

Consumer Representatives Program Information for agencies

What is Health Consumers Queensland?

Health Consumers Queensland (HCQ) supports the voices of Queensland consumers to achieve better health outcomes. Our work is informed by, and builds upon the work of health consumer groups, community organisations, government agencies and health professionals.

On behalf of health consumers, HCQ provides strategic advice to the Deputy Premier and Minister for Health in relation to health policies and initiatives. HCQ promotes systemic change within the health system by supporting health consumers to build their knowledge and confidence to engage with and advocate to government and community on health issues.

What are the benefits of consumer engagement in health policy, planning and service provision?

HCQ promotes the idea that people should be active partners in their own health care and recognises the importance of a consumer voice informing all aspects of the health system. Consumers provide valuable input and feedback to organisations about the effectiveness and quality of their services, and therefore contribute to a continuous improvement framework of service delivery.

What is the HCQ Consumer Representatives Program?

HCQ has established the Consumer Representatives Program. The HCQ Consumer Representatives Program is one mechanism for consumer engagement in Queensland that enables a consumer voice to inform health policy, planning, service provision and reforms, both nationally and locally. The program works collaboratively with existing and established consumer groups and organisations to complement the work that they undertake.

HCQ's Consumer Representatives Program supports health agencies or organisations who are seeking consumer representation on their committee, working group, advisory group, workshop forum etc.

HCQ has a statewide network of health consumers who have registered their interest in providing input into health policies and initiatives from a consumer perspective. The HCQ Consumer Representatives Program supports agencies through finding and recruiting consumers in response to the agency request.



<p>How do I make a request for a health consumer for my agency?</p>	<p>Agencies seeking a consumer representative via HCQ's Consumer Representatives Program are required to complete an online <i>Agency Request Form</i> www.health.qld.gov.au/hcq</p> <p>The <i>Agency Request Form</i> covers the committee's purpose and aims, and the skills, knowledge base and experience requirements the agency is looking for in a consumer representative.</p>
<p>What happens after the request form is submitted?</p>	<p>HCQ will develop an Expression of Interest form based upon the agency request. HCQ will send out information to the HCQ Consumer Network calling for expressions of interest, and post information on the HCQ website.</p> <p>HCQ will then undertake a selection process and provide information to the agency about nominations for consumer representative/s.</p>
<p>What are the roles and responsibilities of the agency?</p>	<p>HCQ requires agencies engaging consumers via the HCQ Consumer Representatives Program to sign an <i>Agency Agreement</i>. This outlines the roles and responsibilities of an agency and includes a commitment to:</p> <ul style="list-style-type: none"> » support the mission, guiding principle and aspirations of HCQ » support the nine principles underpinning the HCQ Consumer Representatives Program » meaningful and respectful engagement with consumers » provide information to consumers about the scope of their role, expectations for engagement in the committee, and terms of appointment. » provide consumers with orientation and induction to the agency and the committee » provide assistance with administrative needs as required
<p>Where can I get further information?</p>	<p>HCQ has developed a resource for agencies <i>Consumer Representatives Program: Agency Handbook</i> which outlines further detailed information for agencies.</p> <p>If you would like a hard copy of the <i>Consumer Representatives Program: Agency Handbook</i>, please contact Health Consumers Queensland Secretariat on (ph) 3234 0611 or email on DSHCQ@health.qld.gov.au</p> <p>Agencies can also go to HCQ's website for further information: www.health.qld.gov.au/hcq</p>



Other information sheets in this series:

- » Consumer Network
- » Consumer Representatives Program

...your voice in health