

Health Consumers Queensland

Health Consumers Queensland was established to contribute to the continued development and reform of health systems and services in Queensland, by providing the Minister for Health with information and advice from a consumer (patient) perspective and by supporting and promoting consumer engagement and advocacy.

Health Consumers Queensland aims to strengthen the consumer perspective in health services policy, systems and service reform and improvement.

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...your voice
in health



for Queensland health consumers

Health Consumers Queensland



Queensland Government
Health Consumers Queensland

...your voice in health

It is important for health consumers to have a say.

Health consumers (patients) can offer a unique and valuable perspective on the health system. By sharing their experiences with policymakers and service and program planners, more effective, person-centred and responsive health outcomes can be achieved for all Queenslanders.

Our mission statement

Health Consumers Queensland supports the voices of Queensland consumers to achieve better health outcomes.

Our guiding principle

Health Consumers Queensland is committed to the consumer perspective in the development and delivery of health services.

Our priority areas

- » **Quality and safety**
- » **Equitable access and targeted responses**
- » **Participation and engagement.**

What we do...

Our work is informed by, and builds upon the work of existing health consumer groups and community organisations as well as government agencies and health professionals. We:

- » provide advice to the Minister on health policies and initiatives
- » support health consumers to build their knowledge and confidence to engage with and advocate to government and community on health issues
- » coordinate a Consumer Network Register of community representatives interested in being involved in health consultations
- » promote systemic change within the health system

- » work collaboratively with Health Community Councils to strengthen consumer involvement in local health services.

However, we do not...

- » Provide health treatment and prevention services. These are provided by health professionals in public and private services.
- » Receive or manage complaints. Complaints are dealt with by health service providers, the Health Quality and Complaints Commission or health professional boards.
- » Deliver individual advocacy support. However, we will provide you with information about advocacy organisations to contact.

Who we are...

Health Consumers Queensland comprises:

- » a Ministerial Consumer Advisory Committee made up of a Chairperson and 13 health consumers from across the state. The committee comes from different life stages, social and cultural situations and health groups. It specifically includes people with a disability, women and members of rural, regional, remote, Indigenous and culturally and linguistically diverse communities. Collectively, the committee is linked to a broad range of health, social care and community organisations.
- » a small Secretariat supported by the Office of the Director-General, Queensland Health.