

# Consumer Representatives Program

## 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 is a HCQ consumer representative?

A HCQ Consumer Representative is a consumer, including family members and carers, who is nominated by and accountable to HCQ to represent the voices of Queensland's health consumers.

## What is the HCQ Consumer Representatives Program?

HCQ's Consumer Representatives Program nominates health consumer representatives to health related committees, forums, reference and focus groups, advisory bodies and panels. Consumers provide input from a consumer perspective into national and state health policies, systems, service reform and initiatives.

The Consumer Representatives Program works collaboratively with other key agencies and links closely with local and state-wide consumer networks.

## Becoming a HCQ consumer representative

Health consumers who would like to express interest to act as a consumer representative need to register as a member on the HCQ Consumer Network via an on-line registration form at [www.health.qld.gov.au/hcq](http://www.health.qld.gov.au/hcq). Network members receive information either via direct emails, or e-newsletters about opportunities to express interest to act as a consumer representative.

Agencies contact Health Consumers Queensland Secretariat to request consumer/s for their related committee, forum, reference group etc. Agencies provide information which includes the purpose of the committee, and the aims and scope of consumer representative role they are seeking.

Once this information is provided, Health Consumers Queensland Secretariat will call for expressions of interest for consumer representative/s as per the agency request and go through a selection process.



## Who is eligible to be a HCQ consumer representative?

To become a HCQ consumer representative you will need to:

- » be registered on the HCQ Consumer Network.
- » be able to represent consumer views about health services.
- » meet the requirements of the selection criteria via responses to the Expression of Interest.
- » support HCQ's mission, guiding principle and aspirations.
- » be willing to provide a consumer voice to inform Queensland health policies, planning and service provision.
- » be 18 years of age or over.

## What does a HCQ consumer representative do?

HCQ Consumer Representatives via their engagement on health related committees, forums, reference and focus groups, advisory bodies and panels do the following:

- » provide consumer feedback on health policy, planning and service provision
- » influence government and service providers about consumer needs
- » promote and raise awareness of consumer perspectives
- » work within the nine principles underpinning HCQ's Consumer Representatives Program
- » agree to work within roles and responsibilities of HCQ's Consumer Representatives Program as outlined in the Consumer Representative Agreement

## Where can I get further information?

HCQ has developed a resource for health consumers, *Consumer Representatives Program: Consumer Handbook* which outlines further detailed information for consumers.

If you would like a hard copy of the *Consumer Representatives Program: Consumer Handbook*, please contact Health Consumers Queensland Secretariat on (ph) 3234 0611 or email on [DSHCQ@health.qld.gov.au](mailto:DSHCQ@health.qld.gov.au)

Consumers can also go to HCQ's website for further information [www.health.qld.gov.au/hcq](http://www.health.qld.gov.au/hcq)



### Other information sheets in this series:

- » Consumer Network
- » Consumer Representatives Program Information for Agencies

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