Consumer Opportunity to

Share your experience of making

a health care complaint

Health Consumers Queensland has an opportunity for up to 30 health consumers and carers who have experience of making a health care complaint and would like to help inform the Australian Commission on Safety and Quality in Health Care better understand the consumer experience.

Closing date: 4pm, 15th September 2022

**About the project**

Health Consumers Queensland is working with the Australian Commission on Safety and Quality in Health Care to better understand the consumer experience of making a health care complaint in Australia. We are looking to talk with people who have been through the process of making a health complaint to help inform where there are any information gaps or opportunities to improve this experience and to highlight where it went well.

**To facilitate this project, Health Consumers Queensland will individually interview up to 20 consumers via phone or zoom. We will also provide an opportunity for another 10 consumers to attend one of two online focus groups to be held in September. A de-identified report of the consultation outcomes will be delivered to the Commission.**

**Background to the project**

The Commission is an Australian Government agency located in Sydney. The Commission is established to contribute to improve health outcomes and experiences for all patients and consumers, and improved value and sustainability in the health system by leading and coordinating national improvements in the safety and quality of health care. More information regarding the Commission is available [here](http://www.safetyandquality.gov.au/).

The Commission and the Australian Health Practitioner Regulation Agency (Ahpra) are working together to explore whether there are opportunities to improve the consumer experience of making a health complaint in Australia.

The need to gain a better understanding of the consumer experience of health complaints is an important foundation for this project. As an early step in this work Ahpra and the Commission undertook consultation with peak consumer health organisations in each jurisdiction in 2021 to explore health complaints pathways, what problems may exist, what is working well, and what possible solutions there might be for any identified problems.

The consultation identified that next steps included a limited consultation process to investigate the consumer experience through direct engagement with consumers that have made a complaint or notification. The consultation will help inform where there are any information gaps or opportunities for resources to improve the consumer experience that can be developed by the Commission or Ahpra.

**Who are we looking for?**

Health Consumers Queensland is keen to receive applications from consumers who have experience of making a health care complaint or have supported another person to make a health care complaint or notification.

We would like to hear from people of all ages and gender including:

* Aboriginal and Torres Strait Islander people
* Cultural and linguistic backgrounds
* People with a disability and carers
* People living in regional and remote communities
* LGBTQI+ people
* People who may have difficulty with the concept of making a complaint.

Remuneration and Support

**Participants –** Health Consumers Queensland will remunerate each consumer $40 for their participation.

How to apply

**Please complete the online application here:** [**https://forms.office.com/r/nucjMfrwp2**](https://forms.office.com/r/nucjMfrwp2)

**Or complete the following application form and return it to**[***projects@hcq.org.au***](mailto:projects@hcq.org.au)

***Applications are due* by 4.00pm on *the 15th September 2022***

For assistance completing this application please contact Health Consumers Queensland via [projects@hcq.org.au](mailto:projects@hcq.org.au) or by phone on 07 3518 1092 or 07 3012 9090.

For queries relating to this opportunity*,* please email Anne Curtis, Engagement Consultant – Specific Projects, Health Consumers Queensland at [anne.curtis@hcq.org.au](mailto:anne.curtis@hcq.org.au)

**Consumer and Carer Application Form**

**Share your experience of making a health care complaint**

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
* Would you like us to retain this application for future vacancies? *(Applications not retained are destroyed once the application process is complete.)*  YES |  NO

Please highlight any group you identify with:

Aboriginal people and Torres Strait Islander people

Living with a disability or carer of a person with a disability

Living in rural and remote locations

LGBTIQ+ people

Culturally or linguistically diverse people

Living with a chronic health condition

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

Are you a:  Consumer |  Carer

Age range:  16-24 |  25-29 |  30-39 |  40-49 |  50-59 |  60-69 |  70+

* **Please tell us why you would like to share your experience of making a health care complaint on your own or someone else’s behalf?**

**Please indicate your preference to:**

Be interviewed one on one by Health Consumers Queensland staff

Attend one of the two focus groups with a small number of consumers