

# Consumer Representative Opportunity: CHQ Governance and Advisory Committees

Children's Health Queensland (CHQ) recognises the importance of involving consumers in the planning, design, delivery and review of our health care services.

## Why become a CHQ Consumer Representative?

- Share your insights to help improve CHQ services and make families' experiences better
- Gain valuable experience in how a hospital and health service operates and functions; and
- Enhance your professional portfolio.

## Available opportunities

### CHQ Governance Committees

#### Patient Safety and Quality Committee (PSQC)

The PSQC is chaired by the Executive Director Medical Services. Its membership includes staff and consumer representatives.

The purpose of the PSQC is to ensure that CHQ maintains a high standard of care, minimises risk to patients, and continuously improves the quality of its clinical services.

#### Family Centred Care Committee (FCCC)

The FCCC is co-Chaired by a Consumer Representative and the Executive Director Allied Health. Its membership includes consumer, staff and partner representatives.

The purpose of the FCCC is to provide expert advice, direction and support for the implementation of family-centred care initiatives across CHQ.

### CHQ Advisory Committees

#### Family Advisory Council (FAC)

The FAC is co-Chaired by two Consumer Representatives. Its membership is made up of Consumer Representatives, in partnership with CHQ staff.

The FAC provides advice and shares the consumer perspective with CHQ staff on services across the organisation, including within Queensland Children's Hospital (QCH), Child and Youth Community Health Services (CYCHS) and Child and Youth Mental Health Services (CYMHS).



## The responsibilities of the Consumer Representatives on these committees are to:

- Share lived experience of receiving care within a paediatric health service
- Ensure the perspectives of children, young people and families are always considered
- Work together with other members to influence planning, service development and improvement
- Prepare for meetings by reading papers, attend meetings either online or in person as required, and respond promptly to emails and requests for advice
- Undertake any required background checks and onboarding paperwork, such as Working with Children check and criminal history check
- Maintain confidentiality and adhere to the Queensland Public Service Code of Conduct.

It is important these committees are representative of the diversity of families who use CHQ services. We especially encourage applications from people who:

- Are between 18 – 25 years of age
- Identify as culturally or linguistically diverse
- Identify as Aboriginal and/or Torres Strait Islander
- Live in rural, regional or remote areas of Queensland

## Skills and experience

These positions would be best suited to people with:

- Experience with paediatric health services as a parent, carer, sibling or former patient (mandatory)
- Prior experience in a consumer representative role or committee membership
- Strong commitment to patient experience and person-centred care
- Ability to communicate in a clear, calm and collaborative manner
- Understanding of the value of consumer partnerships in health governance

## Commitment

The average monthly time commitment is:

- 1-2 hour meeting – attendance either online (via Microsoft Teams) or in person
- 1-2 hours of pre-reading, preparation and feedback out of session (between meetings).

Consumer representatives are generally appointed for a two-year period; however, this will be confirmed with an offer of appointment in line with the Terms of Reference for the individual committee.

## Remuneration and reimbursement

These roles are eligible for reimbursement and/or remuneration in accordance with the CHQ Procedure:

*Remuneration and Reimbursement of Consumer and Carer Representatives*. Further information will be provided with an offer of appointment to the role.

## Questions?

If you have any questions about these roles, please contact the Consumer Engagement Officer, Elizabeth Anderson or Madison Moore, via [CHQ\\_ConsumerEngagement@health.qld.gov.au](mailto:CHQ_ConsumerEngagement@health.qld.gov.au) or 07 3068 4951.

# Expression of Interest: Consumer Representatives – CHQ Governance and Advisory Committees

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Please send your Expression of Interest via email to [CHQ\\_ConsumerEngagement@health.qld.gov.au](mailto:CHQ_ConsumerEngagement@health.qld.gov.au) by **19<sup>th</sup> April 2024**, including:

- A short paragraph on how your experience would make you a good candidate for this role; **and**
- If you are **not** currently a Consumer Representative with CHQ, a completed Expression of Interest form (see below, or submit [online](#)).

Your application will be reviewed, and based on demonstrated skills and experience, suitable candidates will be selected for an informal interview. Consumers who best fit each committee will then be offered a role.

If you have any questions, please contact the Consumer Engagement Officer, Elizabeth Anderson or Madison Moore, via [CHQ\\_ConsumerEngagement@health.qld.gov.au](mailto:CHQ_ConsumerEngagement@health.qld.gov.au) or 07 3068 4951.

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<b>Name:</b>	
<b>Email address:</b>	
<b>Phone number:</b>	
<b>Committee preference:</b>	<i>Select one or more:</i> <input type="checkbox"/> Patient Safety and Quality Committee (PSQC) <input type="checkbox"/> Family Centred Care Committee (FCCC) <input type="checkbox"/> Family Advisory Council (FAC)

**Please write a short paragraph on how your experience would make you a good candidate for this role:**

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## Contact Details

<b>Name:</b>	
<b>Postal address:</b>	
<b>Email address:</b>	
<b>Phone number:</b>	

Children’s Health Queensland Hospital and Health Service (CHQ) values the voice of children and families in the planning, delivery, evaluation and improvement of our services. Your experience and perspectives as a consumer can help us to make positive and meaningful changes.

Providing the following information will help us to make sure that we have a range of consumer representatives with different backgrounds and experiences, and allow us to consider your suitability for this particular role.

## Information about you:

**Are you a**  Patient  Parent  Carer  Relative  \_\_\_\_\_

**Gender** (optional)  Female  Male  Non-binary or gender fluid  \_\_\_\_\_

**Date of Birth** \_\_\_\_\_

**Are you of Aboriginal or Torres Strait Islander origin?** (optional)

Yes, Aboriginal  Yes, Torres Strait Islander  Yes, Aboriginal and Torres Strait Islander  No

**Is English your first language?** (optional)  Yes  No

If no, please provide details:

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**Do you identify as a member of a cultural or ethnic group?** (optional)  Yes  No

If yes, please provide details:

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**Do you have a disability?** (optional)  Yes  No

If yes, please provide details:

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**Are you currently employed by CHQ, or another Hospital and Health Service?**

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**Please list services you or your child/children have used, continue to use or may use in future at CHQ.**

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**Please list any other background or experience you have (e.g. committee member, advisory group, other).**

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**How do you think you can make a difference by being involved?**

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**Do you have a specific area of interest?**

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**There are many other ways consumers can be involved with CHQ. Please tell us if you would also like to be involved in one or more of the following:**

- Joining a committee, working group or project team
- Participating in focus groups or forums
- Completing surveys
- Reviewing and providing feedback on written information for patients and families
- Joining an online community of interest (providing feedback or suggestions electronically)
- Other (please provide details): \_\_\_\_\_
- Being involved in staff education and training
- Joining selection panels for staff recruitment

**Thank you for taking the time to complete this form.**  
**Please send to the CHQ Consumer Engagement Officer via:**

**Consumer Engagement Officer, Patient Safety and Quality Service (PSQS)  
Children's Health Queensland  
PO Box 3474, South Brisbane QLD 4101**

**e [CHQ\\_ConsumerEngagement@health.qld.gov.au](mailto:CHQ_ConsumerEngagement@health.qld.gov.au)**

The personal information you supply on this form is collected for the purposes of Consumer Engagement activities coordinated by CHQ HHS. By supplying the form, you have consented to having your personal details added to the CHQ Consumer Engagement Register and being contacted via the contact details provided by CHQ HHS with offers of participation in Consumer Engagement activities.

We comply with the National Privacy Principles in the Information Privacy Act 2009.

We will not disclose your personal information to anyone else unless you consent or the disclosure is allowed, authorised or required by law.

You can apply to access or amend documents held by us under the Information Privacy Act 2009 and the Right to Information Act 2009.

You can accept or decline any offer to participate and at any time your details can be removed from the Register on your request.