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## **INFORMATION SHEET**

### **HEALTH CONSUMERS QUEENSLAND BOARD OF DIRECTORS**

The Board is seeking committed individuals with governance experience 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. HCQ is an equal opportunity employer committed to equity, diversity and social inclusion. We encourage people with diverse experience and backgrounds to register their interest as a potential candidate.

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 or virtually. 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 email [board@hcq.org.au](mailto:board@hcq.org.au) (Subject: HCQ Board Recruitment).

**Closing Date for expressions of interest: 5pm, Friday 15 October 2021.**

**Interviews will be held w/c 25 October 2021.**

**The process is aiming to have newly appointed Directors attend the AGM and Board meeting on Wednesday, 17 November 2021 (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](#) (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 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.

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## **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 Health Consumers Queensland since 2014. Additionally, she is Chair of the Qld Health Genomics Executive Patient and Family Centred care group and is former Chair of the Community Advisory Group for Queensland Genomics Health Alliance. 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 Health Consumers Queensland 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.

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## **RACHELLE FOREMAN**

### **DIRECTOR**

Rachelle Foreman is a Board Director of Health Consumers Queensland, joining in 2017, and chairs the Governance and Policy Committee. She is a member of Metro North Hospital and Health Service's Board Community Advisory Committee (and chaired its predecessor) and she was a member of Brisbane South Primary Health Network's (PHN) Community Advisory Council. She has 20+ years senior leadership experience 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.

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**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 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.

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**TRACY PORST**  
**DIRECTOR**

Tracey is Chief Executive Officer and Non Executive director (ex-officio) of Karuna Hospice Services. Tracey's professional background is in corporate communications, IT and strategic marketing. Having worked in executive level roles within the healthcare, life sciences and innovation sectors for many years, Tracey has developed a strong professional network in Australia and the SE Asia region.

As an advocate for caring communities and supporting the not-for-profit sector as a whole, Tracey is also a Non-executive Director of Mangrove Housing. Her professional memberships include professional member of the Fundraising Institute of Australia, and also a member of the Australian Institute of Company Directors.



## **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.

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**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.

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## **AINSLEY BARAHONA SANTOS**

### **DIRECTOR**

Ainsley is an experienced Non Executive Director having served on for-purpose and socially minded Boards and their Committees since 2002. A graduate of the Australian Institute of Company Directors, she is presently on the Board of the Australian Network on Disability and prior to this served with Brisbane Women's Club, the Australian Association of Graduate Employers, Enterprise Network for Young Australians and The Global Society Foundation.

In her executive career in Human Resources, she has led people and culture strategy and initiatives across Australia and APAC for progressive government agencies as well as blue chip companies such as Woolworths Ltd and Coca-Cola Amatil. Ainsley holds a Master of Coaching Psychology amongst other study including with Harvard and Cambridge universities.

#### **Why am I here?**

I am humbled to help consumers find a voice in the Queensland health system so that our services and outcomes can be accessible, inclusive and impactful for all. I am passionate that vulnerable Australians – by way of their background or economic standing – can shape their health experiences. I have seen in sectors outside health how instrumental human-centred co-design can be and my aim is to support the HCQ team further their unique models of engagement and advice.

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# 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. She is an organisational representative on the Queensland Clinical Senate, Chair of the Partnering with Consumers, Australian Commission on Safety & Quality in Healthcare and an Advisory Group member of the Australian Centre for Value-based Health Care.

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.