

[www.hcq.org.au](http://www.hcq.org.au)

**INFORMATION SHEET**

**HEALTH CONSUMERS QUEENSLAND BOARD OF DIRECTORS**

The Board is seeking committed individuals to express interest in joining the current Board members to lead the future strategic direction of Health Consumers Queensland during our next stage of development.

As part of this Board recruitment, HCQ is also seeking a new Director to take over registration as HCQ’s Company Secretary under the *Corporations Act 2001*, on a pro bono basis. The additional responsibilities associated with that role are provided on the EOI.

There will be face-to-face board meetings generally every two months, held at Health Consumers Queensland’s office at Level 3, 340 Adelaide St, Brisbane. The meetings are generally 3 hours in duration. The Board and its sub-committees will also hold teleconferences throughout the year.

Board positions are not remunerated however, travel costs for attendance at Board meetings and for HCQ’s Annual Forum will be reimbursed (e.g. Flights, Accommodation, Taxis, Parking & Public Transport, Meals).

If you are interested or would like to know more, please call Rachelle Foreman (Board Director) on 0407 009 030 or email rachio.foreman@gmail.com (Subject: HCQ Board).

**Closing Date for expressions of interest: 5pm, Wednesday 23rd October 2019.**

**Interviews will be held on Monday 4 November.**

**The process is aiming to have newly appointed Directors attend the AGM and Board meeting on Wednesday 20 November 2019 (9 am – 1 pm).**

**OUR MISSION**

Health Consumers Queensland (HCQ) enables and empowers consumers to influence, lead and drive better health outcomes.

**OUR VISION**

Consumers and community partnering with the health system for consumer-centred health care for all Queenslanders.

**OUR SIX STRATEGIC OBJECTIVES**

**Enabling health consumers and healthcare staff statewide**

We build consumer, staff and system capacity to design a health system together through collaborative, integrated and consumer-centred approaches by providing support, strategic advice, training and advocacy.

**Acting as an agent of change for consumer-centred health care**

In partnership with consumers and healthcare staff, we act as a strong voice on system wide issues to influence key decision makers, policies and models of care to deliver a high-quality consumer-centred health care system for all Queenslanders.

**Enhancing effective partnerships**

We develop and grow effective organisational partnerships locally, nationally and internationally to achieve consumer-centred health care for all Queenslanders.

**Building and using evidence**

We support consumers and staff to be involved in co-creating the evidence base for health system development and transformation. We act on the evidence of the human lived experience of the health system to build capacity of consumers and to leverage system change.

**Being transparent and enduring**

We demonstrate transparency and responsiveness on behalf of consumers, community and our funders. We maintain strong leadership and governance to assure organisational sustainability and longevity. We support the passion, energy and courage of our staff and members of our Network.

**Addressing the social determinants of health**

We acknowledge that systemic reform of the health system requires recognising the social determinants of health and co-designing models of care that address them.

**OUR GUIDING PRINCIPLES:**

Health Consumers Queensland is committed to:

* Influencing individual and system change in health services through ensuring the consumer perspective is central in the planning, design, delivery, monitoring and evaluation at all levels.
* Partnerships and collaboration with organisations, service providers and stakeholders.
* Quality, safe, affordable, timely and accessible services that deliver the right care, at the right time and the right place.
* All people have a right to affordable and accessible health services that meet all of their physical, social, emotional and cultural preferences.

**OUR WORK**

Health Consumers Queensland partners with public health services, Primary Health Networks, private hospitals and other health services to support Queensland consumers and health services to enable better health outcomes.

We achieve this through our Queensland wide health consumers network, tailored training and skills development programs, and maximising opportunities for consumer representation at all levels of the health system.

Further information about HCQ and the work we do can be found at: <http://www.hcq.org.au>

## ORGANISATIONAL HISTORY

**2008:**

Driven by the passion of many health consumers and carers and as a result of the [Forster Review](http://www.parliament.qld.gov.au/documents/tableOffice/TabledPapers/2005/5105T4447.pdf) (the Dr Patel scandal at Bundaberg Hospital) HCQ was initially formed in 2008 as a 12-person Ministerial Advisory Committee – The Secretariat for the Committee sat within Queensland Health.

**December 2012:**

The Queensland Government assisted HCQ to fund a business case to look at transitioning out of government.

[COTA Queensland](http://www.cota.org.au/australia/) supported HCQ to continue our work by providing office space, administration and accounting support.

**September 2013:**

Health Consumers Queensland became a non-government organisation (NGO) with a board, in line with the governance of our equivalents in other states. Since this time, HCQ has been constituted as a company limited by guarantee. HCQ’s work continued under a fee-for-service funding model.

**July 2015:**

A service agreement was negotiated between Queensland Health and HC Q. This enabled HCQ, with three years of committed grant funding, to continue to support and enable health consumers and carers to have a voice in how Queensland public health services are planned and delivered as well as advocating for health consumers and carers to be more involved in their health care decisions. This grant funding was supplemented by fee-for-service work for entities within the public health system, as well as for private sector and non-government health providers and similar organisations.

**July 2018 - present**

A new service agreement was entered into between HCQ and Queensland Health, providing grant funding for a further five-year period to 2022-23. Such funding continues to be supplemented by fee-for-service work for entities within the public health system, as well as for private sector and non-government health providers and similar organisations.

**OUR BOARD**

The Health Consumers Queensland Board is community-based with a range of skills and experiences in consumer representation and community engagement. They meet regularly to provide strategic direction and oversight of Health Consumers Queensland’s work.



## DR ERIN EVANS

### **CHAIR**

Erin works with organisations to help clarify direction and alignment with purpose, especially in complex situations with diverse stakeholders. Erin has a PhD in medical biotechnology and worked for over 10 years internationally in clinical and quality development. She was drawn to a career in health having grown up spending significant time visiting hospitals and clinics for her grandfather who had MS.

Erin has been a Director with HCQ since 2014. Additionally she is Chair of the Community Advisory Group for Queensland Genomics Health Alliance and sits on Steering groups for Genetics Health Queensland. She is interested in the ethical and social implications of genomics and personalised medicine and wants to ensure that consumers are well informed and have effective advocacy as this field develops.

**Why am I here?**

I am passionate about health and advocacy. I believe that improving the health system can only happen through a co-design between health staff, consumers and carers. By working with HCQ I want to bring my skills of working with complex systems and passion in health care to create better outcomes to meet the needs of all communities.

## Our board

## Steve Russell

### **DIRECTOR**

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 management with the Commonwealth Government in the ACT, NSW and QLD, a community development consultant to all levels of government and the community sector and an elected local government councilor.

He has held varied positions as member and chair of Public Sector advisory and consultative committees on health and the environment predominately in regional Queensland..  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 board member with the Far North Queensland Hospital Foundation and has been a board member with Health Consumers Queensland since 2016

**Why am I here?**

As a long term health consumer I have been fortunate to be able to actively participate in the management of my particular health needs.

It became obvious very early in my health journey that not all health consumers are so fortunate and many have great difficulty navigating the health system. I am hopeful that through Health Consumers Queensland I can share my skills and experience to enable consumers to more actively manage their health needs and influence a shift towards a truly consumer centered health system

## Our board

## gabrielle quilliam

### **DIRECTOR**

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.

**Why am I here?**

I am passionate about identifying gaps in services that can be equipped through collaborative partnerships resulting in creative and sustainable solutions. I believe that when services connect with their consumers and understand their perspective, the best response can be delivered and the community becomes engaged and empowered. By working with Health Consumers Queensland, I hope to help people find the most effective pathways to be heard, understood, and enabled to be active participants in their health care.



## rachelle foreman

### **DIRECTOR**

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.



## DAVID MOWAT

### **DIRECTOR**

David works for the Royal Flying Doctor Service in Queensland.  He has worked in health for nearly 40 years, both in the Government and Not-For Profit sectors.

His experience includes health policy, regulation, patient and public involvement in health, disability services, self-care, HR, governance, and more recently, health service development.

**Why am I here**

I am a strong believer that the most important stakeholder in health is the patient or carer themselves.   Planning and design of health services should be a partnership with health consumers.  Health care is a changing rapidly and the best care solutions for the future will be those where the patient voice and experience has been put at the centre of design.



## ALISON CUTHBERT

### **DIRECTOR**

Alison brings to the board corporate governance experience from a 31 year career in the Queensland public sector – around half that time with Queensland Treasury, and shorter periods with the Government Superannuation Office and the former Department of Housing.  She also contributes her personal perspectives as a consumer of a wide range of dental and medical services and treatments.  Alison is a Certified Practising Accountant (CPA) and currently an Affiliate member of the Australian Institute of Company Directors.

Ongoing compliance with ever-changing external legislative and policy frameworks and standards in the context of evolving organisational business and structures, has been a constant feature of Alison’s work.  Alison frequently represented her organisational area, Government department or the Queensland Government on a range of internal and cross-organisational working groups and committees, which were either project-based or of an indefinite collaborative nature.

Alison’s Queensland Treasury role over the past 10 years included being an advisor to Queensland Government entities on the accounting and financial reporting consequences of a wide range of transactions and arrangements.  Alison also regularly collaborated with other State/Territory/Australian Government Treasuries and the Australian Accounting Standards Board on Australian Accounting Standard developments.  During the latter seven years, Alison was responsible for the high-level financial reporting and accounting requirements for compliance by Queensland Government entities.  She also represented the Queensland Government on the inter-jurisdictional Heads of Treasuries Accounting and Reporting Advisory Committee.

**Why am I here?**

Health Consumers Queensland is a good fit to my keen interest in the operation of the health/medical sector.  Having grown up in a tiny settlement in regional Queensland, I directly experienced the consequences of not having nearby dental and medical services.  Decades later, while supporting my late parents with major health challenges, I learned first-hand the value of transparency and completeness of information about medical conditions, the prognosis, and the risks and benefits of various treatment options.  I’m proud to join an organisation that faciliates improvements in health service delivery across Queensland.



## JULIE MAYER

### **DIRECTOR**

Julie has an extensive background across the Health, Community and not for profit sectors. With a clinical background in nursing through to executive leadership positions her experience in building programs and intervention to achieve sustainable outcomes will assist HCQ in their endeavours.

As a health service consumer Julie has lived in rural and remote Qld and negotiated the health system with both positive and negative results, providing valuable insight to HCQ in their advocacy for remote consumers.

Recognised internationally as an expert in change and engagement in the health and community sector, Julie is able to bring a diversity to the table. Her experience in building health consumer networks and councils for the western Qld HHSs and the WQPHN is invaluable in assisting HCQ better understand the logistics of the region.

**Why am I here:**

I have a passion for equity, in access to services, quality of services and appropriateness of service delivery. After investing the last 4 years in western Qld I realised there is a need for the rural and remote health consumers to have a voice. I believe at this time I can provide quality input to the further enhancement of the services provided by HCQ and look forward to assisting where possible.

# OUR ****team****

We have a small, dynamic team led by our CEO with diverse experience across consumer representation, consumer engagement, health promotion, population health, public affairs, communications, community mental health and community development. Please see our website for further details: <http://www.hcq.org.au/about-us/our-staff/>



## MELISSA FOX

### **Chief executive Officer**

Melissa leads the organisation to support consumers and health providers to collaborate together to improve the safety and quality of health services. Melissa believes that consumers being involved in decision-making at all levels is essential to achieve consumer-centred care and to improve health services.

Melissa has been a part of the journey of Health Consumers Queensland; she was an original member of the Ministerial Advisory Committee that later became the independent organisation that is now Health Consumers Queensland. Melissa is a mother of two gorgeous girls and has previously worked in documentary and reality television.

**Why am I here?**

Melissa first learnt the importance of individuals advocating for their health needs when she watched her grandparents confidently make choices around their own health needs after they each survived multiple heart attacks and strokes. After starting her own family, she devoted her time as a full time volunteer working on a systemic level to improve access to models providing continuity of midwifery care.

Melissa has seen first-hand from her own consumer representative roles, how valuable the partnerships between consumers and clinicians are in creating healthier people and communities. She is working towards consumers being recognised and valued as leaders in health decision-making for their own healthcare as well as at a policy and systems level.