



HCQ | **HEALTH
CONSUMERS**
QUEENSLAND

ANNUAL REPORT
2023
24

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ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

The Board and staff of Health Consumers Queensland acknowledge the Aboriginal and Torres Strait Islander peoples of this Great Southern Land.

We acknowledge the traditional custodians of the land on which our organisation is located and where we live, work, and play. We pay our respects to Elders past and present of the two oldest living cultures on the planet.

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MESSAGE FROM OUR CEO

As the world continues to grow in complexity and as new challenges arise, it is even more important that we maintain our focus on what matters most. To be guided by principles and truths as we navigate through uncertainty.

For Health Consumers Queensland, it remains a fundamental truth that empowering consumers to influence and lead decisions about health care leads to better outcomes.

The increasing use of hybrid working arrangements and virtual communication we have all seen since the pandemic has shaped the way we shop, we meet and use services – including in health. Our consumers tell us that these new technologies, digital health literacy and cutting-edge medical approaches are valued, and that safety, respect and quality care remain fundamental.

I have inherited an organisation that has laid great foundations to ensure consumers' voices are not only heard but have the power to influence and change. They have been supported by staff whose passion and dedication have led to many great advances through many challenges in recent years and, as we set our sights on the coming years, those consumer voices will continue to be our truth.

Keith Tracey-Patte, CEO

MESSAGE FROM OUR BOARD

Every organisation goes through periods of transition and 2023-24 was that at Health Consumers Queensland. I accepted the role of Acting Chair when Miguel Diaz needed to step back from the position. I am honoured to lead an organisation that empowers consumers to be at the centre of their own health decisions and that amplifies the voices of those consumers across the system. Thank you Miguel for your dedication and the passion that you brought to the role during a time of significant change.

I would like to acknowledge the strong foundations that we now stand upon are in no small part due to our long-serving CEO Melissa Fox who finished with us after many years of dedication and leadership. She built enduring relationships with health services, other organisations and with consumers themselves. Thank you Melissa.

I would also like to acknowledge the contribution made by Bernadette Praske in the short time she was with us following Melissa's departure. The refreshed focus she had on modernising our processes is already showing promise.

I would also like to honour and acknowledge our consumers. You are the reason we do this work. Thank you for your support of Health Consumers Queensland, your willingness to share your experiences, and your commitment to making our healthcare systems better for all Queenslanders. As new technologies emerge and the risks we face change, Health Consumers Queensland is certain that putting consumers and their carers at the centre of health care decisions remains the best way to drive better outcomes.

With our new CEO, Keith Tracey-Patte, now in place, Health Consumers Queensland is focused on our mission with fresh energy and commitment. I look forward to working with all of you, our colleagues at Queensland Health and across the sector in this critical work.

Ann Maree Liddy, Acting Chair

ABOUT US

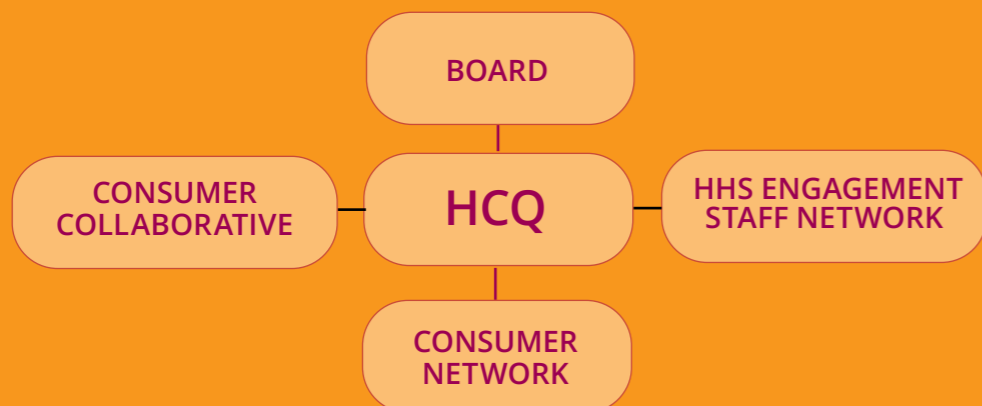
Health Consumers Queensland is the peak organisation representing the interests of health consumers and carers in the state and acts as an agent of change for consumer-centred health care.

Our Queensland-wide health consumer network is the beating heart of our organisation. Since 2008, we have worked to enable consumers, Queensland Health and the health system to partner effectively together and improve the health of all Queenslanders.

We maximise opportunities for diverse consumer voices to be heard at all levels of the health system and influence outcomes through our:

- Advocacy on consumer issues
- Strategic advice on contemporary engagement
- Consumer opportunities recruitment program
- Responsive training and skills development programs for consumers and health staff
- Fee for service consultation projects
- Consumer and health staff listening and sharing, and
- Information events

OUR ORGANISATION



ANNUAL SURVEY: SPOTLIGHT ON OUR SERVICES

SATISFACTION WITH OUR SERVICES



Average rating of
4.2 out of 5

WHAT DO PEOPLE VALUE ABOUT HCQ?

- Facilitating consumer involvement
- Valuable source of information
- Supportive and inclusive
- Consumer engagement and advocacy
- Training and resources
- Networking and communication
- Positive impact
- Collaboration and partnership

HIGHLY RATED ACTIVITIES

- Hosting Kitchen Table Discussions and Yarning Circles
- Participating in working groups and committees
- Receiving training on consumer engagement
- Being involved in the development of new initiatives
- Research and innovation opportunities

LOOKING TO THE FUTURE

WHAT OUR NETWORK WOULD LIKE HCQ TO DO TO IMPROVE PARTNERSHIPS IN THE NEXT 3-5 YEARS

More engagement and advocacy for First Nations people and people living with disability

Increase opportunities for consumer impact

Greater diversity and inclusion

Expand training opportunities for consumers and health staff

Increase opportunities for connection and networking

Promotion of HCQ's services

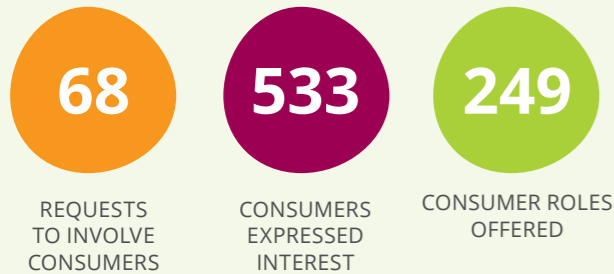


NEW CONSUMERS JOINED THIS YEAR

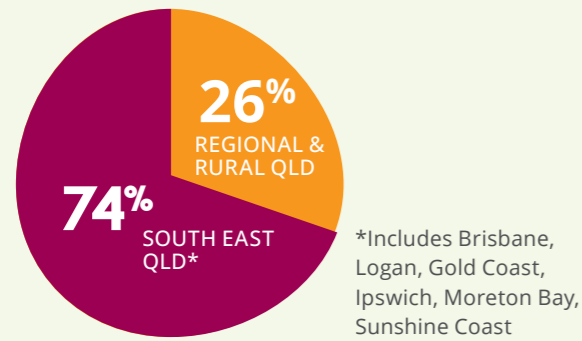


HCQ NETWORK ALL MEMBERS

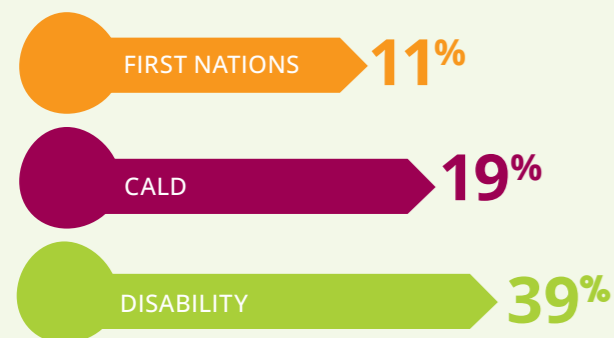
CONSUMER PARTNERSHIPS



WHERE CONSUMERS IN THE NETWORK LIVE



DIVERSITY OF CONSUMERS IN THE NETWORK



OUR REACH

Connecting with consumers and staff in communities throughout Queensland, from Cape York in the Far North to the Gold Coast in the South East, and inland to the Western Queensland channel country

TRAINING



SPOTLIGHT ON KEY PROJECTS

HEALTHY OUTBACK COMMUNITIES

Health Consumers Queensland is an Alliance partner in the Healthy Outback Communities initiative to improve health equity for all residents in the remote Western Queensland channel country.

Healthy Outback Communities (HOC) is a new community-driven approach to health and wellbeing for Western Queensland's channel country region, currently being rolled out in the Barcoo Shire.

The program is designed to support residents to proactively access health and wellbeing services, shifting the focus from illness to wellness – advocating for staying well rather than just treating illness.

By facilitating access to health and wellbeing services sooner, the aim is for people to need fewer hospital visits, prevent long-term health issues and foster healthy lifestyles.

HCQ is pleased to partner with Western Queensland Primary Health Network and fellow Alliance members Royal Flying Doctor Service (Qld), CheckUP and HealthWorkforce Queensland alongside Barcoo and Boulia Shire Councils and Central West Hospital and Health Service to support the co-design and delivery of the program.

Very remote Western Queensland channel

country communities face stark health disparities.

The residents of this region, equivalent to the size of Victoria, do not have a locally-based doctor or pharmacy. The communities rely heavily on the local nurse, visiting health services and the Royal Flying Doctor Service (Queensland Section).

While residents have access to necessary services, they still endure some of the state's poorest health outcomes, which are also notably more severe.

It has been an exciting start to the program with a fun launch in the form of a community day at Windorah in April 2024, where rugby league legend Darius Boyd also showed his support for the community, and there is more to come as the program expands to other Western Queensland channel country shires over the next 12-18 months.

HCQ will continue to work with the partners to deliver more health and wellbeing support, better engagement, and easier access to resources to allow residents to navigate their path to wellness with confidence.



HOC Alliance partners at the first Healthy Outback Community Day in Windorah, Barcoo Shire, Western Queensland, April 2024. Below: NRL legend Darius Boyd at the launch



KEY PROJECTS: FOCUS ON TECHNOLOGY

Sharing and building skills to stay abreast of the latest technology and tools in healthcare is becoming more critical to being able to influence decisions in consumer partnerships, reflected in a high level of engagement in digital projects this year.

FUTURECARE: AI

Following the Queensland Clinical Senate meeting in June 2023, which brought the debate about AI to centre stage, Health Consumers Queensland initiated the free FutureCare webinar series as one way to help health consumers make sense of rapid changes in healthcare delivery, jumping in to explore the technology that everyone was talking about.

AI, or Artificial Intelligence, has raised many questions about ethics, safety, and the future of work. But what is AI? How is it being used in healthcare? What do consumers need to know to manage their care effectively in years to come?

HCQ invited thought leaders in the field, fresh from their presentations at the Clinical Senate meeting, to share their insights and provide consumers with a greater understanding of this new technology. Each webinar episode tackled a different topic. Professor Clair Sullivan, Director, Queensland Digital Health Centre (QDHeC) provided an introduction to AI; Megan Fairweather, Chief Legal Counsel, Legal Branch, Corporate Services Division, Queensland Health, discussed AI and Human Rights; Bernadette Richards, Associate Professor of Medical Ethics and Professionalism, University of Queensland, spoke on AI and Ethics; and Matthew Ames and Hamza Vayani added their perspectives as consumer representatives.

The response to the webinars indicated just how important the impact of AI has become for everyone in the healthcare system. For some, it revealed just how widely AI is already used in the health system and the benefits it can provide, and for others it highlighted the importance of human supervision and monitoring to ensure a positive difference to the future of healthcare.

The series generated very positive feedback about the speakers and knowledge that was shared, especially the insights anchored in real world scenarios provided by consumer representatives Matthew and Hamza.

It is clear that the conversation about AI has only just begun and there is an appetite for more discussion and debate yet to come.

206

attended the first FutureCare webinar series

WHAT CONSUMERS SAID

“

AI in digital health is going to happen, so let's be ahead of the wave and make it happen in a way that has more benefits than risks.

“

This has improved my understanding of the importance of AI to healthcare to improve outcomes. Thank you for keeping us informed.

“

AI can make a positive difference to the future of healthcare, but human supervision and monitoring is crucial.



Professor Clair Sullivan, Director, Queensland Digital Health Centre (QDHeC), UQ

QUEENSLAND HEALTH PUBLIC PERFORMANCE REPORTING INITIATIVE

When Queensland Health initiated a review of its Public Performance Reporting website they engaged Health Consumers Queensland's Consumer Advisory Group (CAG) to provide feedback. The consumer representatives were engaged first in September 2023 to provide insights to what information Queenslanders want to see reported. Then, following the update, they were consulted again to ensure that their feedback was reflected in the new website. The group provided a number of clear and actionable pieces of feedback that are reflected in the website design, with more flagged to be added in future updates.

DIGITAL FRONT DOOR

The COVID-19 pandemic revolutionised the way we use technology to deliver healthcare at home and that is continuing as millions of dollars are invested in transforming how Queenslanders connect with healthcare services.

In the 2023-2024 financial year the Queensland Government boosted its health budget and introduced its Putting Patients First Plan which included "supercharging virtual care". As part of that plan, the Digital Front Door (DFD) is a milestone project for consumers throughout the state, with potential long-lasting impacts for how digital healthcare is viewed, experienced, and navigated by consumers and their families.

Health Consumers Queensland partnered with Queensland Health to engage consumers in extensive consultation that would shape the design of the framework for the Digital Front Door project.

Consultations were carried out through yarning circles, kitchen table discussions, online focus groups and a survey. As a result, a wide range of community perspectives were explored and consumers have put forward many practical solutions and recommendations for consideration by Queensland Health in the next phase of its design and planning.

QUEENSLAND DIGITAL HEALTH CENTRE CONSUMER ADVISORY COMMITTEE

Health Consumers Queensland also partnered with Queensland Digital Health Centre (QDHeC) to engage health consumer and carer representatives to join its new Consumer Advisory Committee.

QDHeC acknowledged that Involving consumers is key to developing digital health research that is fit for purpose. Understanding consumer and carers' experiences accessing healthcare is essential to finding digital solutions that will address challenges facing the health system and lead to an improved consumer and clinician experience, reduced costs and improved value, improved population health and health equity.

The purpose of the Consumer Advisory Committee is to provide advice and guidance to QDHeC and assist in design and delivery of research projects, programs and activities.

Consumers have been engaged to participate in committee meetings, focus groups and discussion to provide feedback and advice for a two-year term.

CONSUMER REPRESENTATIVES ADD THEIR INFLUENCE

Several consultation projects that HCQ has been involved in produced positive outcomes for Queenslanders this year, including ...

WOMEN AND GIRLS' HEALTH STRATEGY 2032

When the Queensland Government announced the release of the Queensland Women and Girls' Health Strategy 2032 in March 2024 it was a significant milestone. The strategy is the first health policy of its kind in Queensland and it's a Signature Action under the Queensland Women's Strategy 2022-27.

It was a massive undertaking in development and HCQ is proud to have played a part, helping to bring the voices of Queensland women into the shaping of the strategy. We consulted with close to 200 women across the state, representing diverse communities, making it possible to hear from consumers who are often overlooked and, in many cases, find the healthcare system difficult to access.

We look forward to seeing the Queensland Women and Girls' Health Strategy 2032 support greater inclusion and equity in health access.



EASY GUIDE TO MAKING A COMPLAINT



Don't know where to start when making a complaint? A series of animated videos is designed to help

Health Consumers Queensland facilitated consultation with consumers to improve the experience of making a health complaint in Australia.

The project was a joint initiative of the Australian Commission on Safety and Quality in Health Care (ACSQHC) and Australian Health Practitioner Regulation Agency (Ahpra), and what they heard from consumers helped shape the result – a series of animations now available on the Commission's website for patients, families, and carers to help them find support and resolve any issues related to their healthcare experience or outcome.

The animated short videos provide practical tips, explain healthcare rights, and guide consumers through the complaint process, including where to begin and where to go for help if necessary to take a complaint further.

A checklist also has been released to help health practitioners manage feedback and complaints when they are made locally.

For consumer representatives involved in the consultation it was a gruelling process as they reflected on their own experiences searching for solutions to healthcare complaints.

Their courage in sharing their insights and ideas for improvement, and their commitment to the process of reviewing proposed communication materials is testament to the dedication that consumers bring to the table for frank and open discussion on topics that impact all Queenslanders.

CARE COMPANION TOOLKIT

Making health decisions at end of life can be difficult but a new resource developed by Clinical Excellence Queensland, launched in March 2024, has been designed to help patients and their families work through the process.

It was important that the right information and support was provided for patients, their families, and carers to be able to make the health decisions that best suited them, and a lengthy consultation process began almost 2 years earlier.

HCQ was tasked with bringing together health consumers and supporting them through that process which sought to obtain insights and feedback on the content, design, and usability of a new Decision Support Tool.

The aim of the resource was to prompt discussion between patients, their families and their healthcare providers about the risks and benefits of different treatment options, explore preferences, and share decisions about care, and it needed to be consumer-friendly.

The result is the Care Companion Toolkit now available on the Clinical Excellence Queensland website.

“

It is a good start to improving knowledge about complaints and how they are handled

– Consumer representative



PARTNERSHIPS CONNECTING CONSUMERS TO THE HEALTH SYSTEM

The health system in Queensland is complex, with decisions made across the states and at many different levels. Health Consumers Queensland supports a more connected and networked system by facilitating meaningful consumer representation to shape the future of healthcare.

HEALTH CONSUMERS COLLABORATIVE OF QUEENSLAND

The Collaborative is an advisory group that provides a forum for experienced consumer representatives to discuss key issues with senior leaders from the Department of Health, Hospital and Health Services, Primary Health Networks and clinicians. The consumer members are a diverse group of people, sharing their personal experiences as well as those from their communities.

Its broad membership is unique in the health sector, providing an opportunity for senior leaders in the health system in Queensland to listen to and learn from the experiences of consumers and carers who are using the health system, and they provide feedback on policies, strategies and projects in planning.

The goal of the Collaborative is to ensure consumers, carers and their families are at the centre of decision-making and to build a more consumer-centred health system in Queensland.

Consumer/Carer representatives Health Consumers Collaborative	
Martin Chambers	Kathy Dallest
Jordan Frith	Lee-Ann Monks
Talei Elu	Sue Williamson
John Anderson	Zehrab Vayani

Topics discussed this year included:

Transforming Organisation Culture at Queensland Health. Melissa Hagan, Director, Queensland Clinical Trials Coordination Unit, Office of Research and Innovation, said they wanted health consumers to help shape the research culture in Queensland Health that would improve healthcare services, provide quicker access to innovative treatments and provide better patient safety.

Remuneration for consumer representatives was reviewed to provide recommendations for the new Remuneration Position Statement that was subsequently released in July 2024. Consumer representatives agreed the review was overdue and needed to reflect the changing and future roles of consumer representatives across the health sector.

Overcoming bias in care was also a topic for discussion and the impact that has on the effectiveness of healthcare. Recommendations included a call for training to avoid stigma, discrimination, racism and judgement influencing the care provided by health services, pointing to research that shows unspoken biases can be changed but there is a need to continually look for new ways to improve.

What is consumer engagement best practice and what does good co-design really look like, as well as health literacy were also on the agenda this year.

QUEENSLAND CLINICAL SENATE: A CLIMATE FOR CHANGE

With a target to significantly reduce energy emissions in Queensland by 2030 it's no surprise industries are all looking closely at initiatives that change the way they do business for the better.

In November 2023 Health Consumers Queensland partnered with Queensland Clinical Senate to bring consumer representatives to the table when it turned the lens on the health sector and its contribution to climate change. Senior clinicians and key stakeholders, including consumers, came together to consider the changes needed within the health system as we transition towards mandatory emissions targets set by the Queensland Government.

Under the banner 'A Climate for Change in Healthcare', the 2-day program explored the health system's contribution to climate change – which is significant – and the impact of climate change on health and healthcare. But there was a silver lining too, with examples of good things already happening.

Consumer representative Janette Moore presented the case for why healthcare needs to address and respond to climate change from a consumer perspective.

"I was keen to participate in the Clinical Senate meeting to address healthcare's contribution and response to climate change because I see it as something that is fundamental to public health policy. The public healthcare system has continuously set standards and provided health warnings for public health issues, and climate change is no different," she said.

Janette went on to outline how air and water quality, hygiene and infectious diseases, impact of temperature extremes, waste on food chains

Below, from left: Clinical Senate Chair Dr Tanya Kelly; Lynda Maybanks, Wurrinyah First Nations Conservation Services; Professor Tony Capon, Monash University; Janette Moore, Consumer Representative; and Senate Deputy Chair, Dr Kate Johnston



and more present significant risks to our health and, as a cancer survivor, Janette was able to describe just how that affects her own living experience.

Janette also was able to demonstrate, in stark reality, the impact of poor air quality on her own health in the space of just one week during a trip to New York just months before the Senate meeting. As the city choked under the pressure of exhaust fumes exacerbated by a change of wind direction and smoke from bushfires as far away as Canada, she picked up a respiratory illness.

"I had experienced a glimpse of the future if we do not prepare to take collective action for climate change," she said.

"By recognising our own contributions to climate change, individually and through the sectors we represent, we can challenge public policy to alleviate the impact of actions or inactions forced upon us by climate change."



I had experienced a glimpse of the future if we do not prepare to take collective action for climate change

– Janette Moore
Consumer representative

PARTNERING BETTER TOGETHER: VIRTUAL SYMPOSIUM



Experienced engagement advisor and business innovator Leonie Sanderson

In June 2024 HCQ hosted its popular Annual Forum event as a Virtual Symposium for health consumers, carers and Queensland Health staff to engage in lively discussion, ask questions on critical issues and dissect the key considerations in building and maintaining successful partnerships.

With a network that spans the length and breadth of Queensland, access and equity are key considerations in determining the format of the event and this year HCQ delivered the popular forum as a hybrid model, broadcasting online from a hub in Townsville to regions across the state.

HCQ also invited Hospital and Health Services to bring consumers in their local communities together at their own regional hubs and join the Symposium as a group, with support from HCQ. In this way we were able to welcome consumers from the Far North of Queensland to Wide Bay and suburbs north and south of Brisbane who were able to participate while reinforcing their local connections.

Under the banner 'Partnering Better Together', the Symposium brought into focus HCQ's core purpose: to advocate for consumers and the health sector to come together to share their experiences and ideas for better health outcomes for all Queenslanders.

Experienced engagement advisor and business innovator Leonie Sanderson guided the discussion between a panel of consumer representatives from HCQ's member network, Meg Colliss, Martin Chambers, Sue Williamson, Rajini Eshwarachar Shankar and Keren Pointon and partnership leaders, including research academics and health staff.

This forum is an excellent opportunity to showcase successes in consumer partnering as well as encourage frank discussion about challenges and learnings, covering key issues such as remuneration, valuing the consumer relationship, diversity in recruitment and accountability, to name a few. A lively Q&A session generated more than 150 questions through the interactive format, a clear indication that all representatives are highly motivated to find ways to partner better together.

220 attended the Virtual Symposium

CONNECTING WITH CONSUMERS IN THE COMMUNITY



Consumers at a Kitchen Table Discussion

Connecting with the community is at the heart of the way Health Consumers Queensland enables consumer voices to be heard to influence real change in healthcare.

Community consultation is carried out in the form of kitchen table discussions and yarning circles led by local people for local people. They allow small groups to participate in consultation at a time of day and in a place that suits them, giving consumers the opportunity to share their experiences, provide insights and offer practical solutions on a wide variety of important health topics.

The 'Kitchen Table' format, guided by experienced health consumer representatives within the community, provides a safe and supportive environment that encourages people who may not otherwise participate in more formal consultations to have their voice heard.

This method of consultation has become an increasingly popular way for the health sector to engage with consumers and Health Consumers Queensland is developing more tools to support a growing network of 'hosts' to lead the consultations.

Brenda Moloney has brought her wealth of experience as a consumer and carer, retired clinical nurse and Director of Health Services at Esk, to become an active consumer advocate in her community. While she has been busy volunteering with community organisations filling gaps in services in her region, she also hosted her first kitchen table discussion this year with support from HCQ, bringing together a group of people eager to have their say.

Brenda's kitchen table discussion was very positively received. "They all thought it was very worthwhile, everybody was listened to and they were all given an opportunity to contribute to the discussion. They also came with lots of useful information as well as ideas for practical solutions. They were all quite optimistic," she said.

However, for the community consultation to be fruitful, feedback cannot be just one way. Participants in Brenda's discussion group wanted to get feedback too. "People come for the opportunity to contribute to the discussion, but they also think that by participating maybe they can effect change. So feedback is very important," she said.

This year HCQ hosts led discussions on topics including:

- Access and delivery of mental health services for First Nations communities
- Access to healthcare services during and in the wake of natural and other disasters
- Health concerns, as well as where and how young people aged 16-25 access their healthcare and information, in a regional community, and
- Using digital technology more widely in the delivery of healthcare.



BUILDING SKILLS FOR EFFECTIVE PARTNERSHIPS

More than 300 consumers and health staff participated in knowledge and skills building sessions during the year.

The training sessions delivered by HCQ's engagement team support consumers and health staff to build and maintain effective partnerships for positive health outcomes for all Queenslanders.

The demand for online learning continues to grow due to the flexibility and easy access it provides to participants across the state. However, Health Consumers Queensland continually reviews its program in response to the needs and feedback from our member network.

This year we relaunched the Consumer Partnering training for staff, updating the Foundations for Consumer Partnering session and adding a new Advanced Consumer Partnerships session to the program. Training content was reviewed to establish key competencies for each package and designed with specific objectives and learning outcomes so that all participants know what to expect from their session.

Planning also began for introducing new specialised sessions. The first is dedicated to co-design in response to the frequently asked question – what does it really mean and how do we achieve it? The first session was scheduled for the second half of 2024.

HCQ has continued to receive a high rating for its training from both consumers and health staff throughout the transition.



306
attended
training
sessions

REVIEWS

Health Consumers Queensland continues to receive a high satisfaction rating in feedback following training sessions.

WHAT CONSUMERS SAID

“ I have discovered a lot more avenues to become involved as a consumer.

“ It was very informative and delivered in an engaging way.

“ It was great to hear about the experiences of others.

WHAT HEALTH STAFF SAID

“ Today was much more practical and useful information for me to take away and try to implement or practise.

“ Very knowledgeable and experienced trainer. I would like to point out the importance of closure in partnership collaborations as one of the learnings I got from this training.

“ I really liked the perspective of staff as consumers; how to engage thinking outside the normal paths was also very good.

The Health Consumers Queensland Board continues to mature and deepen its involvement with the organisation, supporting its focus and continued success.

NAME	SPECIAL RESPONSIBILITIES	PERIOD AS A DIRECTOR
Miguel Diaz	Chair	1 year 7 months
Ann Maree Liddy	Deputy Chair	4 years 7 months
Ainsley Barahona Santos	Chair, Governance & Culture Committee	3 years 6 months
Harriet Brummelhuis	Chair, Finance & Risk Committee	1 year 7 months
Rachelle Foreman		6 years 7 months
Tracey Porst		3 years 7 months
John Anderson		2 years 7 months
Alisa Hall		1 year 7 months

BOARD GOVERNANCE 2023-24

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.

– Ainsley Barahona Santos, General Manager, People, Strategy and Brand. MNG

Consumer-centred approaches and strong, respectful partnerships between providers of health services and the communities and consumers they serve are central to creating an equitable health system.

– Ann Maree Liddy, Chief Executive Officer, CheckUP

Better outcomes for patients and their families 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.

– Rachelle Foreman, Executive Manager Health System Improvement, Brisbane North PHN

I have a keen interest in the POWER OF PARTNERSHIPS and COLLABORATIONS between organisations and systems so people and communities can access joined up, CONNECTED and tailored supports that meet their CHANGING NEEDS across their lifespan.

– Alisa Hall, Director of Practice and Engagement, National Centre for Child Sexual Abuse

For me it is as much about learning from my old people (their experiences and lived examples) as it is about leaving a legacy for the ones that are following and yet to come.

I consider it a privilege to serve on the Board of HCQ in support of engaging consumers in providing input to our health service and health system design.

– Tracey Porst, Chief Executive Officer, Karuna Hospice Services

– Harriet Brummelhuis, Chief Operating Officer, National Affordable Housing

– John Anderson, First Nations Elder, Nywaigi people of north Queensland

WHY I AM HERE

BOARD MEMBERS SHARE THE DRIVING PRINCIPLE THAT BROUGHT THEM TO HEALTH CONSUMERS QUEENSLAND

ACCESS TO QUALITY AND SAFE HEALTH SERVICES IS A BASIC HUMAN RIGHT AND IT SHOULDN'T BE INFLUENCED BY YOUR POSTCODE, CULTURAL BACKGROUND, OR ABILITY TO PAY.

– Miguel Diaz, Chief Executive Officer, Australian College of Audiology

For over **15** years I have worked in the social **services** sector and seen the **difficulty** many people have in **accessing** health services that meet their **needs**.

THANK YOU

This report represents a snapshot of the contribution consumers and health staff made to the continuous improvement of the health system in Queensland and Health Consumers Queensland has been proud to support them on that journey.

'Partnering Better Together' was not only the theme for our flagship symposium this year, it also describes perfectly the common goal behind the many and varied activities we facilitated this year to bring dedicated consumers and health professionals together to effect change in the delivery of healthcare across the state.

Thank you to everyone in our network who gave their time and passion at so many activities over the year, sharing their experiences, valuable insights and ideas generously, to give feedback that will influence positive outcomes to benefit healthcare for all Queenslanders. We value your partnership and will continue to support the inclusion of diverse consumer voices in decision-making at every level of the health system.



HCQ

**HEALTH
CONSUMERS**
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Proudly supported by:



Queensland
Government