



Health Consumer Representative Role Description and Application

Great care for Central Queenslanders

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| Role title: | Health Consumer Representative – Information Management Committee | Salary: | Attendance based expenses |
| Status: | Permanent Part-Time – Two-year tenure | Closing date: | Sunday 5 January 2020 |
| Division / Hospital and Health Service: | Central Queensland Hospital and Health Service | Contact person: | Rachael Villiers 4920 6223 |
| Location: | Rockhampton/Central Queensland Video and phone meeting access available | | |
| Submit Application: | Via email: CQHHS-STAH-ESO@health.qld.gov.au | | |
| | Via post: Attn: Rachael Villiers Rockhampton Hospital Administration Building Canning Street Rockhampton QLD 4700 | | |

About the role

Central Queensland Hospital and Health Service (CQ Health) has established strategic committees that require the valuable input of a health consumer representative (with expenses available).

Health consumer representatives have a unique and essential role in health service. Without our health consumer representatives there is often no-one on a committee who can represent a non-medical person and, in many cases, a broader community perspective. The health consumer has an important role in consumer and community engagement and will assist the health service with service planning and decision-making.

CQ Health is committed to ensuring diverse and inclusive health consumer representation, reflective of our community.

About the committee: This opportunity is to be part of the Information Management Committee. Our health service is responsible for looking after a lot of patient and staff information. This information comes from several different systems and may be in electronic or paper-based files. The Information Management Committee brings together representatives from the teams across our health service who are responsible for inputting, managing and safeguarding this information.

CQ Health Strategic Committees deliver the following keys aims:

- Improve health outcomes and quality of care for health service consumers in Central Queensland
- Increase consumer, carer and community experience and satisfaction with the health service
- Improve health service delivery and responsiveness
- Assist the health service to develop strategies to enhance and promote community participation, cultural and diversity responsiveness

- Ensure that the health service is advised on priority areas and issues regarding consumer and community participation and matters of community interest or concern
- Provide direction and leadership in relation to the integration of consumer, carer and community views into all levels of the health service operation, planning and policy development.

Your role as a health consumer representative:

- Representing health consumer and carer's views to the committee/group
- Providing a consumer perspective which reflects your health journey and the collective experience of health consumers
- Helping the committee to think about things from a consumer perspective by raising consumer concerns and views
- Providing broader community feedback rather than focus on one's own individual experiences to inform system and service level improvements
- Being engaged with formal and informal consumer networks
- Attending and participating in committee meetings as agreed with the health service
- Maintaining confidentiality and disclosure of conflicts of interest
- Providing feedback to own networks of consumers as required

Do I have the skills?

- Do you have experience as a patient or consumer or carer in any service provided by CQ Health?
- Do you have a desire to create change in the health system and are solution focused?
- Do you have an interest or lived experience in an area of health or hospital services?
- Can you work in a team and have the confidence to speak in a group to get your views across?
- Are you respectful, open minded and can you appreciate different perspectives of others?
- Are you willing to volunteer several hours of your time and commit to meeting as a committee once a month (during business hours)?
- Would you be willing to receive support and training throughout your involvement?
- Are you willing to learn about the different services provided by the health service?
- Are you able to appreciate that the role of consumers on committees is to influence long-term change and improvements across the health service?
- Do you have connections to broader consumer and community networks, in order to share current users' experiences, wider than just your own personal experience? For example: Mothers groups or School P&C or Multicultural clubs or networks.

There are no mandatory qualifications and professional registration requirements.

Please let us know if you have relevant experience or qualification/s in community-based organisations or bodies, including any volunteer roles.

Please note that health practitioners or people currently employed or recently employed or engaged in the provision of health services will NOT be eligible for this role. Conflict of interest declaration may be a requirement.

Consumers must reside (live) in the Central Queensland Hospital and Health Service catchment, view here www.health.qld.gov.au/services/central-queensland

What is on offer?

Health consumer representatives who represent on our strategic governance committees are offered the opportunity to claim reasonable out of pocket expenses and a formal committee participation fee for their participation on these committees, where a significant amount of preparation and reading is required.

Health consumer representatives participating in a **formal** capacity in approved engagement activities may be approved to claim the following expenses:

- Reasonable out-of-pocket expenses incurred because of the engagement activity, for example parking (Rockhampton Hospital campus), printing or travel costs.
- Formal committee participation fee as per fee schedule.

Tier 1: Formal Health consumer representative attendance at ongoing governance committees

- \$187 for activities up to and including 4 hours duration*
- \$374 for activities over 4 hours duration*

Tier 2: Formal Health consumer representative attendance at focus groups directly relating to committee work.

- \$40 per hour including preparation time

*Please note this covers pre-reading time and travel time. Out-of-pocket expenses are not included in this rate.

The health service will support health consumer representatives throughout their engagement. This includes any identified need or requirement of staff training for those in a formal health consumer representative role.