Consumer Representative Opportunities: Join the Statewide Services: Assessment and Review Panel and Implementation Working Group

Closing date: 9am, Monday 31 January 2022

Queensland Department of Health

The Department of Health is providing **one health consumer representative\*** the opportunity to participate in two separate, but interrelated, Queensland Health statewide service committees. These are:

1. The Statewide Services: Assessment and Review Panel (ARP) assesses whether a service should become a statewide service, monitors the performance of endorsed statewide services and provides advice to higher level committees.
2. The Implementation Working Group (IWG) meets primarily to work through complex issues associated with highly specialised services and statewide services.

The lived experience of the consumer will provide a unique perspective to both committees and contribute to discussions to improve health outcomes and equitable access for all Queenslanders.

\*It would be optimal to have one representative due to the associations between the ARP and IWG; however, this not a mandatory requirement.

Statewide Services

The size and distribution of the Queensland population means that it is not possible for the full range of services to be provided within all Hospital and Health Services (HHS) in a safe and sustainable manner. Statewide services can be broadly described as services that are delivered in low volume and at high cost, require a highly skilled workforce, and need highly specialised equipment, support services or infrastructure. The services are delivered by one or two Hospital and Health Services (HHSs) to all residents across the state. Each service is assessed by the Department of Health to ensure it meets agreed statewide criteria, is in the optimal location to meet patient need, has undergone a needs assessment and will be affordable, feasible, safe and sustainable. An example is a transplantation service such as lung, kidney, heart or liver transplantation.

Assessment and Review Panel (ARP) Purpose

The purpose of the ARP is to make recommendations to System Management advisory Committee (SMC) to commission a new statewide service, change an existing statewide service, or transition a service from statewide status; monitor the annual performance of established statewide services; escalate identified risk/s to patients or the service; and make any other strategic recommendations to SMC.

Membership of the ARP includes:

* Department of Health representatives
* Metropolitan, regional and remote Hospital and Health Services (HHS) executives including health service planners
* Queensland Clinical Senate and Clinical Network representatives
* Consumer representatives.

Implementation Working Group (IWG) Purpose

The Implementation Working Group (IWG) was formed at the recommendation of the Statewide Services Advisory Committee (SSAC), a time-limited sub-committee of System Management advisory Committee (SMC) which met from September 2020 to January 2021.

Purpose

The purpose of the IWG is to finalise the recommendations for statewide services proposed by SSAC in its final report. In its work to date, the IWG has made a number of recommendations which have been endorsed by SMC and have been actioned. These include the development of the Statewide Services Policy and Implementation Standardand three new Processes to support the Policy and Standard.

The IWG is currently working on a definition for ‘highly specialised services’. These are services which do not meet the statewide service assessment criteria, but still need oversight by the Department of Health to ensure safety and quality, and equitable access for patients, particularly those who live outside the Hospital and Health Service area where the service is provided.

Membership of the IWG includes:

* Department of Health representatives
* HHS executive directors including health service planners
* Clinical representatives
* Consumer representatives

Role of the consumer

The role of the successful applicant will be to attend all ARP and/or IWG meetings (this may include pre-meetings as required), and to actively participate in all activities such as pre-meeting reading, discussions, provision of feedback and advice, including on out-of-session matters.

Who is it for?

The opportunities would greatly benefit from the participation of consumer and/or carer representatives who:

* Have at least 6 -12 months consumer representative committee experience, either at the Hospital and Health Service, or statewide level, and;
* Have a lived experience of accessing Queensland’s statewide services OR caring for someone with a lived experience of accessing Queensland’s statewide services, and;
* Have a good understanding of the Queensland Health system, and;
* Are resident in a rural or remote area of Queensland.

Time and location

The Assessment and Review Panel (ARP) will meet three times a year (March, July, November), unless otherwise required and/or to escalate risk.

Implementation Working Group (IWG) meetings are scheduled approximately every 6 weeks from February to December.

Meetings will be held via Microsoft Teams for participants to attend remotely.

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). Parking and travel expenses will be covered (Brisbane only) if participants are requested to attend in person.

The successful consumer will be provided with an orientation session with the existing consumer representative and supported with pre and post meeting briefings to ensure successful participation.

How to apply

**Please complete this consumer application form and return to****consumer@hcq.org.au** **by 9am Monday 31 January 2022.**

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

**Consumer Application Form**

**Statewide Services Assessment and Review Panel and Implementation Working Group**

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

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
* LGBTIQ+
* Have a lived experience or caring for someone with a lived experience of accessing Statewide services

Please tick which opportunity you would like to join (please tick both if applicable)

* [ ]  The Statewide Services: Assessment and Review Panel (ARP)
* [ ]  The Implementation Working Group (IWG)

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+

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Gender:** |  Male | Female | Intersex | Other | Prefer not to state |

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*

1. Please describe your experience as a health consumer representative including committees, focus groups, surveys, governance roles, etc. (please provide name of committee/groups, and reduce the use of acronyms)

*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.*

**2. 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.*

3. Please describe your interest in joining the Statewide Services opportunities? *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.*

* 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 (e.g. Committee Chair):

Organisation:

Phone number:

Email:

Applicant Role: