

Annual Forum 2019

CONNECT ► INNOVATE TRANSFORM

Enabling excellence in consumer engagement

Wednesday 5 – Thursday 6 June

For more information visit www.hcq.org.au



The Health Consumers Queensland
Annual Forum is proudly supported
by Clinical Excellence Queensland,
Queensland Health,
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Contents

Welcome from the Chair	2
Consumer Awards	3
Board & Staff	3
Annual Forum Agenda	4
Annual Forum Program	8
Biographies	22



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Queensland
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Welcome from the Chair

Welcome to Health Consumers Queensland's 2019 Annual Forum, "CONNECT · INNOVATE · TRANSFORM - Enabling excellence in consumer engagement".

We enjoyed robust discussions in the framing of this theme as we recognise the importance of the theme in shaping the discussions and development that will follow during our Forum.

We are excited to again be in Far North Queensland for our 4th Annual Forum event. Thank you for the warm welcome that we have received by the consumers and health organisations in the region. We will be hearing from diverse speakers and have participants from this region and across the state. We were thrilled by the abstracts that we received and have been looking forward to how our Forum will unfold – it promises to be a great one.

A message that really struck a chord at last year's Forum was of individual consumers feeling a sense of belonging to something much bigger than they realised. This sense of a purposeful movement is a powerful one that we feel is central to Health Consumers Queensland and what has developed over our 10 years. Our first element of the theme to CONNECT reflects this as the foundational condition for consumers, carers and staff to partner to INNOVATE together to TRANSFORM the health system. This meaningful connection develops relationships based on listening, respect, walking in each other's shoes and building trust to work together across all stages of consumer partnerships.

We feel the new era of consumer partnerships is upon us, as Health Consumers Queensland moves into our 11th year with a new strategy that highlights our role to create the systemic shifts that enable system wide changes and enable individuals to act locally to make improvements.

This is my first Forum as Chair of the Board and I would like to again formally recognise the wonderful work and dedication of our former Chair Mark Tucker-Evans. We have new members of the Board and we all look forward to meeting with you over these 2 days.

We hope that you will come away from the Forum feeling more connected — and more energised — by that connection for our work together identifying and transforming the health system for the wellbeing of all Queenslanders.

Erin Evans

Chair, Health Consumers Queensland



Consumer Awards

Every year Health Consumers Queensland has an opportunity for staff and partnering consumers to submit their consumer engagement projects through a Call for Abstract Application to present at the Annual Forum. These submitted abstracts go in the running for our Consumer Awards (The presentations that are being judged are indicated on the agenda by this icon: ★) These presentations are then considered and selected by a judging panel which includes representatives of Health Consumers Queensland's staff and Board, members of the Health Consumers Queensland Consumer Advisory Group and a representative from Clinical Excellence Queensland.

The Partnership Award

Our Partnership Award recognises how an organisation has meaningfully partnered with health consumers and carers, which has then led to better health outcomes. This award recognises that consumers have been involved in the whole process of the project from planning, design, delivery, monitoring and evaluation and demonstrates the drive, growth and commitment to ongoing partnerships. The Partnership Award represents authentic partnerships that have been respectful, inclusive and made a difference.

Dr John Wakefield, Deputy Director-General, Clinical Excellence Queensland, will present the Winner and Highly Commended Partnership Awards on Thursday 6 June 2019.

Board

Dr Erin Evans, Chair

Steve Russell, Director

Gabrielle Quilliam, Director

Rachelle Foreman, Director

David Mowat, Director

Alison Cuthbert, Director

Julie Mayer, Director

Staff

Melissa Fox, Chief Executive Officer

Nicole O'Keane, Office Manager

Jo Smethurst, Senior Engagement Advisor

Chelsea Gourgaud, Engagement Advisor

Reema Naresh, Engagement Advisor

Suzanne Wirges, Engagement Advisor

Michael Taylor, Project Support Coordinator

Anne Curtis, Engagement Consultant - Special Projects

Leonie Sanderson, Engagement Advisor

Agenda: Day 1 / Wednesday 5 June 2019

9.30-10.30	Registration, networking and morning tea on arrival	Main Hall
10.30-10.40	Official welcome – day one MC: Lexy Hamilton-Smith	Main Hall
10.40-10.50	Welcome to Country Jeanette Singleton, Yirrganydji Elder	Main Hall
10.50-11.00	Welcome Melissa Fox, CEO, Health Consumers Queensland Dr Erin Evans, Board Chair, Health Consumers Queensland	Main Hall
11.00-11.45	<i>It's a marathon, not a sprint - what will consumer partnerships look like in the next 5 years?</i> Facilitator: Melissa Fox, CEO, Health Consumers Queensland	Main Hall
11.45-12.20	Consumers Leading Consultation - Kitchen Table Discussions 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	Lunch and networking	Marina View Terrace

Move to concurrent sessions

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

★ Presentation eligible for consideration for a Consumer Award



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

Agenda: Day 2 / Thursday 6 June 2019

8.00-8.30	Open, networking, tea and coffee	Main Hall
8.30-8.35	Welcome back – day two MC: Lexy Hamilton-Smith	Main Hall
8.35-8.45	Health Consumers Queensland Board - Reflections from day 1 Dr Erin Evans, Board Chair, and Board Directors,	Main Hall
8.45-8.50	Welcome 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

Plenary Sessions

8.55-9.20	<i>Disruptors or delegates? Deputy Directors-General Panel</i> 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	<i>Consumer champions: challenge the system to “choose wisely”</i> 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	<i>Behind the Wire Engagement</i> 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	<i>Address – The Honourable Steven Miles MP</i> Minister for Health and Minister for Ambulance Services	Main Hall
10.25-11.00	Morning tea	Ballroom Gardens
11.00-11.30	<i>Leading the way - Aboriginal and Torres Strait Islander Health Leaders - Panel</i> 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	<i>How did I get here... the story of a consumer's journey from concerned parent to a consumer advisor</i> ★ Wide Bay Hospital and Health Service	<i>Advancing Kidney Care 2026 (AKC2026): A Queensland collaborative supporting improved kidney health care and patient outcomes</i> ★ Queensland Health	<i>Networking and chill-out zone</i>
12.05-12.30	<i>How a consumer advocate connected to innovate change</i> ★ Children's Health Queensland Hospital and Health Service	<i>It's all about community!</i> ★ Cairns Community Health, Cairns and Hinterland Hospital and Health Service	
12.35-1.00	<i>Forging health literacy partnerships for safety and quality</i> ★ Gold Coast Hospital and Health Service	<i>The power of consumer voices: telling our stories to tackle HIV infections among our communities</i> ★ Queensland AIDS Council (QuAC)	
1.05-1.30	<i>Transforming patient experiences through health literacy</i> ★ Metro North Hospital and Health Service	<i>Challenging the status quo... Co-designing the future of child and youth mental health services with young people</i> ★ Children's Health Queensland Child and Youth Mental Health Service	

★ Presentation eligible for consideration for a Consumer Award

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



Program: Day One

Wednesday 5 June 2019

9.30 - 10.30 / MAIN HALL

Registration, networking and morning tea on arrival

10.30 - 10.40 / MAIN HALL

Official welcome - day one

MC: Lexy Hamilton-Smith

10.40 - 10.50 / MAIN HALL

Welcome to Country

Jeanette Singleton, Yirrganydji Elder

10.50 - 11.00 / MAIN HALL

Welcome

Melissa Fox, CEO, Health Consumers Queensland

Dr Erin Evans, Board Chair, Health Consumers Queensland

11.00 - 11.45 / MAIN HALL

It's a marathon, not a sprint - what will consumer partnerships look like in the next 5 years?

Facilitator: Melissa Fox, CEO, Health Consumers Queensland

- Robert Tamwoy, Consumer Representative, Bamaga
- Rebecca Waqanikalou, Consumer Representative, Cairns
- Darlene Cox, Executive Director, Health Care Consumers' Association (HCCA)
- Graham Reeks, Principal Engagement Officer, Sunshine Coast Hospital and Health Service
- Lisa Davies-Jones, Chief Executive, North West Hospital and Health Service
- Robyn Littlewood, Director, Health Services Research Centre, Children's Health Queensland
- Michael Willis, Board Chair, West Moreton Hospital and Health Service

Listen and learn from a thought-provoking panel of "champions of consumers" from across the health system. Each panel member will give a 2-minute flash presentation about their vision of consumer partnerships in 5 years' time. What will they look like? What decisions will be made together? How will they connect people and the system, and enable innovation that will strengthen the health outcomes and experiences of people receiving the care? What's your role in making this happen? How do we get there?

11.45 - 12.20 / MAIN HALL

Consumers Leading Consultation - Kitchen Table Discussions

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

Hosted by health consumers and carers, Kitchen Table Discussions are an opportunity for community members who don't attend formal consultations to influence the health system in a safe, friendly and supported environment. Invited by the host, participants each have a particular interest or experience of the consultation topic. In the last twelve months we have supported thirty health consumers and carers to host discussions in their local communities across Queensland, resulting in 252 community members being directly consulted on two projects for Clinical Excellence Queensland.

We will share how Kitchen Table Discussions work, how to host them, and why the hosts and participants would like to see more of this type of consultation. We will also hear about the impact of the consultation to date and opportunities for consumers to input further into the work.

12.20 - 1.20 / MARINA VIEW TERRACE

Lunch and networking

Concurrent Sessions

1.25 - 2.25 / MAIN HALL

From gen z to gen y: transforming youth engagement – Panel

Facilitators: Leonie Sanderson, Engagement Advisor, Health Consumers Queensland and Tanya Kretschmann, Consumer Representative

- Ash Polzin, Consumer Representative
- Sharon Hunte, Peer Worker
- Roxxanne MacDonald, Consumer Representative
- Emil Cañita, Consumer Representative

Ever wanted to engage with young people but didn't know where to start? Been putting youth engagement in the 'too hard basket'? This lively panel of young health consumers will talk about their personal experiences of engagement – they will give you the lowdown on what helps, what gets in the way and advice for anyone pondering how to involve a diverse range of young people in the development, delivery and improvement of health services.


1.25 - 2.25 / BREAKOUT ROOM 1

Bringing genomics to the community – what do you want to know?

Queensland Genomics

Panel members:

- Dr Erin Evans, Board Chair, Queensland Genomics
- Satrio (Tiko) Nindyo Istiko, Queensland Genomics Community Group
- Gary Hondow, Queensland Genomics Community Group
- Sid Kaladharan, Project Officer, Indigenous Health Research Program - QIMR Berghofer Medical Research Institute
- Katrina Cutler, Communications and Engagement Manager - Queensland Genomics
- Dr Lindsay Fowles, Genetic Counsellor – Genetic Health Queensland



Advances in genomic medicine offer amazing opportunities to improve our health and wellbeing. Our DNA is currently being used to predict disease risk, diagnose patients and guide treatment - with use in everyday healthcare expected to grow exponentially in coming years due to advances in science and technology.

This session will provide a background on genomics in healthcare and an update on current Queensland Genomics projects. It's an opportunity to ask your questions about genomics and find out how personalised healthcare can affect you and your family. Come along to join a robust discussion on personalised medicine in our community.

1.25 - 3.00 / BREAKOUT ROOM 2

Fundamentals of Consumer Partnerships - Training for Consumers

Health Consumers Queensland

Please note that this session is only open for consumers and carers who have already pre-registered to attend this workshop, via Eventbrite.

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 resources developed by Health Consumers Queensland
- Learn about consumer partnerships
- Learn why they are important
- Workshop the fundamental ingredients needed for effective partnerships

Concurrent Sessions

2.30 - 3.00 / MAIN HALL

Next level on the National Standards

Naomi Poole, Director, Partnering with Consumers, the Australian Commission on Safety and Quality in Health Care

Kirstine Sketcher-Baker, Executive Director, Patient Safety and Quality Improvement Service, Clinical Excellence Queensland, Queensland Health

Hospitals were accredited for six years under the first edition of the Standards, and have been accredited for the last six months under the new second edition. Get a bird's eye view from both a Queensland and national perspective about the impact of the Standards to date, and what elements of the new standards are driving change including:

- Revised version of Standard 2: Partnering with Consumers
- New actions focused on health literacy, comprehensive care and care for Aboriginal and/or Torres Strait Islander consumers
- Piloting of short notice accreditation

2.30 - 3.00 / BREAKOUT ROOM 1

Meaningful engagement for women and families at the Royal Brisbane and Women's Hospital

Metro North Hospital and Health Service

Jessica Toleman, A/Executive Director, Women's and Newborn Services, Royal Brisbane and Women's Hospital

Leah Hardiman, Consumer Lead

The executive team at the Royal Brisbane and Women's Hospital are motivated to include women's and family's voices in the design and strategic planning of maternity, gynaecology and neonatology health services. The service line executive group of Women's and Newborn invited a consumer representative to be a part of their team. Leah Hardiman was recruited into this position in January 2018. However, it was recognized that they wanted more than just a consumer representative at the monthly meetings. They wanted an onsite weekly presence within their hospital.

3.00 - 3.30 / BALLROOM GARDENS

Afternoon tea

Showcase: Driving change for Aboriginal and Torres Strait Islander people

3.35 – 4.00 / MAIN HALL

Responding to the social, emotional and mental health wellbeing needs of community across the age spectrum: children, youth and adults

Townsville Aboriginal and Torres Strait Islander Health Service (TAIHS)

Dr Kathy Anderson, CEO,


TAIHS will talk about the different entry points into wellbeing services, specifically looking at how community needs, and ways of engaging with TAIHS shape the service models. The presentation will focus on the partnerships – internal and external – that support the service model with a focus on early childhood, youth, and health programs, and the way wellbeing services are provided across these different program areas.

4.00 - 4.25 / MAIN HALL

Innovative community based palliative care program

Kate Gallaway, CEO, Northern Peninsula Area (NPA) Family and Community Services Aboriginal and Torres Strait Islander Corporation

Caring for community members who require palliative care in remote Aboriginal or Torres Strait Islander communities is a challenging task. Normally this has been the domain of medical staff with patients often transferred to tertiary centres for ongoing care. However, the NPA Communities wanted to begin the journey of creating their own palliative care service so more of their people could spend their last months, weeks and days closer to family on country in



their own communities. This led to the development of a partnership and the establishment of an innovative community based palliative care program.

4.25 - 4.50 / MAIN HALL

Putting the 'My' into consumer's Advance Care Plans

Torres and Cape Hospital and Health Service

Isobel Moase, Quality Coordinator

Robert Tamwoy, Consumer Advisory Committee Chair

To help consumers and staff feel more comfortable having end of life care conversations and documenting their wishes, the Torres and Cape Hospital and Health Service Consumer Advisory Committee, which is comprised of Aboriginal and Torres Strait Islander, non-Indigenous and Mental Health consumers, worked with the Office of Advance Care Planning to adapt the Statement of Choices outer coversheet to be more user-friendly and explain Advance Care Planning in a more consumer-centred way. Although the changes were made with Torres and Cape Hospital and Health Service, Aboriginal and Torres Strait Islander consumers in mind, the intent is that this version of the form can be used by anyone regardless of their cultural background.

5.00 - 6.00 / WATERFRONT TERRACE

Welcome reception and networking

5.30 – 6.00

Tjapukai performance

Watch Indigenous performers from Tjapukai bring the world's oldest living culture to life through traditional dance.

6.00

Day One Close



Program: Day Two

Thursday 6 June 2019

8.00 - 8.30 / MAIN HALL

Open, networking, tea and coffee

8.30 - 8.35 / MAIN HALL

Welcome back - day two

MC: Lexy Hamilton-Smith

8.35 - 8.45 / MAIN HALL

Health Consumers Queensland Board - Reflections from day 1

Dr Erin Evans, Board Chair & Board members, Health Consumers Queensland

8.45 - 8.50 / MAIN HALL

Welcome: Cairns and Hinterland Hospital and Health Service

Cairns and Hinterland Hospital and Health Service

Mr Clive Skarott, Board Chair and Ms Clare Douglas, Chief Executive

Plenary Sessions

8.55 - 9.20 / MAIN HALL

Disruptors or delegates? Deputy Directors-General Panel

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

Senior public servants are responsible for implementing government policy of the day. Their roles provide great opportunities to champion the vital ongoing role of consumers in ensuring its implementation, monitoring and evaluation meets communities' needs. Three of Queensland's Deputy Directors-General will be put under the spotlight as we challenge them to describe how consumers will be central in them delivering on their 3-5 year legacy in their roles.

9.20 - 9.35 / MAIN HALL

Consumer champions: challenge the system to “choose wisely”

Jessica Toleman, A/Executive Director, Women's and Newborn Services, Royal Brisbane and Women's Hospital

Lee-Ann Monks, Consumer Representative, Choosing Wisely Shared Decision Making in Emergency Departments Project, Sunshine Coast Hospital and Health Service

Choosing Wisely Australia is a campaign that enables clinicians, consumers and healthcare stakeholders to start important conversations about tests, treatments and procedures where evidence shows they provide no benefit, or in some cases, lead to harm. Hear about consumers and clinicians experiences of embedding Choosing Wisely in their health service. And learn how you can become a champion for Choosing Wisely in your health service!

9.35 - 10.05 / MAIN HALL

Behind the Wire Engagement

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

Each day, the Townsville Hospital and Health Service's Prison Health staff provide healthcare and treatment to a patient group with complex needs and a high prevalence of mental health conditions, communicable diseases, illicit drug use, poor oral health, and chronic disease when compared to the general population. These consumers are totally dependent on corrections officers to access healthcare. Last year we listened to prisoners across Queensland about their solutions which would improve their access to healthcare. This informed the content of a co-designed training workshop for Queensland Health staff and Queensland Corrective Services staff working within Queensland Correctional Centres, which is leading to opportunities to reduce existing barriers to effective service provision and improve and enhance delivery of patient-centred care.

10.05 - 10.25 / MAIN HALL

Address: The Honourable Steven Miles MP

Minister for Health and Minister for Ambulance Services

10.35 - 11.00 / BALLROOM GARDENS

Morning tea

Plenary Sessions

11.00 - 11.30 / MAIN HALL

Leading the way - Aboriginal and Torres Strait Islander Health Leaders - Panel

Facilitator: Louise Lawrie, Consumer member of the Queensland Health Consumers Collaborative (statewide group) and the Cairns and Hinterland Hospital and Health Service Aboriginal and Torres Strait Islander Consumer Consultative Committee.

- Joy Savage, Executive Director, Aboriginal and Torres Strait Islander Health, Cairns and Hinterland Hospital and Health Service
- Venessa Curnow, Executive Director, Aboriginal and Torres Strait Islander Health, Torres and Cape Hospital and Health Service
- Dallas Leon, Executive Director, Aboriginal and Torres Strait Islander Health, Townsville Hospital and Health Service

The health experiences and outcomes for Aboriginal and Torres Strait Islander people and communities across Queensland are significant. Most importantly, much of the work on integrating healthcare services and strengthening the health of people and communities is being led by Aboriginal and Torres Strait Islander leaders. This panel discussion is a chance to meet some of these leaders and learn what their priorities are, the importance of working with

community on meeting these priorities and some of their success stories. These are relatively new roles – strategically influencing decision-making at a high level to ensure the cultural, emotional, social and health needs of Aboriginal and Torres Strait Islander people are at the forefront of decisions and policy.

Concurrent Sessions

11.35 - 12.00 / MAIN HALL

How did I get here... the story of a consumer's journey from concerned parent to a consumer advisor

Wide Bay Hospital and Health Service

Lyn Nichols, Cultural Capability Program Coordinator

Gary Hondow, Consumer Representative

Up until the age of 14 months, Gary and his wife Sharmaine had a relatively typical child. It was then that they noticed things were not quite right, and after multiple tests and years of waiting for a diagnosis, found themselves parents of a child with a rare, complex medical condition. This forced them into a world of healthcare they had never envisaged being a part of. Gary's story will tell how he began as a farm worker searching for answers, advocating for better care and services for his son, to becoming a consumer who has sat on State-wide committees such as the Patient Travel Subsidy Scheme steering committee, Queensland Genomics and HCQ Consumer Advisory Group as well as numerous service improvement groups at Queensland Children's Hospital. He was named Volunteer of the Year 2018 for Wide Bay Hospital and Health Service. Gary is still a farm worker, now advocating not only for his son, but for all consumers using the health care system.

11.35 - 12.00 / BREAKOUT ROOM 1

Advancing Kidney Care 2026 (AKC2026): A Queensland collaborative supporting improved kidney health care and patient outcomes

Queensland Health

Anne Cameron, Clinical Nurse Consultant, AKC2026 Collaborative

Martin Chambers, Consumer Representative, AKC2026 Collaborative

One in three adult Australians are at risk of chronic kidney disease (CKD) and one in ten have signs of CKD. This equates to 500,000 Queenslanders. CKD can lead to end stage kidney disease, which has two outcomes: death or the need for dialysis or kidney transplantation. At the end of 2017, there were 5,156 Queenslanders on these treatments. In 2018, Queensland Health established the Advancing Kidney Care 2026 (AKC2026) Collaborative to support improvement in kidney health and in the provision of kidney health services within the public sector. AKC2026 is comprised of consumers, clinicians, Department of Health executives, Aboriginal and Torres Strait Islander health practitioners and other representatives from primary care. AKC2026 currently has three workstreams (clinical, funding and information systems), which are working together to develop foundational resources to support a consistent and equitable state-wide approach towards patient-centric delivery of kidney care, now and into the future.

12.05 - 12.30 / MAIN HALL

How a consumer advocate connected to innovate change

Children's Health Queensland Hospital and Health Service

Claire Reilly, Paediatric Dietitian, Children's Health Queensland

Keren Pointon, Consumer Representative

The Queensland Children's Hospital Interdisciplinary Feeding Team often provides care to children requiring weans from temporary feeding tubes that have been in for extended periods of time (i.e., greater than 12 months). This is despite resolution of the original reason for the tube's insertion. This was the experience of Keren Pointon and her daughter, who advocated for innovation and transformation of current management practices through the establishment of the Temporary Tube Feeding Management Project.

12.05 - 12.30 / BREAKOUT ROOM 1

It's all about community!

Cairns Community Health, Cairns and Hinterland Hospital and Health Service

Simon Doyle-Adams, Clinical Nurse Consultant, Team Leader

Kathy Clark, Cairns Hepatitis Action Team (CHAT)

Andrea Mills, Peer Educator

Max Mackenzie, Mental Health Social Worker

The Cairns Sexual Health Service delivers quality sexual health services that are based on the principles of equity, inclusion, compassion, confidentiality and an overall respect for human rights. We will do this by: being responsive and innovative in our planning and provision of services to those with greatest need; working together with our clients, and the communities they come from, in partnership to improve sexual and reproductive health outcomes; and embracing research and evidenced-based practice within our service provision. While the clinic is open to everyone, our core client groups are Aboriginal and Torres Strait Islander people, sex workers, men who have sex with men, lesbian, gay, bisexual, transgender and intersex (LGBTI) people, people who inject drugs and young people. Peer workers play an important role in our community development work and co-design programs we deliver.

12.35 - 1.00 / MAIN HALL

Forging health literacy partnerships for safety and quality

Gold Coast Hospital and Health Service

Dianne Leech, Director Quality Healthcare

Margaret Shapiro, Consumer Advisory Group Deputy Chair

A health literacy initiative that began with the Gold Coast Health Consumer Advisory Group and led to a service wide health literacy partnership will be discussed. Their partnership and the health literacy journey they are undertaking is still in the early stage of establishing the partnership, reviewing health resources and potential health literacy ideas and practices both locally and internationally and building local networks. The nature and importance of the partnership, together with achievements to date will be discussed alongside consideration of the challenges ahead.

12.35 - 1.00 / BREAKOUT ROOM 1

The power of consumer voices: telling our stories to tackle HIV infections among our communities

Queensland AIDS Council (QuAC)

Robert Muscolino, Health Promotion and Community Development

Thomas Montoya, Consumer Representative

Due to increasing rates of HIV within Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), men who have sex with men (MSM), and transgender populations, a creative, multi-targeted project was required to get vital health information to high risk populations. The #comeprepd Poster Project Phase II, features 15 posters/online stories to connect priority populations to information regarding pre-exposure prophylaxis (PrEP), a biomedical form of HIV prevention. The storytelling project promotes empowerment of consumers by sharing real life experiences, that contribute to the reduction of HIV and HIV related stigma. Seven consumers share their PrEP story to feature on posters/condom packs and various online platforms. Across four months, QuAC closely worked with community members to bring personal stories to life. Undertaking this project is expected to increase awareness of PrEP as an effective risk reduction strategy.

1.05 - 1.30 / MAIN HALL

Transforming patient experiences through health literacy

Metro North Hospital and Health Service

Christine Petrie, Consumer Engagement Coordinator

Lisa Cox, Consumer Representative

Belinda Barrie, Consumer Representative

One of Metro North's strategic objectives is to embed health literacy in service delivery. The rationale is that well-informed consumers who actively participate in decisions about their healthcare achieve better outcomes. A Health Literacy Project was initiated in February 2018 and from the beginning has engaged consumers, carers and the workforce. Underpinning all of their actions is the philosophy of health equity which is evident in the Metro North Health Literacy Approach. They will explore HOW we are engaging the workforce to partner with consumers, to become agents of change in transforming how healthcare is delivered. From a consumer perspective, they will answer WHY this is important. They will also explore how they brought the relevant people together to collaborate, learn, share and improve when designing and implementing solutions relating to health literacy – including welcoming and preparing consumers; being active participants in decisions; enabling consumers to feel empowered, confident, in control and able to manage their health and wellbeing.

1.05 - 1.30 / BREAKOUT ROOM 1

Challenging the status quo... Co-designing the future of child and youth mental health services with young people

Children's Health Queensland, Child and Youth Mental Health Service

Leonie Sanderson, Engagement Advisor, Health Consumers Queensland

Mikaela Moore, Consumer Representative

There is an ongoing development and co-design of a youth mental health peer worker program at Children's Health Queensland Hospital and Health Service that delivers best practice mental health services for young people in Queensland. The project has utilised a participatory action research approach, a ground up methodology which was facilitated by Health Consumers Queensland, and has ensured that the lived experiences of consumers and carers have been an integral part of the project.

1.30 - 2.30 / MARINA VIEW TERRACE

Lunch and networking

2.30 - 3.05 / MAIN HALL

Yarning Circle – Strengthening Aboriginal and Torres Strait Islander Voices

- Diane Friday, Senior Aboriginal Health Worker, Community Health Ingham, Townsville Hospital and Health Service
- Dallas Leon, Executive Director, Aboriginal and Torres Strait Islander Health, Townsville Hospital and Health Service
- Lyn Nichols, Cultural Capability Program Coordinator, Wide Bay Hospital and Health Service
- Joy Savage, Executive Director, Aboriginal and Torres Strait Islander Health, Cairns and Hinterland Hospital and Health Service
- Simon Costello, Senior Project Officer, Cultural Capability, Cairns and Hinterland Hospital and Health Service

The Yarning Circle is a name that has been given to the traditional Aboriginal process of sitting down and talking and listening to, and learning from, each other. It is a traditional practice that continues today with Aboriginal and Torres Strait Islander peoples.

The most important basic principle of Yarning is respectful listening. Respectful listening requires the listener to not formulate a response, verbally or mentally, until they have heard everything the speaker has to say. There is then a process, or series of steps, of being accountable for one's response.

A Yarning Circle is about being responsible for what we say, being respectful to others when we have something to say and, being accountable for ensuring a safe Yarning Circle environment.



3.05 - 3.20 / MAIN HALL

Announcement of Consumer Awards

Dr John Wakefield, Deputy Director-General, Clinical Excellence Queensland, Queensland Health

Dr John Wakefield will present the Partnership Awards - Winner and Highly Commended

3.20 - 3.30 / MAIN HALL

Summary and close

Dr Erin Evans, Board Chair, Health Consumers Queensland

3.30

Day two close



Speaker Biographies



Katherine Anderson

Dr Katherine Anderson is the Chief Executive Officer of the Townsville Aboriginal and Islander Health Service. She is passionate about doing things differently. Katherine believes that working within the community-controlled sector provides an opportunity to be more responsive and flexible in the way we do our business.



Belinda Barrie

Belinda Barrie has been a carer for her husband since 2010 when he was diagnosed with Non-Hodgkin Lymphoma. With an ambulance background she thought she had a decent level of health literacy only to realise she was a novice within the hospital system. Belinda began to advocate with West Moreton HHS and Metro North HHS with a desire to improve patient health literacy and educate health professionals on the consumer journey.



Anne Cameron

Anne Cameron (Salisbury) is a renal nurse with 30 years' experience in supporting people with kidney disease. Anne has worked clinically in haemodialysis, peritoneal dialysis and chronic kidney disease (CKD), supported kidney clinical trials in transplantation, managed a Centre of Research Excellence in CKD, and partnered with Kidney Health Australia in consumer support endeavours. Anne joined the AKC2026 Collaborative in January 2019, and thanks HCQ for this opportunity.



Emil Cañita

Emil Cañita has been working in different capacities in the sexual health space since he was in his late teens. During his studies at the University of Queensland (UQ) he's established the first youth-led sexual health education group on campus aptly named UQ SHAG (Sexual Health Action Group), and has helped establish the first rapid STI & HIV testing in a university campus in Australia during his time as UQ Union's Queer Officer.



Martin Chambers

Martin Chambers has been a passionate independent consumer's advocate since 2003 when his wife Loraine commenced dialysis. He led the Fraser Coast Kidney Support Group and was inaugural Chair of the Wide Bay HHS Consumer Advisory Network. Martin moved to Brisbane in 2016, was nominated by Kidney Health Australia to be the consumer representative on the Queensland Health State Renal Services Project Steering Committee, and then transitioned to the Advancing Kidney Care 2026 Collaborative in 2018.



Kathy Clark

Kathy Clark is a member of the Cairns Hepatitis Action Team (CHAT) and has recently undertaken work with Cairns Sexual Health to engage marginalised community members with hepatitis C for testing and treatment. She has volunteered for the QLD Injectors Health Network. She has completed a Certificate in Community Mental Health and been working for a mental health NGO supporting clients.



Simon Costello

Simon Costello is a Noonuccal man from North Stradbroke Island in South East Queensland, living in Cairns for 18 years. Simon is a Senior Project Officer Cultural Capability with Cairns and Hinterland Hospital and Health Service (CHHHS) and in 2016 established the first Aboriginal and Torres Strait Islander Community Consultation Committee in Queensland. He is currently the CHHHS Aboriginal and Torres Strait Islander Community Consultation Committee Health Service Representative and a member of the Statewide Rural and Remote Clinical Network Aboriginal and Torres Strait Islander Health Reference Group.



Darlene Cox

Darlene Cox has been involved in the consumer movement since the late 1990s. She is a passionate advocate for improving the quality and safety of healthcare and for consumers shaping the services we use. She has been the Executive Director of Health Care Consumers' Association since 2008. She is a board member of the Capital Health Network, a member of the Australian Health Practitioner Regulation Agency Community Reference Group and Aboriginal and Torres Strait Islander Strategy Group, among others.



Lisa Cox

Lisa Cox fuses her professional background in corporate advertising, media and communications with acquired disabilities. After a stroke, aged 24, Lisa spent over a year in hospital and still returns regularly. She's gained valuable insight into health literacy and other issues which she has been sharing with public and private hospitals for several years. Lisa sits on the statewide quality and safety board and is passionate about advocating for the marginalised.



Venessa Curnow

Venessa Curnow is Ait Koedal Sumu Torres Strait Islander and is the Executive Director, Aboriginal and Torres Strait Islander Health, Torres and Cape Hospital and Health Service.

Venessa's passion for improving health outcomes amongst Aboriginal and Torres Strait Islander Peoples was first sparked working in front line clinical positions, where she felt she wanted to have more influence on systems and policies. She brings her First Nations' cultural values and perspective to influence sustainable improvements to systems and policies.



Anne Curtis

With over 30 years' experience working in consumer and community engagement and communication, Anne's role with Health Consumers Queensland is working on special projects that aim to make a difference and improve healthcare design and delivery. Anne's current projects include consultation on "What Matters to You in Relation to Ageing, End-of-Life Care and Dying" and co-designing and delivering a consumer engagement workshop for health and corrective services staff working in Queensland Correctional Centres.



Katrina Cutler

Katrina Cutler has 15 years' experience as a communications and engagement specialist in the government, health, not-for-profit and private sectors. Prior to joining Queensland Genomics as Communications and Engagement Manager, her previous roles included 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.



Lisa Davies-Jones

Lisa Davies-Jones is the Chief Executive of North West Hospital and Health Service. She has extensive experience in senior leadership roles in Queensland and the UK. Her commitment to improving health outcomes has led to a determination to see health services integrated across the North West for the seamless delivery of primary health care, through partnership working. Lisa is passionate about creating an environment where consumers are able to take an active partnership in the design and delivery of health services.



Simon Doyle Adams

Simon Doyle Adams is a Clinical Nurse Consultant in Sexual Health in Cairns, Queensland. He has a passion for inclusive and anti-discriminatory practise and service provision that focus on the needs of community. Simon has a keen interest in sexual health, HIV treatment, care and prevention and gender/sexuality.



Erin Evans

Dr Erin Evans is Chair of Health Consumers Queensland and Chairs the Queensland Genomics Community Group. Erin has a PhD in Biotech novel drug design and worked internationally as an executive in the Biotech sector and NGOs. She is an Adjunct Lecturer at QUT and freelance consultant. She specialises in working with leaders and organisations around the world to navigate uncertainty and tackle systemic transformation of complex challenges to create healthier workplaces.



Lindsay Fowles

Dr Lindsay Fowles is a Human Genetics Society of Australasia certified genetic counsellor who started working with Genetic Health Queensland in 2007, in familial cancer and general genetics. She previously worked in biomedical research, completing her PhD and postdoctoral work at The University of Queensland. Wishing to be more closely involved with patients and to see the application of genetic knowledge for their benefit, she then chose to retrain as a genetic counsellor.



Melissa Fox

Melissa Fox is the CEO of Health Consumers Queensland. With almost 15 years as a consumer representative, Melissa has seen firsthand the positive impact that consumer partnerships have had on health outcomes for Queenslanders. She is passionate about services going beyond “tick-a-box” engagement and partnering meaningfully to design, deliver and evaluate healthcare, to provide safe, integrated consumer-centred services.

Diane Friday

Diane Friday manages the Aboriginal & Torres Strait Islander Health workforce across the Rural Hospital Health Service in the Townsville Hospital region. She coordinates quality improvement activities in the region, monitoring the Primary Health team activity, and providing progress reports to the Director of Nursing. Diane is also the Cultural Practice facilitator at the Ingham Hospital Health Service. Diane’s work focuses on enhancing community engagement and health outcomes for Aboriginal and Torres Strait Islander Peoples.



Kate Gallaway

Kate Gallaway is the CEO for Northern Peninsula Area Family and Community Services Aboriginal and Torres Strait Islander Corporation, which provides essential community, children, social and health services to the residents of the Northern Peninsula Area. Kate holds a Bachelor of Health Sciences (Public Health) and has been with the organisation for 2.5 years, and as the CEO for 1.5 years. Kate comes from a background in quality management and compliance within health services and is passionate about ensuring quality services are delivered to community.



Lexy Hamilton-Smith

Lexy Hamilton-Smith is one of Queensland's most respected and experienced news presenters with a career in television spanning over 30 years. Lexy is currently at the ABC in Brisbane. Lexy has done extensive medical reporting, with her ability to empathise with people enduring hardship winning her the recent Queensland Mental Health Media Award for a story on suicide prevention. Lexy is also an experienced Master of Ceremonies, host and facilitator working for charities including The Heart Foundation, the Australian Lung Foundation and Blue Care.



Leah Hardiman

Leah Hardiman has been a maternity consumer representative for almost a decade. She is passionate about women receiving good quality maternity care and a woman's treatment during pregnancy and birth can have a tremendous impact on the rest of her life. Leah was inspired to study Public Health to better understand the health system - both strategically and operationally. This supports her role as the Consumer Lead for the Royal Brisbane and Women's Hospital.



Gary Hondow

Gary is a health consumer and carer based in Bundaberg. He developed an interest in genomics after his son Dallas was diagnosed with an extremely rare genetic condition Van Maldergem Syndrome 2. Gary is the founder of 'Special Needs Kids, Australia' Facebook page. He is also a member of many consumer groups within Queensland, and is a member of the Patient Travel Subsidy Scheme Steering Committee.



Shalon Hunte

Shalon Hunte has been involved in her local headspace centre for over 2 years as a Youth Advisory Council member. She has been involved in events focusing on young people's mental wellbeing, recently traveling to Canberra as a representative of the Consumers Health Forum. She has been actively involved in destigmatizing mental health and encouraging young people to seek support when needed. Shalon has graduated with a juris doctor degree in law and is pursuing a career in social work.



Satrio (Tiko) Nindyo Istiko

Tiko is a culturally and linguistically diverse (CALD) health consumer living with a chronic health condition. He currently works as a Team Leader with Queensland Positive People and has a keen interest in the implementation of genomic medicine in CALD communities. He has a Bachelor of Medicine/Bachelor of Surgery and Doctor of Medicine from Universitas Pembangunan Nasional Veteran Jakarta, and Master of Health Management from Queensland University of Technology.



Sid Kaladharan

Sid Kaladharan comes from a clinical background with a Bachelor in Medicine and Surgery and holds an Advanced Masters in Health Administration and Public Health. He has extensive experience working in public and private health sector programs and projects focusing on chronic diseases management. Sid coordinates the GenetiQs project at QIMR which is developing guidelines to assist researchers when undertaking genomic research in collaboration with Aboriginal and/or Torres Strait Islander Queenslanders.



Tanya Kretschmann

Tanya Kretschmann is a passionate lived experience consultant, mental health advocate, speaker and peer mentor. She is dedicated to enhancing healthcare through policy and systems advocacy, research, and service design, delivery and evaluation. Tanya is currently the Queensland Consumer Representative on the National Mental Health Consumer and Carer Forum and is dedicated to supporting the inclusion of lived and living experience perspectives of mental health concerns in national reform and development agendas.



Louise Lawrie

Louise is an Aboriginal woman from Wuthathi Country Shelburne Bay Cape York and Old Mapoon Community and local of Cairns. She is a member of the Queensland Health Consumers Collaborative as well as Deputy Chairperson of Cairns and Hinterland Hospital and Health Service Aboriginal and Torres Strait Islander Health Community Consultation Committee. Louise believes in setting an example and providing holistic health and wellbeing helps her give leadership in her community daily while building long term relationships. Louise is an Aboriginal and Torres Strait Islander Health Practitioner.



Dianne Leech

Dianne Leech is the Director of Quality Healthcare, Clinical Governance Service, Gold Coast Hospital and Health Service. She is passionate about healthcare quality and safety, and has worked in this area since 2001 including facilitating the accreditation process for Gold Coast Health. Dianne has been inspired to see the involvement of consumer and community engagement within the health service over these years and is pleased to be co-presenting with a member of Gold Coast's Consumer Advisory Group on their shared Health Literacy journey.



Dallas Leon

Dallas Leon is a Kalkadoon and Waanyi man who has worked in the Aboriginal and Torres Strait Islander health field for over 20 years. Dallas has held a number of roles across Government and non-Government, including working as an Aboriginal Health Worker, a senior health manager and working on various state based and national projects. Dallas is currently employed with the Townsville Hospital and Health Service as the Executive Director, Aboriginal and Torres Strait Islander Health.



Robyn Littlewood

Associate Professor Robyn Littlewood is the:

- Director, Health Services Research (Children's Health Queensland Hospital and Health Service)
- Co-Chair, Queensland Child and Youth Clinical Network & Clinical Networks Executive Committee member (Clinical Excellence Queensland, Department of Health)
- Conjoint Associate Professor Nutrition University of Queensland

Robyn is extremely passionate about consumer engagement and will be presenting on the coordinated vision for Consumers in Research across Children's Health Queensland and Clinical Excellence Queensland.



Roxxanne MacDonald

While on Orygen's Youth Advisory Council, Roxxanne MacDonald has grown passionate about meaningful youth participation in mental health, as well as the broader health sector. She is also a part of Consumer Health Forum's Inaugural Youth Health Forum, a speaker for youth preventative mental health organization batyr, and Disability Officer at UQ Union.

Max Mackenzie

Max Mackenzie is a mental health social worker, activist and social commentator. Max has been engaged as a general clinician in private practice in Cairns for some time. Max is a man of trans background and has engaged in peer related work for some years now.

Andrea Mills

Andrea Mills is a peer educator with the Cairns Sexual Health Service encouraging young people to get sexual health check-ups. “I love getting out helping my community and passing on information to friends and loved ones that STIs are around, but a check-up is easy and it’s not embarrassing/shame. As part of the Deadly Syphilis Free campaign I was involved in some short videos which you can check out on Facebook”.



Isobel Moase

Isobel Moase is the Quality Coordinator at Torres and Cape Hospital and Health Service. Adapting the Statement of Choices advance care planning form to be more person-centred and user friendly for the consumers of our health service was integral to implementing the Statewide Strategy for End of Life Care. With over 30 years end of life care experience, empowering consumers to have their future care wishes recorded and respected is central to Isobel’s personal nursing philosophy.



Thomas Montoya

Thomas Montoya is a volunteer for the Queensland AIDS Council and the #ComePrEPd campaign. As an international student, Thomas experienced the cultural shock related to accessing sexual health services in Australia. His purpose is to help bridge the gap between LGBTI + CALD populations and sexual health culture, services and opportunities in this country. Thomas is multi skilled: architect, designer, and milliner. He is a world citizen by heart.



Mikaela Moore

Mikaela Moore is the Consumer Support Officer of the Child and Youth Mental Health Service (CYMHS), Children’s Health Queensland Hospital and Health Service. Mikaela identifies as a past consumer of CYMHS and has completed a Cert IV in Mental Health / Alcohol and Other Drugs. She is a passionate young woman who is proud to share her lived experience of mental health and illness and her recovery journey to empower other young people and acknowledges that her mental health experiences are only part of her story.



Robert Muscolino

Robert Muscolino is the Health Promotion Officer at the Queensland AIDS Council. He will be presenting a series of inspiring posters and unique social media creative, focusing on the real stories of consumers who use pre-exposure prophylaxis (PrEP) to prevent HIV infection. Roberts's passion is to integrate public health frameworks with original social media strategies to encourage behaviour change for better health outcomes.



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.

Lyn Nichols

Lyn Nichols is a Byelle Traditional Custodian. She has a Masters qualifying in Aboriginal Education, and is currently completing a Doctorate of Philosophy. Lyn has taught in both Queensland and remote Aboriginal communities of the Northern Territory, and is a cultural educator with the Wide Bay Hospital and Health Service.



Christine Petrie

Christine Petrie is project lead for health literacy and the consumer and community engagement portfolio across Metro North Hospital and Health Service. Christine is passionate about the delivery of person, family and community-centred healthcare and the co-design processes that enable cultural and structural change within and across health services. She has a background in social work and public health and is currently undertaking a Graduate Certificate in Health Services Innovation.



Barbara Phillips

Barbara Phillips brings over 20 years' experience in healthcare. Barbara currently leads the Corporate Services Division within the Department of Health. Barbara led significant New Zealand Government health priorities, including the Prime Minister's Methamphetamine Action Plan (Health), alcohol and drug policy, policy framework change programs and implementing national screening programs with major IT initiatives. Barbara has held executive level positions with the New Zealand Ministry of Health, including Acting Deputy Director-General for Policy and Deputy Director-General for Corporate Services.



Keren Pointon

Keren Pointon is a Certified Practicing Accountant and didn't know too much about our health system until her daughter Ella was born 10 years ago with a rare and medically complex syndrome. Tube feeding dependency was one of the unintended consequences of Ella's medical care. Because of Keren's advocacy, Ella was able to be tube weaned. Keren is a member of the Queensland Health Consumer Collaborative and is undertaking Public Health studies at UQ.



Ash Polzin

Ash Polzin began as a mental health consumer representative in mid 2017, having spent several years accessing services and wishing they could share their frustrations with barriers to access as a non-binary person but not knowing how. They use their living experience of complex mental illness along with perspectives as an LGBTQ+ person to inform committees including the Brisbane North PHN National Suicide Prevention Trial and the Adolescent Extended Treatment Centre steering committee.



Naomi Poole

Naomi Poole is the Director of the Partnering with Consumers Program at the Australian Commission on Safety and Quality in Health Care. There she looks after a range of different policy and program areas which covers topics such as engaging with consumers and community, fostering shared decision-making, addressing health literacy, recognising and responding to patients who are deteriorating and improving the quality of end-of-life care.



Graham Reeks

Graham Reeks is the Principal Engagement Officer for the Sunshine Coast Hospital and Health Service. He has a background in communication and stakeholder engagement consultancy and has worked in healthcare consumer engagement since 2014. Graham has enjoyed helping consumer engagement progress over the past five years and is excited about where things are heading. Outside work Graham presents regular beer tastings and is somewhat obsessed with mountain biking.



Claire Reilly

Claire Reilly is a paediatric dietitian at Queensland Children's Hospital (QCH). She graduated from Trinity College Dublin in 2006. She has worked across private and public organisations in Australia, Ireland and the UK. Claire has a strong interest in working with children who have complex feeding difficulties. Claire currently co-leads a multidisciplinary project titled 'Implementation and Evaluation of a Feeding Tube Exit Strategy in Children Requiring Temporary Feeding Tubes', QCH.



Leonie Sanderson

Leonie Sanderson is HCQ's Engagement Advisor working on Youth Mental Health Reform. She works on the delivery of the new Adolescent Extended Treatment Centre for young people with severe and complex mental health issues. Leonie has over 20 years of experience working in the consumer, engagement and community space focusing on women, ageing, young people and mental health.



Joy Savage

Joy Savage is the Executive Director of Aboriginal and Torres Strait Islander Health, Cairns and Hinterland Hospital and Health Service. Born and raised in North Queensland, Joy has almost 30 years' experience in social policy and Aboriginal health. Over the past decade, she has worked at senior executive levels in the Department of Health, Department of Prime Minister and Cabinet and Aboriginal Hostels Ltd. Joy is the Deputy Chairperson of The Fred Hollows Foundation.



Margaret Shapiro

Margaret Shapiro's experience with health and hospital services has been long and varied as a carer, consumer, academic and passionate health advocate. An interest in health communication led Margaret to health literacy, which she sees as the foundation base for healthy decision-making and a necessity for healthcare safety and quality outcomes. Margaret is currently Deputy Chair of the Gold Coast University Hospital Consumer Advisory Group.



Jo Sherring

Jo Sherring is an occupational therapist who worked in mental health for approximately twenty years. In 2014 she began working in Person Centred Care and Partnering with Consumers for the Townsville Hospital and Health Service. She helped establish initiatives to embed consumer engagement across the organisation. Jo's interest in consumer partnership came as the mother of a child with a disability; as a service-user and carer she could see that services often missed the mark when it came to delivering user-friendly, family-centred care.



Kirstine Sketcher-Baker

Kirstine Sketcher-Baker is the Executive Director, Patient Safety and Quality Improvement Service, Queensland Health. She has led the service in partnering with Hospital and Health Services, clinicians and consumers to improve patient care. Kirstine believes that consumer partnerships are not just for health services, they're for the Department of Health too. Kirstine and her team have worked in partnership with consumers on the co-design of the Queensland Pelvic Mesh Clinic and expanding public reporting on safety and quality data.



Nick Steele

Nick Steele has held executive positions in the UK and Queensland. He is Deputy Director-General of Healthcare Purchasing and System Performance, and is responsible for ensuring the delivery of improved health outcomes via contracts with hospital and health services, NGOs and the private sector. Nick holds an Economics degree, is a member of the Australian Institute of Company Directors and has dual membership with CPA Australia and the Chartered Institute of Public Finance and Accountancy in the UK.



Denise Sticklen

Denise Sticklen has been the Nurse Unit Manager for the Townsville Correctional Centre for 5 years and is passionate about improving the correctional environment for staff and patients. Denise has 30 + years of nursing experience as a Nurse Unit Manager, Clinical Nurse Consultant, educator and staff trainer. Her nursing career spans aged care, community, drug and psychiatric rehabilitation, in school-based, private and public sectors. Chronic disease management and building patient and staff resilience are of particular interest.



Robert Tamwoy

Robert Tamwoy (Robi) is the Chairperson of the Torres and Cape Hospital and Health Service, Consumer Advisory Committee. Robi lives in Umagico and is a frequent visitor to the Bamaga Hospital with his child who battles with asthma. Robi is interested in improving emergency wait times and having better hospital services. Robi believes that a lot of Northern Peninsula Area Elders don't use the hospital and he is keen to try and improve this problem.



Jessica Toleman

Jessica Toleman graduated as a pharmacist from the University of Queensland, and completed a Master of Health Administration in 2017. She has experience in community and hospital pharmacy, and has worked in projects ranging from electronic medicines management and optimisation of statewide anticoagulant use to medical engagement projects. She is currently Acting Executive Director for Women's and Newborn Services at the Royal Brisbane and Women's Hospital.



John Wakefield

Dr John Wakefield graduated as a doctor in 1988 and has served in clinical and management roles, now leading Clinical Excellence Queensland. After completing a Fellowship at the National Centre for Patient Safety in the United States, he returned to Queensland in 2004 and established the Queensland Health Patient Safety Centre, which he led until late 2012. John was awarded a public service medal for services to patient safety as part of the 2011 Australia Day Awards.



Rebecca Waqanikalou

Rebecca Waqanikalou is mum to four beautiful, wild children, a small business owner and maternity consumer representative. After personally experiencing the shortfalls of the public hospital system maternity services during her first two pregnancies and births, Rebecca became involved in consumer representation at a local, state and national level. She believes that every person has a voice, input and opinion that matters and can help drive improvements in all areas of health.



Michael Willis

Michael Willis chairs the West Moreton Hospital and Health Service Board. He is a company director and corporate governance consultant. His career in corporate governance and management includes chairing the board of an ASX listed company, founding CEO of Anfin (a specialist financial services provider to independent schools), director and chair of several industry peak bodies, across finance, aged care and education, and professional roles in education management, stockbroking, funds management, financial derivatives and risk management.



Suzanne Wirges

Suzanne Wirges first saw consumers driving healthcare in the early 90s, volunteering for an HIV organisation. A DIY enthusiast at heart, seeing ordinary people making profound changes to healthcare and policy was a revelation. 25 years on, her enthusiasm for consumer-driven services hasn't waned. Suzanne spent nearly a decade working in HIV support, and continues to draw inspiration from the passion and innovation in that community. She has been with Health Consumers Queensland for 3 years.



Adele Witte

Adele Witte is a consumer representative at the Cairns Hospital. She hosted two kitchen table discussions facilitated by Health Consumers Queensland, and gathered very in-depth, impartial and invaluable feedback through them. Adele is passionate about striving for a health system in which the consumer is the autonomous decision maker, has access to Gold star care close to home, and is consistently involved in the design and improvement of services.



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Phone: 07 3012 9090

Email: info@hcq.org.au

Street address:

Level 3, 340 Adelaide Street
Brisbane, QLD 4000

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