



### CEO Reflection

All of us have the opportunity to take action to influence improvements in our health system. This year's Annual Forum brought us together to share, listen and learn. It reinforced just how important it is for people's lived experience to be at the centre of health care.

Our wonderful consumers and guest speakers shared their insights, experiences, passion and ideas which will continue to shape our conversations long after the event. Thank you to everyone who contributed so openly and thoughtfully. We leave with fresh perspectives, stronger connections and with a renewed commitment to improving health outcomes for all.

Keith Tracey-Patte, CEO Health Consumers Queensland

### Attendance Highlights

**150+** Attendees per day  
(inc. Virtual attendees)

**33** Speakers and story-tellers

**11** Exhibitor Stations

**1** Preventative Health Village

**Attendees from 10 HHS regions represented** - including from Torres and Cape, Cairns, Central West, Darling Downs, West Moreton and the Gold Coast.

Many attending for the first time, as well as many returning members.



Speaker Kerry-Lee Gockel and HCOQ Team

### KEY ACHIEVEMENTS

**High Satisfaction** ★★★★★

**4+ /5 overall rating** - almost 80% rating 4-5 stars

### Inspiring content

*Consumer representatives, advocates, and lived-experience voices are not side sessions—they are the program.*

Thanos Lionsatos, Attendee

### Strong Networking value

**70%** survey respondents made at least one valuable connection they plan to follow up with.

### Policy Priority Setting

Before the Forum, we asked our Network about the health issues that are most important to them. Five important health policy topics came up:

- Costs
- Wait list and times
- Service fragmentation
- Power imbalances
- Health literacy.

At the Forum, our Workshop included rich table-based conversations: exploring how these issues hit harder for people from **equity priority groups**; showing how **interconnected these issues** are; and highlighting the importance of **sharing personal stories** as a way to spark and shape change. These insights will continue to shape our development of policy priorities in the next twelve months.

## Speaker impacts

This year's Forum welcomed 33 speakers from across Queensland. Speakers shared their own experiences of:

- how consumers drive measurable improvement
- how lived experience can be turned into real change
- how to constructively disrupt for strategic outcomes

**90%** Discussions were respectful, ensuring all voices were heard

**82%** Information was clear and easy to understand



Queensland Pelvic Mesh Service (QPMS): Gold Coast HHS

The pelvic mesh injury group was seen by many attendees as a strong example of consumers & healthcare staff working together to address a complex and serious issue. Feedback highlighted how many people are affected by healthcare harm, and how collaboration can help manage its impact while creating a supportive environment.

## Inspiring Action

Almost half of our survey respondents intend to apply Forum insights immediately. 44% intend to do so in the future.

- *Inspired. It has boosted me into some action immediately and given a way forward.*  
Anne Tennock, Attendee
- *I will look deeper into different opportunities where I can contribute as a Consumer Adviser to be a voice in the system.*  
Gaylene Smith, Attendee
- *The presenters shared great stories and experiences. I will consider consumer engagement in future planning programs and ensure consideration from consumer experience in relation to allied health activities.*  
Leeanne Fraser, Attendee

## Networking Highlights

**70%** of survey respondents made at least one valuable new connection they plan to follow up with.

*I talked with members of the My Health for Life team. I found the team open to hearing experiences from me, especially about the patient journey from custodial centers into the community.*

Nancy Collins, Attendee



## Looking Forward ....

Member feedback is already shaping next year's Annual Forum. Your key theme ideas include rural and remote healthcare access, lived experience in mental health, consumer involvement in medical research, priority group experiences, and consumer engagement research. Thank you for your input, and please keep an eye on your emails and social channels for further opportunities to contribute.

## Acknowledgements

Health Consumers Queensland wishes to acknowledge the contributions of all its sponsors, speakers and attendees. We especially thank our Board and Collaborative members for their support in the preparation and facilitation of the Forum. We express our appreciation to:

### **Our Sponsors:**

Gold Coast Health - Platinum Sponsor

Griffith Health, Griffith University - Silver Sponsor

### **Our Speakers & Panelists:**

Rob Molhoek MP Southport - Opening Address (Day 1)

Dr Marianne Gale - Chief Health Officer

Dr Candace Kruger - Yugambah Elder and Songwoman, Griffith University - Welcome to Country

Ann Maree Liddy - HCQ Board Chair

Rhonda Morton - Moderator & Board Director

Jean Kittson AM - Keynote speaker (Day 1)

Prof. Cindy Shannon - Board Chair GCHHS and Hayley Stanich Youth Advocate (Opening Address Day 2)

Renee Cohen - Gold Coast Titans, Ethan Sloane - Leagueability, Tracey Johnson - Inala Primary Care, Melissa Farley - Dementia Australia, Louise O'Neill Palliative Care Qld, Katie Acheson - Co-founder Numbers and People Synergy, Youth Development Specialist & Churchill Fellow

Kerry-Lee Gockel "Wingless Warrior" - Keynote speaker (Day 2)

Trisha Schroder, Abbey Unterrheiner & Ella Rose - Metro South Youth Advisory Council, Lucille Chalmers - Darling Downs West Moreton PHN, Skye Miller & Paula Rankmore - Gold Coast HHS

Alisa Hall - Board Director (Workshop Facilitator)

Nina Carr - Consumer lead, Jo Smethurst & Peter Tully - Queensland Disability Network, Natasha Whitaker - Speaking Up For You (SUFY), Lindie Brengman - Community Resource Unit (CRU)

Tara Castle - CEO, Queensland Gives

All the team from the Queensland Pelvic Mesh Service (QPMS)

### **Our Exhibitors:**

My Health for Life - GCHHS (BreastScreen - Cervical Screen - Bowel Screen) - Lung Foundation of Australia - Health Translation Queensland - Care Opinion - Gold Coast Primary Health Network - Communicable Disease Branch (Qld Health) - Palliative Care Queensland - Diabetes Australia - Griffith Health

### **Our Venue Hosts and IT support:**

Southport Sharks, Synergy Video and Soundright Productions

We would also like to especially thank our consumer members, many of whom travelled great distances to attend this year's event! We thank you for your continued support and commitment.

## CELEBRATING ANOTHER GREAT ANNUAL FORUM

Thank you to everyone who made our  
2026 Annual Forum a great success

Let's take **INFLUENCE IN ACTION** onwards!



For further information about our Annual Forum please contact us: 07 3012 9090 | [info@hcq.org.au](mailto:info@hcq.org.au)