Mental Health Alcohol and Other Drugs Quality Assurance Committee

Closing date: Wednesday 18 September 2019

Queensland Health Mental Health Alcohol and Other Drugs Quality Assurance Committee

**The Queensland Health Quality Assurance Committee (QAC) for Mental Health Alcohol and Other Drugs Services is recruiting 2 x consumer representatives to fill available roles on the QAC membership. We are seeking expressions of interest from:**

* **consumers who have experience with Queensland Health alcohol and drug treatment services, and**
* **carers who have experience with Queensland Health mental health and/or alcohol and drug treatment services.**

The QAC was established by the Queensland Health Director-General in September 2017. The Committee meets an identified need for quality assurance oversight and improvement of mental health alcohol and other drugs service delivery.

Purpose

The purpose of the QAC is to improve the safety and quality of public mental health alcohol and other drugs services by reviewing and analysing clinical investigations, evaluating the quality of health service provision, and making recommendations based on the findings.

The QAC undertakes specific work in agreed priority areas. The priority areas of focus for Committee activities are:

1. Learning from Incidents and the Quality of Recommendations
2. Culture
3. Data
4. Communication and collaboration.

The Committee comprises 18 people from range of backgrounds, services, specialties and geographical locations, supported by staff from the Clinical Governance Unit, Office of the Chief Psychiatrist. Members are individuals with training and experience appropriate to the functions and activities of the Committee. The Chairperson is the Chief Psychiatrist, Mental Health Alcohol and Other Drugs Branch.

Please see attached Terms of Reference for more details. Participation will commence from November 2019.

Role of the Consumer

Consumer and carer representatives participate in all QAC business, including attendance at meetings, reviewing meeting papers in advance, and responding to out-of-session business via email. All members on the QAC represent and bring skills and knowledge relating to their particular areas of expertise, such as consumers and carers, clinical professions, service types or statewide work units.

Your role will be to advocate for the interests of the group you are representing (consumers or carers) during QAC activities. You will be encouraged and supported to speak up and provide feedback and advice based on:

* your own lived experience of accessing Queensland Health mental health and/or alcohol and drug treatment services as a consumer or as a carer
* feedback from others with lived experience, such as through a consumer or carer group or forum that you may be part of.

Confidentiality

The QAC is a privileged committee under the *Hospital and Health Boards Act 2011 (HHBA).* Members are required to sign confidentiality agreements and to maintain confidentiality of discussions, meeting materials and business of the committee. These strengthened confidentiality requirements are outlined under the HHBA and are a standard requirement of any QAC.

Who is it for?

be someone with a lived experience of the health system and have broad connections to the community with a strong understanding and experience of

This opportunity would suit a consumer or carer representative with:

* a lived experience of accessing Queensland Health mental health and/or alcohol and drug treatment services as a consumer or as a carer, and
* at least 6 months – 1 year? committee experience, either at the Hospital and Health Service, or statewide level, especially contributing to systems level reforms and improvement
* an understanding of the Queensland Health system, responsibilities sitting on a committee and experience providing consumer feedback
* a high level of literacy (including reading, writing and communication) and
* internet access, an email address and a computer for receiving meeting papers and responding to out-of-session QAC business
* access to transport to attend meetings in the Brisbane CBD or access videoconferencing facilities (teleconference is not availability due to privacy and confidentiality requirements).

Applications from consumers/carers who have broad connections to their community and are involved in a relevant group or service from which they can raise concerns, as relevant to committee activities (such as a consumer advisory group) will be highly regarded.

Time and location

The QAC meets monthly. Meetings are of two hours’ duration, and at times there will be additional work out-of-session via email.

Meetings are hosted by the Mental Health Alcohol and Other Drugs Branch at 15 Butterfield St, Herston, Brisbane. This is directly across from the main entrance to the Royal Brisbane and Women’s Hospital, very close to the RBWH bus station, and about 10 -15 minutes’ walk from the Bowen Hills train station. Parking under the building is usually available for meetings free-of-charge, if booked in advance with the QAC secretariat.

QAC members unable to attend in person are able to attend via videoconference. **Teleconference is not available due to privacy and confidentiality requirements.**

Remuneration and Support

Consumers will be remunerated in line with [Health Consumers Queensland’s guidelines](http://www.hcq.org.au/wp-content/uploads/2015/12/Consumer-Remuneration-Rates-Dec-2015.pdf). Reimbursement is provided for the costs of travel associated with meetings (via public transport or privately owned vehicle).

For consumers based outside of Brisbane in regional, rural or remote locations, travel support can be negotiated to attend an initial meeting in person, to develop a face to face rapport with the QAC.

The QAC secretariat will provide orientation and ongoing support for the successful consumer’s representative, including pre- and post-meeting briefings.

How to apply

**Please complete this consumer application form and return to****consumer@hcq.org.au**by Wednesday 18 September 2019.

For assistance please contact Health Consumers Queensland via consumer@hcq.org.au or by phone on 07 3012 9090.

**Consumer Application Form**

**Mental Health Alcohol and Other Drugs Quality Assurance Committee**

Full name:

Preferred phone number:

Email:

Postal address:

Postcode:

* By completing this application, I consent for my details to be added to the Health Consumers Queensland network database YES | NO
* I would like to receive email updates from Health Consumers Queensland YES | NO
* Are you happy for Health Consumers Queensland to share this form with Queensland Health as part of the process for this application? YES | NO
* Would you like us to retain this application for future vacancies? *(Applications not retained are destroyed once the application process is complete.)* YES | NO

Please highlight any group you identify as being a part of:

* Living with a disability/chronic condition
* Caring for someone with a disability
* Physically isolated or transport disadvantaged
* Culturally or linguistically diverse
* From a non-English speaking background

Do you identify as: Aboriginal | Torres Strait Islander | Both | Prefer not to state

Are you a: Consumer | Carer

Age range: 16-24 25-29 30-39 40-49 50-59 60-69 70+

Please describe any support you need to take part in this activity *(examples include support person, hearing loop, dietary requirements)*

*Your responses to the following questions only need to be a brief sentence or two*

* Please describe your experience as a health consumer representative including committees, focus groups, surveys, governance roles, etc.

*Tip: Past consumer representative positions that have similar requirements to the opportunity you’re expressing interest in. Give an indication of how long each position was for, and any relevant highlights.*

* **Please describe any connections you have to your community (e.g. networks, groups)***Tip: Think about how this relates to the role you’re applying for.*
* Please describe your interest in this topic?

*Tip: Although this section usually requires the longest response, try to keep it concise. Things to consider focusing on here include:*

* *any past lived experience that shows your understanding of the topic, or*
* *your understanding of the social/health/economic implications of the topic/condition, or*
* *Any systems change that you have identified that will improve care for health consumers, and possible strategies you could share to affect that change.*

Will you need this referee section?

* Please provide contact details for a staff member from a health service or department you are currently partnering with. (we will advise if you are shortlisted before we contact your referee).

Full name:

Staff Role:

Partnering Activity (eg. Committee Chair):

Organisation:

Phone number:

Email:

Applicant Role: