Application for consumer representatives on the Queensland Health Consumer Collaborative

**Closing date: Thursday 17 October 2019**

Health Consumers Queensland is seeking 4 (four) health consumers or carers to join the Queensland Health Consumer Collaborative. The Collaborative is a joint initiative between Health Consumers Queensland and Queensland Health.

Purpose

The Queensland Health Consumer Collaborative is a strategic, high level committee that informs the embedding of consumer partnerships at every level of planning, policy, delivery, monitoring and evaluation of services provided by the Department of Health and Hospital and Health Services.

The Collaborative also provides an opportunity for leaders in the Queensland health system to discuss issues and initiatives that require consumer and carer input from a state-wide perspective.

Health Consumers Queensland chairs the Collaborative, provides secretariat services and supports the appointed health consumer and carer members.

Role of the consumer/carer

It is expected that consumers will provide information and feedback to the Collaborative from a consumer perspective. Consumers/carers will draw on their lived experience of using the health system as well as from the knowledge of the work they do as consumer representatives on other health committees and advisory groups.

The consumer/carer will be appointed for a two-year term and the first meeting will be held in early 2020 (dates to be confirmed).

Who is it for?

This opportunity is for consumers who havehad at least two years’ experience as a consumer representative on a strategic committee or group. This can be a statewide or local level with the Department of Health, a Hospital and Health Service or a Primary Health Network. The consumers should have a system wide view of how the health system works in Queensland, and in particular, how the public health system delivers care to people.

The person should demonstrate:

The ability to navigate the health system through their own recent lived experience.

Their understanding of the concept of person-centred care and what it means for consumers.

A solutions-focused and positive approach to addressing the challenges and complexities of the health system.

The capacity to speak up with confidence and also bring a wide range of views to discussions. They should be able to speak beyond their own personal experience because of their strong connections with other health consumers and carers in their local/state networks and communities.

Their effective communication skills: to influence health leaders; read and analyse health information from the perspective of a consumer; and to develop shared understandings with key stakeholders on complex and multi-faceted health problems.

Responsibilities and opportunities

Actively contribute to the quarterly meetings held in Brisbane.

Some pre-meeting work is usually required, such as reading over minutes and background briefs or watching videos.

After each meeting, you may be required to respond to some out-of-session decision-making.

Between scheduled meetings, you may also have opportunities to join a Collaborative sub-group to work on a specific topic in a productive and timely way.

In addition, consumer members of the Collaborative are occasionally invited to attend some Queensland Health events, forums and workshops which are not mandatory, but are provided as an opportunity to learn more about the health system.

In 2020, Health Consumers Queensland will be providing on-going training and support to consumer members of the Collaborative through a trial of Project Echo, a small-group based learning process that is completed via video conference. Initially, Project Echo will be done via fortnightly, 90 minute sessions that will run for five to six sessions in total. It would be valuable for all new members to join the trial.

Time and location

The Collaborative meets for half a day, four times a year. All meetings are face**-**to**-**face and held in Brisbane however from time to time consumers can join the meeting by videoconference or teleconference.

Remuneration and Support

Consumers will be remunerated for their time in line with[Health Consumers Queensland’s Remuneration Position Statement](http://www.hcq.org.au/wp-content/uploads/2015/12/Consumer-Remuneration-Rates-Dec-2015.pdf).

Remuneration will be provided as follows:

* $187 per meeting 4 hours and under
* $374 per meeting 4 hours and over

Parking can be arranged in advance at no cost to the consumer.

Travel assistance, including mileage or flights, accommodation (depending on the consumer’s location) will be provided if you do not live in Brisbane

The secretariat of the Collaborative is provided by Health Consumers Queensland and they will provide orientation, training and ongoing support for the successful consumer representatives.

Newly appointed consumer representatives to the Collaborative will be paired with an experienced consumer member who will “buddy” up with them to provide on-going support and assistance as required.

Before you proceed

Before you proceed with this application please respond to the following statements:

* I do not currently work for a health organisation. YES | NO
* I am currently sitting on a committee as a consumer representative on a Department of Health statewide committee, a Hospital and Health Service or a Primary Health Network Consumer Advisory Group. YES | NO
* I have been a consumer representative for at least two years. YES | NO
* I have lived experience, either as a consumer or carer, of using health services in Queensland in the past two years. YES | NO

If you answered NO to any of these questions, please do not complete this application form. On this occasion, we are seeking consumers who fulfil all of the above requirements.

* + To improve your capacity to successfully apply for future openings on the Collaborative, we would encourage you to gain further consumer representative experience. You can achieve this by continuing to apply for opportunities promoted by Health Consumers Queensland or within your local health organisations (Hospital and Health Services or Primary Health Networks).
  + If you are employed by a health organisation, we will not consider your application as we are seeking those whose primary experience of the health system is from the perspective of a consumer/carer.
* If you answered YES to all of the (above) statements, please feel free to complete this application form and return to [consumer@hcq.org.au](mailto:consumer@hcq.org.au) by Thursday 17 October 2019

If you need assistance to complete the application form please contact Health Consumers Queensland via [consumer@hcq.org.au](mailto:consumer@hcq.org.au) or by phone on 07 3012 9090.

Application for: Consumer Members of the Queensland Health Consumer Collaborative

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 members of the Queensland Health Consumer Collaborative as part of the process for this application? 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
* Residing in rural/remote Queensland | Regional Queensland |South East Queensland

Do you identify as: Aboriginal | Torres Strait Islander | Both | Neither | Prefer not to state

Are you a: Consumer | Carer

Age range: 18-24 25-29 30-39 40-49 50-59 60-69 70+

Please describe any assistance you may need to attend Collaborative meetings:

*(e.g. – inclusion of a support person, hearing loop, dietary requirements etc)*

* Please list all current committees/advisory groups you are a member of and the dates you started:
* *Name of Committee/advisory group: Date started*

* Please list any past committees/advisory groups or other health-consumer related work you’ve been involved with that may be relevant and the dates you were involved with each:
* *Name of Committee/advisory group: Date started: Date concluded:*

Selection Criteria

Provide one or two examples of when you have demonstrated the following skills and/or attributes in your role as a consumer representative:

|  |  |
| --- | --- |
| Skill Area | Examples of your experience/knowledge/skills |
| Being strategic and  outcomes-driven |  |
| Having an understanding of the social/cultural/emotional/ /economic implications on the health of people’s lives |  |
| Ability/opportunity to network and share information with community connections |  |
| Experience working in a successful partnership or team environment |  |
| Capacity to be solution-oriented and contribute in a positive way to enabling change in a complex health system. |  |

Please address the following questions as best you can:

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| 1. Please explain your reason for nominating and how you would contribute to the Queensland Health Consumer Collaborative. |
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| 1. If you could change one thing in the health system, what would it be and why? How would this change the health outcomes and experiences of those using the system? |
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| 1. Please provide contact details of two referees who can comment on your skills and experience. |
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Declaration of Fitness to Serve:

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| --- | --- | --- |
| Have you been convicted of an offence against a law of the Commonwealth or of a State or Territory? | Yes | No |
| Have you any affiliations that may conflict with your duties as a member of the Collaborative? | Yes | No |
| If you answered “Yes” to any of the questions above, you must provide further details below: | | |
| Detail: | | |

Please return completed form to Health Consumers Queensland: Email: [consumer@hcq.org.au](mailto:consumer@hcq.org.au)