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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 (HCQ) during our next stage of development.

There will be board meetings generally every two months. Subject to health restrictions they will be held virtually or face to face 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 virtual meetings 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 email board@hcq.org.au (Subject: HCQ Board Recruitment).

Closing Date for expressions of interest: 6pm, Sunday, 18th October 2020.

Interviews will be held in the week of 9th November.

The process is aiming to have newly appointed Directors attend the AGM and Board meeting on Wednesday 2nd December 2020 (9am – 1pm).

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](#) (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](#) 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 HCQ. 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 has an international clinical research development and diverse executive experience. She has worked as a change agent in organisations and community to create healthier, vibrant and more equitable outcomes. Erin has a PhD in medical biotechnology and an MBA specialising in leadership of complex organisational change. She was drawn to a career in health having grown up spending significant time visiting hospitals and clinics for her grandfather who had MS. She is also a serial carer for immediate family with long-term health conditions and this continues to inspire her to support healthcare improvement.

Erin has 19 years international non-executive governance and has been a Director with HCQ since 2014. Additionally she is Chair of the Community Advisory Group for Queensland Genomics and sits on Steering groups for Genetics Health Queensland and a number of Queensland Health Tier 2 committees.

Why am I here?

I am passionate about health equity, access and quality of service and also about collaboration and co-design. 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 in Queensland.



RACHELLE FOREMAN

DIRECTOR

Rachelle Foreman is a Board Director of Health Consumers Queensland and chairs the Governance and Policy Committee. She formerly chaired the Community Board Advisory Group at Metro North Hospital and Health Service and was a member of Brisbane South Primary Health Network's Community Advisory Council. She has 20 years' senior leadership in health including The Heart Foundation, The Australian Red Cross and Brisbane North PHN. 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.

Why am I here?

I am very passionate about good health and health systems being available for everyone, regardless of where they live, literacy or their status/culture. I have a genuine passion for improving health systems to deliver better outcomes for patients and their families and this can only happen where the consumer has a voice and is at the centre of the discussions and decisions for planning, design, delivery and monitoring. I have been a vocal advocate for this throughout my career and have demonstrated my commitment to a strong consumer perspective via my involvement with strategic consumer committees.



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

Prior to joining the Board in November 2018, Alison had over 30 years' corporate governance experience in the Queensland public sector. She also contributes her personal perspectives as a consumer of a wide range of dental and medical services and treatments for herself and immediate family. 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 alongside evolving organisational business and structures, has been a constant feature of Alison's career. Alison was an active member of a range of departmental, cross-organisational and inter-jurisdictional working groups and committees, which were either project-based or of an indefinite collaborative nature.

During Alison's latter 10 years with Queensland Treasury, she advised Queensland Government entities on the accounting and financial reporting consequences of a wide range of transactions and arrangements. For much of that time, Alison was responsible for the high-level financial reporting and accounting requirements for compliance by Queensland Government entities. Alison also regularly collaborated with other interstate Treasuries and the Australian Accounting Standards Board on Australian Accounting Standard developments, and 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 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 support an organisation that facilitates consumers' engagement in health service delivery across Queensland.



ANN MAREE LIDDY
DIRECTOR

Ann Maree is currently Chief Executive Officer of CheckUP and has 17 years' experience as a Chief Executive Officer within the not-for-profit sector.

For over 35 years she has worked across the health and community sectors in Queensland and has an extensive understanding of the complexities, challenges and opportunities confronting the health sector and is experienced in leading and driving change. She has a proven track record in the planning, development and execution of a broad range of health programs and initiatives.

Ann Maree's leadership, communication and engagement skills have also contributed to a proven track record in the development of effective collaborations and partnerships at both a State and National level, including effective working relationships with a broad range of both State and Federal Government officials and elected representatives.

During the past six years, she has provided strategic leadership through a significant organisational and business transformation.

She is a graduate of the Australian Institute of Company Directors and as a CEO, has significant experience working with Boards and serving as a member of Board committee and advisory groups.

Why am I here?

My special interests include health system improvement and change, organisational development and performance, and socially inclusive healthcare.

I am passionate about creating an equitable health system in which every person, regardless of who they are or where they live has access to safe, quality health care. Consumer-centred approaches and strong, respectful partnerships between providers of health services and the communities and consumers they serve are central to this vision.



CHRIS MIERS
DIRECTOR AND COMPANY SECRETARY

Christopher has over 20 years' experience in a range of senior legal and business management roles, including being the Head of Legal, Risk and Governance at a number of organisations. Currently employed by the National Heart Foundation of Australia as the Group General Counsel and Company Secretary, Christopher is responsible for ensuring legal, risk and governance compliance of the organisation throughout Australia.

Christopher is a qualified Lawyer, Company Secretary, Nationally Accredited Mediator and Accredited Family Dispute Resolution Practitioner. He holds undergraduate and postgraduate qualifications in law, business and governance. He is also a member of a number of professional bodies including the Australian Institute of Company Directors and Governance Institute of Australia.

He has prior experience as a Non-Executive Director and Company Secretary for various organisations, thereby having a deep understanding of the strategic importance the Board has in supporting and driving organisational and strategic priorities.

Why am I here?

I am honoured to be part of the Health Consumers Queensland team. Health Consumers Queensland provides a vital empowering 'voice' for consumers which enables consumers to help influence and lead how health services are designed and delivered.

From early on in my career, I have been proactive in helping 'make a difference' at various not-for-profit organisations (as either an employee or volunteer). My beliefs and commitment in social equality and assisting others are firmly entrenched.

It is my privilege to serve on the Board of Health Consumers Queensland, to help influence and deliver better health outcomes for all Queenslanders.

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.