

## Agenda: Day 1 / Wednesday 5 June 2019

9.30-10.30	<b>Registration, networking and morning tea on arrival</b>	Main Hall
10.30-10.40	<b>Official welcome – day one</b> MC: Lexy Hamilton-Smith	Main Hall
10.40-10.50	<b>Welcome to Country</b> Jeanette Singleton, Yirrganydji Elder	Main Hall
10.50-11.00	<b>Welcome</b> Melissa Fox, CEO, Health Consumers Queensland Dr Erin Evans, Board Chair, Health Consumers Queensland	Main Hall
11.00-11.45	<b><i>It's a marathon, not a sprint - what will consumer partnerships look like in the next 5 years?</i></b> Facilitator: Melissa Fox, CEO, Health Consumers Queensland	Main Hall
11.45-12.20	<b>Consumers Leading Consultation - Kitchen Table Discussions</b> Anne Curtis, Engagement Consultant – Special Projects, Health Consumers Queensland Adele Witte, Kitchen Table Discussion Consumer Host Kirstine Sketcher-Baker, Executive Director, Patient Safety and Quality Improvement Service, Clinical Excellence Queensland, Queensland Health	Main Hall
12.20-1.20	<b>Lunch and networking</b>	Marina View Terrace

### Move to concurrent sessions

	Main Hall	Breakout Room 1	Breakout Room 2
1.25-2.25	<b><i>From gen z to gen y: transforming youth engagement</i></b> Facilitators: Health Consumers Queensland and partnering consumers	<b><i>Bringing genomics to the community – what do you want to know?</i></b> Queensland Genomics	<b><i>Fundamentals of Consumer Engagement - Training for consumers</i></b> Health Consumers Queensland <i>Please note this session is for consumers and carers who have already registered to attend via Eventbrite</i>
2.30-3.00	<b><i>Next level on the National Standards</i></b> The Australian Commission on Safety and Quality in Health Care and Queensland Health	<b><i>Meaningful engagement for women and families at the Royal Brisbane &amp; Women's Hospital</i></b> ★ Royal Brisbane and Women's Hospital, Metro North Hospital and Health Service	

★ Presentation eligible for consideration for a Consumer Award

3.00-3.30	<b>Afternoon tea</b>	Ballroom Gardens
<b>Showcase: Driving change for Aboriginal and Torres Strait Islander people</b>		
3.35-4.00	<b>Responding to the social, emotional and mental health wellbeing needs of community across the age spectrum: children, youth and adults</b> Dr Katherine Anderson, CEO, Townsville Aboriginal and Islander Health Service (TAIHS)	Main Hall
4.00-4.25	<b><i>Innovative community based palliative care program</i></b> Kate Gallaway, CEO Northern Peninsula Area (NPA) Family and Community Services Aboriginal and Torres Strait Islander Corporation	Main Hall
4.25-4.50	<b><i>Putting the 'My' into consumers' Advance Care Plans</i> ★</b> Isobel Moase, Quality Coordinator Robert Tamwoy, Consumer Advisory Committee Chair Torres and Cape Hospital and Health Service	Main Hall
5.00-6.00	<b>Welcome reception and networking</b>	Waterfront Terrace
5.30-6.00	<b>Tjapukai Performance</b>	
6.00	<b><i>Day one close</i></b>	

## Agenda: Day 2 / Thursday 6 June 2019

8.00-8.30	<b>Open, networking, tea and coffee</b>	Main Hall
8.30-8.35	<b>Welcome back – day two</b> MC: Lexy Hamilton-Smith	Main Hall
8.35-8.45	<b>Health Consumers Queensland Board - Reflections from day 1</b> Dr Erin Evans, Board Chair, and Board Directors,	Main Hall
8.45-8.50	<b>Welcome</b> Mr Clive Skarott, Board Chair, Cairns and Hinterland Hospital and Health Service Ms Clare Douglas, Chief Executive, Cairns and Hinterland Hospital and Health Service	Main Hall
<b>Plenary Sessions</b>		
8.55-9.20	<b><i>Disruptors or delegates? Deputy Directors–General Panel</i></b> Facilitator: Melissa Fox, CEO, Health Consumers Queensland Barbara Phillips, Deputy Director-General, Corporate Services, Queensland Health Nick Steele, Deputy Director-General, Healthcare Purchasing and System Performance, Queensland Health Dr John Wakefield, Deputy Director-General, Clinical Excellence Queensland, Queensland Health	Main Hall
9.20-9.35	<b><i>Consumer champions: challenge the system to “choose wisely”</i></b> Jessica Toleman, A/Executive Director, Women’s and Newborn Services, Royal Brisbane and Women’s Hospital Lee-Ann Monks, consumer representative, Sunshine Coast Hospital and Health Service	Main Hall
9.35-10.00	<b><i>Behind the Wire Engagement</i></b> Anne Curtis, Engagement Consultant – Special Projects, Health Consumers Queensland Denise Sticklen, Nurse Unit Manager, Townsville Correctional Centre Joanne Sherring, Patient Centred Care Lead, Townsville Hospital and Health Service	Main Hall
10.05-10.25	<b><i>Address – The Honourable Steven Miles MP</i></b> Minister for Health and Minister for Ambulance Services	Main Hall
10.25-11.00	<b>Morning tea</b>	Ballroom Gardens
11.00-11.30	<b><i>Leading the way - Aboriginal and Torres Strait Islander Health Leaders - Panel</i></b> Executive Directors, Aboriginal and Torres Strait Islander Health Facilitator: Louise Lawrie, Consumer Representative Joy Savage, Cairns and Hinterland Hospital and Health Service Venessa Curnow, Torres and Cape Hospital and Health Service Dallas Leon, Townsville Hospital and Health Service	Main Hall

## Move to concurrent sessions

	Main Hall	Breakout Room 1	Breakout Room 2
11.35 – 12.00	<p><b><i>How did I get here... the story of a consumer's journey from concerned parent to a consumer advisor</i></b> ★</p> <p>Wide Bay Hospital and Health Service</p>	<p><b><i>Advancing Kidney Care 2026 (AKC2026): A Queensland collaborative supporting improved kidney health care and patient outcomes</i></b> ★</p> <p>Queensland Health</p>	<p><b><i>Networking and chill-out zone</i></b></p>
12.05-12.30	<p><b><i>How a consumer advocate connected to innovate change</i></b> ★</p> <p>Children's Health Queensland Hospital and Health Service</p>	<p><b><i>It's all about community!</i></b> ★</p> <p>Cairns Community Health, Cairns and Hinterland Hospital and Health Service</p>	
12.35-1.00	<p><b><i>Forging health literacy partnerships for safety and quality</i></b> ★</p> <p>Gold Coast Hospital and Health Service</p>	<p><b><i>The power of consumer voices: telling our stories to tackle HIV infections among our communities</i></b> ★</p> <p>Queensland AIDS Council (QuAC)</p>	
1.05-1.30	<p><b><i>Transforming patient experiences through health literacy</i></b> ★</p> <p>Metro North Hospital and Health Service</p>	<p><b><i>Challenging the status quo... Co-designing the future of child and youth mental health services with young people</i></b> ★</p> <p>Children's Health Queensland Child and Youth Mental Health Service</p>	

### ★ Presentation eligible for consideration for a Consumer Award

1.30–2.30	<b>Lunch and networking</b>	Marina View Terrace
2.30-3.05	<p><b><i>Yarning Circle – Strengthening Aboriginal and Torres Strait Islander voices</i></b></p> <p>Diane Friday, Senior Aboriginal Health Worker, Community Health Ingham, Townsville Hospital and Health Service and Queensland Health staff</p>	Main Hall
3.05-3.20	<p><b><i>Announcement of Consumer Awards</i></b></p> <p>Dr John Wakefield, Deputy Director-General, Clinical Excellence Queensland, Queensland Health</p>	Main Hall
3.20-3.30	<p><b><i>Summary and close</i></b></p> <p>Dr Erin Evans, Board Chair, Health Consumers Queensland</p>	Main Hall
3.30	<b><i>Day two close</i></b>	