as Australasian Lung Cancer Trials Group, Lung Foundation Australia and Rare Cancers Australia. Anita started consumer representative work after being diagnosed with lung cancer in 2014.



JIM MADDEN

Jim is a Community Representative involved in eight committees within the DDHHS including the Consumer Council, Safety and Quality Committee, the Toowoomba Hospital Management Committee and the NDIS Reference Group. During his lifetime he has been a Minister of Religion, an educator and a writer. He claims that his life has been driven by an urge to contribute towards improving the quality of life of people and the richness of relationships in communities.



CHRISTINE MANN

Christine is a proud Woppaburra descendant who has worked in the public sector in Mount Isa for the past 13 years, largely in child protection. With a background in social work, Christine made the move to join Queensland Health in 2017 due to her growing interest in health equity and wanting to see increased cultural safety. Further motivation for Christine's interest in health is her family history and not ever knowing her eldest aunty who died in 1954 as a 13 year old from rheumatic heart, and being concerned of the rheumatic heart rates in Aboriginal communities now that is still at unacceptable levels in this modern era.



JANELLE MILES

Janelle has worked at The Courier Mail for 12 years, mostly writing about health and science. She has won several awards for feature writing. Before working for News Corp she worked for the wire service Australian Associated Press. While working for AAP she covered three Olympics, three Commonwealth Games and four World Swimming Championships.



KATHERINE MOODIE

Katherine has been a Consumer Representative involved with the Barrett Adolescent Centre Commission of Inquiry Response. She is also a 'lived experience' worker (Physiotherapist) within the Department of Health. Katherine's lived experience puts her in a unique position to provide the perspective of young people living through severe and complex mental health issues. Her aim is to improve mental health services especially through increased understanding among health and other professionals of severe and complex youth mental health issues.

**GEORGINA MOSHUDIS**

Georgina has worked with Logan-Beaudesert Wellbeing Team for the past four years. She is an experienced, qualified Peer Support Worker having significant experience of supporting consumers, their carers and families to foster hope, recovery and social inclusion. Her interests include developing collaborative partnerships across government, non-government and community sectors.

**REEMA NARESH**

Reema has worked extensively in community development and health promotion. She believes that to be engaged and involved in our own health decision making is essential to a person's wellbeing. To understand our own physical and mental needs and to be able to articulate it, empowers a person to take control of their health. Having lived and worked in various countries she truly appreciates the wonderful healthcare system Queensland has to offer.

**LAUREN NORTHEY**

Lauren Northey is the acting Principal Engagement Officer for the Sunshine Coast Hospital and Health Service. With nine years background as a nurse and a master's degree in education, she knows the importance of partnering with consumers to achieve positive health outcomes. Lauren has a passion for innovation, collaboration and empowerment.

**SEAN PARNELL**

Sean is Health Editor and FOI Editor at The Australian newspaper, a lecturer at Queensland University of Technology and a published biographer. Sean has been a journalist for more than 20 years, including a previous stint as Health Reporter at The Courier Mail, and lives in Brisbane with his wife and children.

JUDITH PICCONE



Judith is currently the Manager of a new Child and Youth Mental Health Policy Team in the Mental Health Alcohol and Other Drugs Branch (MHAODB) of the Department of Health in Queensland and was previously the Manager of the Barrett Adolescent Centre Commission of Inquiry Implementation team that worked in partnership with Health Consumers Queensland and Department of Education, to ensure that consumers and carers were engaged at all levels as part of the government response. Judith is passionate about the area of child and youth mental health and has worked in a range of positions and settings in this field for over two decades.

NIKI PARRY



Niki is currently employed by QuIHN (QLD Injectors Health Network) where she is the Coordinator of QPAMS (QLD Pharmacotherapy Advice & Mediation Service) and President of QuIVAA (QLD Injectors Voice for Advocacy and Action) an organisation run by and for people who use or have used illicit drugs. Niki is passionate about working towards the health and human rights of people who use drugs.

NAOMI POOLE



Naomi is the Director of the Partnering with Consumers program at the Australian Commission on Safety and Quality in Healthcare. In this role she is responsible for leading national safety and quality policy on health literacy, person-centred care, comprehensive care and recognising and responding to clinical deterioration. Naomi has been instrumental in the development of a range of national policies, frameworks and standards including the National Statement on Health Literacy, three of the National Safety and Quality Health Service Standards and the National Safety and Quality Framework.

GARY POWER



Gary has been a Consumer Representative with RBWH Cancer Care Services since 2013, following treatment for metastatic skin cancer which was treated with surgery, chemotherapy and radiation. He sits on the Metro North Cancer Care Services Consumer Engagement Working Group and is Deputy Chair of the RBWH Consumer Advisory Group. Gary is a founding member of the Brisbane Head and Neck Support Group. He has particular interest in patient health literacy and survivorship issues.

**JULIE QUICKE**

Julie is employed by QulVAA (QLD Injectors Voice for Advocacy and Action) as Consumer Engagement and Participation Project Coordinator and by QulHN (QLD Injectors Health Network) as Social Support Outreach Worker. Julie has lived experience of AOD (alcohol and other drugs) and MH (mental health) concerns with studies in MH, counselling, psychology and human services. Julie is passionate about strengthening the voice of marginalised people through consciousness raising and social change.

**GABRIELLE QUILLIAM**

With a background as a Registered Nurse and Midwife, Gabrielle has worked as a social change agent in local, national and international healthcare settings that include emergency relief, community education and tertiary hospitals. Combining her clinical skills and experience as a foster carer, Gabrielle co-founded Hummingbird House as Queensland's only children's hospice. Gabrielle has been a Director of Hummingbird House Foundation as well as a member of the Palliative Care Queensland State Committee and the Queensland Child and Youth Clinical Network. Her passion for authentic and comprehensive stakeholder engagement has resulted in human centred community based outcomes that reflect her advocacy skills in clinical, political, philanthropic and consumer sectors.

**ROBERT 'BOB' RIX**

Bob has lived on the Sunshine Coast his whole life and remembers back when the main roads were still dirt! This retired farmer is looking forward to coming to Health Consumers Queensland to talk about the brilliant work of the nursing staff that saved his legs from amputation with a dressing regime tailored to his needs.



STEVE RUSSELL

Steve is a life long health consumer and an active health consumer advocate for over 40 years. His professional experience includes social justice and human resource program manager with the Commonwealth Government in the ACT, NSW and QLD, a community development consultant to all levels of government and community sector and an elected local government councillor. He has held numerous positions as member and chair of Public Sector advisory and consultative committees on health and environment matters. He has been Chair of both Innisfail District Health Council and Cairns and Hinterland Hospital and Health Service Health Community Council. He is currently a Director of the Board of Far North Queensland Hospital Foundation.



LEONIE SANDERSON

Leonie Sanderson is the Health Consumers Queensland Engagement Advisor. Leonie has over 20 years of experience working in the consumer, engagement and community space and is looking forward to achieving positive outcomes on this significant project.



JO SMETHURST

Jo loves the idea that health consumers can change the way in which we receive care by speaking up and becoming involved in decision-making about policies, services and health priorities. Jo was involved in a voluntary organisation that worked towards improving maternity care for women across Australia and this has helped Jo see how consumers can be influential in re-designing and shaping our healthcare.



WARREN STUBBS

Warren is currently a volunteer at Redland Hospital, Member and Co-chair of the Consumer Partnership Committee, and Consumer Representative on the Clinical Governance Committee at Redland Hospital. He has a passionate interest in making a difference in organisations that benefit the community. Warren enjoyed a successful career in the not-for-profit sector and government. He has utilised these skills and extensive experience in assisting fellow consumers to be recognised and heard, as a trusted and effective source of advice, ideas, and energy in quality and safety initiatives and person-centred care across the facilities and services of Metro South Health.



LEONIE SWIFT

Leonie is part of the Community Programs team at Redland Libraries which partnered with Redland Hospital in the Words for Wellbeing initiative. Leonie is the Adult Programs and Technology Librarian and has a passion for lifelong learning and adult literacy. She is a firm believer in libraries and the key role they play in the community to empower people to live more fulfilling, enriching lives.



SARAI Tafa

Sarai is 23 years old and of Samoan descent. She has a Bachelor of Business and is currently studying towards her Master of Public Health. She was one of six peer researchers in our recent project that investigated the priorities for young Pasifika peoples living in Logan, and how these impact on their health and wellbeing. She was an integral member of the project planning, implementation and dissemination. Sarai continues her leadership role in our upcoming research project, and is a member of our Pasifika Research Team.



TAMIKA TAITO

Tamika is a proud Australian born Samoan. She is 18 years of age and was the youngest of six peer researchers who investigated what issues are a priority for young Pasifika peoples living in Logan, and how these issues impact on their health and wellbeing. She was an integral part of the planning, implementation and dissemination of the project deliverables and data. Since the project, Tamika has been instrumental in publications of the research project via peer-reviewed publications and project reports for stakeholders and City Councils in South East Queensland.



ROBERT TAMWOY

Robert is from the Far North Queensland Community of Umagico. He works full time as the Coordinator of the Community Justice Group for the local Magistrate Court. He is also the owner of Thupmul Coffee Espresso Bar located in Umagico. Robert is passionate about advancing Indigenous people to live a healthy and stronger life style in the community. Robert hopes to influence change in the health system in his local area and hopes to improve some aspects of how Queensland provides services to the community.



DR SEAN TAYLOR

Dr Taylor has over twenty years of clinical experience in Aboriginal and Torres Strait Islander Health working at different levels across Australia in range of academic and research interests, as well as clinical practice. Sean is currently the Principal Advisor, Aboriginal and Torres Strait Islander Health, which forms part of the Executive Management Team at the Torres and Cape Hospital and Health Service.



MARK TUCKER-EVANS

Mark Tucker-Evans has been involved with Health Consumers Queensland since its inception in 2008. He was the inaugural Chair of the Ministerial Advisory Committee and became the first Chair when Health Consumers Queensland was established as an independent organisation. Mark is the Chief Executive of COTA (Council on the Ageing) Queensland, Chair of Institute of Healthy Communities Australia; Queensland Health Consumers Collaborative; and an Executive Member of the Queensland Clinical Senate.



ANNA VOLOSCHENKO

Anna is a Public Health/Health Promotion Practitioner and a Registered Psychologist who worked in both government and non-government organisations for many years. Her main focus throughout her career has been promotion of women's health, cancer prevention and cancer screening in the general population, populations from culturally diverse backgrounds and Aboriginal and Torres Strait Islander communities. The last 15 years has been devoted almost entirely to working with and advocating for improvement of health of people from culturally and linguistically diverse backgrounds.

**DR NIC WADDELL**

Dr Waddell is head of the Medical Genomics Group and Deputy Coordinator of the Genetics and Computational Biology Department at QIMR Berghofer MRI. She is an NHMRC Career Development Fellow and her research focuses on the use of genomics to study cancer and explore how next generation sequencing can be applied to address clinical challenges. She is passionate about the clinical application of next generation sequencing to improve outcomes for cancer patients.

**AMBER WILLIAMSON**

Amber's professional career boasts significant national and international corporate expertise in marketing, sales and communication. After receiving a life changing kidney transplant, Amber transitioned her career into the not-for-profit sector and over 12 months ago joined Metro South Health as a Senior Engagement Officer where she now influences within and encourages Consumer and Community Engagement reform. Amber passionately promotes and values engagement and stakeholder participation in planning, delivery and evaluation of health services, believing together we create a better healthcare system.

**STEVE WILLIAMSON**

Steve is the Chief Executive of Central Queensland Hospital and Health Service. Steve moved here from the UK with his family to start in his position in January 2017. He has an extensive background at the executive level in the NHS. Steve was also an officer in the UK's Royal Navy. Steve leads the development of CQHHS's long term vision and strategy, Destination 2030: Great Care for Central Queenslanders. This strategy will shape the future of healthcare across Central Queensland.

**JAMES WILSON**

James has more than 20 years' experience working in a range of roles in all levels of government – commonwealth, state and local government – as well as working in the non-government and not-for-profit sectors. These roles have been at a combination of levels within organisations, including middle and senior management, direct service delivery, policy development, project management and change management, across a range of human service areas. James' experience in human services includes mental health (adult and youth mental health), youth services, behavioural change programs, community education, primary health services, aged and community care as well as disability services.

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