



section **6** Community interest



Health Community Councils

On 9 July 2007, 36 new Health Community Councils were appointed as advisory bodies, under the *Health Services Act 1991*, to work in partnership with Queensland Health.

The focus of the councils is to provide a community perspective on the delivery of public sector health services in the local district. Councils do this through community engagement, community education and looking at safety, quality and effectiveness of the delivery of public sector health services in the local district.

In the first 10 months of operation, councils had about 243 members and generally met once a month. Councils undertook:

- 90 community engagement activities, including seeking direct and specific feedback from the community via local representation or systemic advocacy surveys and focus groups on local health issues
- 53 community education activities to inform or enhance community understanding of new or existing health services
- made 46 recommendations to the district manager on the quality, safety and effectiveness of health service delivery within districts.

To support councils, Queensland Health published and distributed a Health Community Council Handbook and Guidelines, commenced development of an independent website for councils and hosted the annual forum for chairpersons.

Community renewal

Community Renewal works in partnership with other government agencies at both central and regional levels to develop funded strategies and actions to address issues raised by the local community. These partners are critical to ensure that the benefits of community renewal deliver long-lasting change for communities.

Currently in the second phase of this program, Queensland Health has led 12 projects, been a partner in 24 other projects and contributed \$1,786,130.

Queensland Health has also partnered with other government agencies to implement the Logan-Beenleigh Young People's Project, a social inclusion initiative. The project will target young people with multiple and complex needs who are either:

- up to 21 years and pregnant or parenting
- 15 to 25 years and experiencing or showing signs of mental illness.

The program will also incorporate early intervention initiatives and a focus on service system improvements. Queensland Health contributed \$363,350 towards the program in 2007-08.

Connecting Healthcare in Communities – Primary Health Care Partnership Councils

The \$34 million Connecting Healthcare in Communities (CHIC) initiative has taken a proactive approach in establishing partnerships with primary health care service providers to minimise duplication, improve integration and service coordination and potentially increase the capacity of the health system.

The 16 local partnership councils across the State focus on shared service delivery and innovation in the areas of chronic and complex care, integrated health promotion and illness prevention, early childhood health,

Queensland Health contributes and continues to act positively in the community. Participation in events, festivals and community meetings ensures that relevant health issues are at the forefront for every Queenslanders.





community mental health and drug and alcohol services.

General practitioners, community nursing services, Aboriginal medical services, divisions of general practice, relevant community and hospital services, and consumer representatives make up the bulk of the partnership stakeholders. Many of the partnerships have commenced their joint primary health care service delivery projects.

Funded initiatives range from young parents support programs to diabetes care coordination, youth mental health approaches to community nutrition programs.

Evaluation of the CHIC initiative is underway and will provide an indication how these partnering approaches allow for the local innovations needed to deal with complex problems.

Further details of the CHIC initiative and the shared service delivery and innovation programs are available on www.chicpartnerships.com.au

Health Consumers Queensland

The establishment of Health Consumers Queensland (HCQ) delivers on the Forster Review's recommendations for a Queensland Health consumer body to give health service users a strong voice in health services policy, systems and service delivery.

HCQ has been established to provide the Minister for Health with information and strategic advice from a consumer/patient perspective. In addition, HCQ will build the capacity of health consumers statewide to engage with Queensland Health on policy, health systems and service delivery issues. HCQ consists of a Ministerial Consumer Advisory Committee and a Secretariat, which is supported through the Director-General's office. The Secretariat commenced operations in January 2008.

HCQ has begun developing close working relationships with consumer and community organisations, Queensland Health, the independent Health Quality and Complaints Commission, local health community councils and other key statutory agencies.

The Chair and 12 general members were appointed to the committee after consultation of its terms of reference with a broad representation of community agencies and advocacy groups in April 2008. A statewide public call for expressions of interest occurred in May 2008, and a formal selection process took place in June 2008.

The mix and composition of the committee reflects a range of statewide health consumers from different life stages and social situations, diverse health populations, rural and remote, Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse communities, women and people with a disability.

HCQ's terms of reference includes providing high level advice to the Minister, enhancing consumer engagement and capacity building while boosting the delivery of grassroots advocacy support at the local level. The committee will report quarterly to the Minister and produce an annual report.

HCQ has commenced the development of a statewide register of grassroots community representatives interested in being a consumer voice on health projects, committees, working parties and at consultation forums, as well as collaboration with the community sector in the scoping and development of health advocacy options.

Setting up this major health consumer body with top-level access to government brings Queensland in line with best practice in health planning at national and international levels.

Consumer Complaints Management

The current Queensland Health Consumer Complaints Management Policy and Implementation Standard have been in effect since April 2007. An annual review has commenced, involving key stakeholders in the redevelopment of these documents, and associated tools to ensure currency, responsiveness and continuing improvement in complaints management. Several initiatives were developed to allow the key stakeholders to

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provide opinions of the current documentation and tools that comprise and support the policy and implementation standard. An internet-based electronic survey (eSurvey) was the centre point of this engagement, which also included feedback arising from scheduled consumer complaints management meetings and ad hoc communications. The feedback provided will be used to deliver more effective consumer complaints management documentation and tools in support of the goal to deliver better health care in Queensland.

Community health protection activities

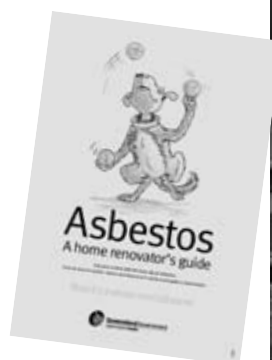
Asbestos awareness campaign

From July to September 2007, the environmental health program area ran a public awareness campaign on asbestos in the home, coinciding with the commencement of new laws regulating do-it-yourself work with asbestos materials. The campaign consisted of mass media advertising (TV, radio, press and internet) that communicated the risks of asbestos, that new laws had commenced and where to get further information. A website and 1300 telephone information line provided accessible information, while a booklet titled "Asbestos: A home renovator's guide", detailed information on asbestos and how to handle it safely. More than 2891 calls were received by the 1300 information line, 86,871 pages viewed on the website (1 July 2007 to 31 January 2008) and 3500 booklets distributed to individuals, businesses, local councils and non-government organisations.

Water fluoridation and water quality

In December 2007, the Queensland Government announced it would introduce fluoride into the state's water supplies to improve the oral health of Queenslanders. With Queenslanders having the highest level of tooth decay in Australia, this significant public health initiative, combined with good oral hygiene and healthy eating, is expected to reduce tooth decay by up to 40 per cent. The \$35 million program will ensure that more than 90 percent of Queenslanders will have access to fluoridated water by 2012.

In 2008, Queensland Health, in partnership with the Department of Local Government, consulted with a range of government agencies and key stakeholders such as the Local Government Association Queensland to discuss the rollout



of the program. An audit of all water treatment facilities was undertaken to clarify requirements for infrastructure and bulk purchasing of plant equipment.

An information campaign was also developed to inform Queenslanders of the decision to fluoridate water supplies and the benefits associated with water fluoridation. The campaign included a dedicated website, television, radio, and press advertising.

A range of resources were also distributed to key associations such as the Australian Dental Association Queensland and the Australian Medical Association Queensland.

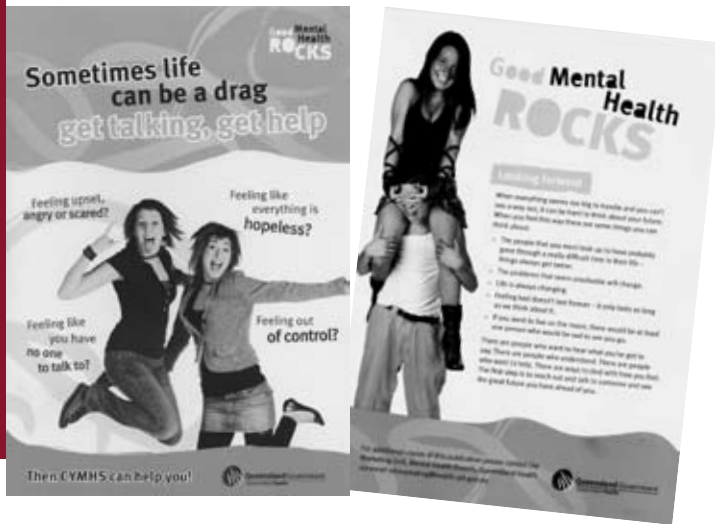
Queensland Health introduced new water quality standards for drinking water, recycled water and purified recycled water. These standards will be implemented by the newly created Office of the Water Supply Regulator within the Department of Natural Resources and Water. Implementation of these standards will contribute to improvements in water quality across the State.

Promoting balance in the forensic mental health system

Queensland Health has made considerable progress in implementing recommendations arising out of the review of the *Mental Health Act 2000* conducted by Brendan Butler AM SC. Mr Butler's report, *Promoting balance in the forensic mental health system – Final Report – Review of the Queensland Mental Health Act 2000* was delivered to the government on 8 December 2006.

The report contained 106 recommendations to reform the forensic mental health system, with implications for several Queensland government departments and other relevant bodies.

The report noted that stigma and discrimination, borne from lack of community understanding of the forensic and broader mental health system, continues to have a negative effect on the well-being of mental health patients, their families, carers and the community. Increasing public confidence in the forensic mental health system and promoting peace of mind in victims and patients are important objectives.



To address this goal, \$440,000 was allocated to the Queensland Centre for Mental Health Learning in 2007-08 to design and develop three resource packages aimed at enhancing community awareness and understanding of the forensic mental health system.

The packages were completed following consultations with relevant stakeholders. One package focuses on improving general community understanding, another is tailored to the needs of Indigenous people, while the third targets media professionals' practice.

Community interest

Queensland Health is involved and funds a variety of events throughout the State. These promote good health and encourage health prevention choices for each person, family and community in rural, remote or city locations.

Activities range from Indigenous events, such as participation in the NAIDOC Family Day, preventative campaigns such as *Eat Well Be Active*, to encouraging healthy activity on initiatives such as Ride to Work Day. A few examples of Queensland Health and its involvement in the community are listed below.

Queensland Community Partnerships Grants Program (CPGP)

The Community Partnerships Grants Program (CPGP) was announced at the Queensland Obesity Summit in May 2006. The CPGP is a joint initiative between the Department of Local Government, Sport and Recreation, Queensland Health and the Department of Education, Training and the Arts.

The program is providing \$10 million over three years to support nutrition, physical activity and healthy lifestyle activities at a local level. Queensland Health provided \$1 million for the CPGP in 2007-08 (\$3 million total Queensland Health funding over the three years of the

CPGP). Round one of the CPGP program in 2007 allocated more than \$2.7 million to support over 115 community-led projects.

Flood support

Flood events were experienced in and around Charleville, Emerald, Mackay and Rockhampton in January 2008. Flood waters inundated properties and homes requiring a number of evacuations. In some instances there were extensive damage to property and dwellings resulting in personal hardships.

Environmental health staff from the Darling Downs, South West, Central Queensland and Mackay Population Health Units worked closely with local governments, health service districts and other agencies to ensure public health standards were maintained. This included provision of advice and monitoring of food and water supplies, managing waste, implementing disease vector controls, and the provision of public health advisories via the media and other avenues to minimise risk of disease and injury.

Health service district staff also worked with other health care and service providers, including general practitioners, to ensure ongoing access to health care services. In Charleville, hospital staff evacuated several patients to other centres to ensure the continuity of their care as the hospital appeared threatened by rising waters.

The coordinated efforts of population health and district health staff minimised the risks from disease outbreaks and ensured that essential services were maintained and contributed to multi-agency community recovery teams to help return persons to their homes and businesses.

Partnerships

Queensland Health contributes and continues to interact positively in the community, ensuring input and awareness of relevant health issues are at the forefront for every Queenslanders.

A continued partnership with Surf Lifesaving Queensland provides the opportunity for Queensland Health to effectively communicate preventative sun safe messages on 100 beach sites. Young Queenslanders are reached through school visits, which reinforce the message "Between 10-3, avoid UV" by providing sunscreen and appropriate preventative health messages. In the past year, Queensland Health visited more than 129,000 school children in regional and metropolitan areas.

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As naming rights sponsor of the Rock Eisteddfod Challenge, Queensland Health marketed “Good Mental Health Rocks” messages. As a result more than 2000 students were reached from 30 secondary schools.

The second year of partnership with Netball Queensland has featured primary exposure of the “Feeling Good” campaign message. More than 16,646 Queenslanders obtained this health message via the Queensland Firebirds games at the Brisbane Convention and Exhibition Centre. A new school-based educational program, organised through the Queensland Firebirds, travelled to various regional areas and delivered 10 school clinics to 665 students. This included primary, secondary and private school students.

Queensland Health featured the *Eat Well Be Active* and *Go for 2&5* campaigns to an audience of more than 150,000 at the annual Royal National Agricultural Show in August 2007.

In May, Queensland Health showcased the *Eat Well Be Active* and *Go for 2&5* campaign, at the Buddha Birth Day Festival in Brisbane. This provided the opportunity to promote health messages to a multicultural community.

Queensland Health funds a variety of events focused on improving the health and well-being of Indigenous and Torres Strait Islander Queenslanders. Staff participated in the inaugural Social and Emotional Well-being Festival and successfully encouraged people to continue developing a more positive community in Napranum. This Cape York Peninsula community received presentations from primary health care groups and clinics for health checks.

Additionally, NAIDOC Week at Cherbourg provided the opportunity to promote healthy pregnancies through the Cherbourg Healthy Pregnancies Project. Thirty babies, from birth to four years of age, participated in the event.

Public interest disclosures

The *Health Services Act 1991* (section 62F), *Private Health Facilities Act 1999* (section 147) and the *Public Health Act 2005* (section 81) each contain provisions which enable the Chief Executive to disclose certain information if the Chief Executive believes, on reasonable grounds, the disclosure would be in the public interest.

During 2007-08, seven disclosures were made in the public interest pursuant to the above listed legislative provisions.



Two disclosures were made under the *Health Services Act 1991* to the Queensland Police Service to assist in their investigations relating to the theft of Queensland Health property from a public health facility in one instance, and secondly the investigation of damage to property at another public health facility.

Two further disclosures were made under the *Health Services Act 1991*, with the Chief Executive authorising the disclosure of confidential information by Queensland Health employees to the Queensland Police Service to assist in their investigations relating to two separate criminal matters.

A disclosure of information was made in the public interest under the *Health Services Act 1991* to assist consultants in providing options on Queensland service costs and revenues for private and compensable patients.

Under the *Health Services Act 1991* three disclosures were authorised to correct the public record and to restore public confidence in the health services provided by the State of Queensland.

A further authorisation for the disclosure of information was made under the *Health Services Act 1991* to assist Queensland Health employees in the preparation of material for and the collation of information and advice relevant to a possible Coroner’s inquiry.

Native title

The Queensland Government Native Title Work Procedures were designed to ensure that native title issues are considered in all of Queensland Health’s land and natural resource management activities. All dealings pertaining to land held by or on behalf of Queensland Health must take native title into account before proceeding. These dealings include disposal, acquisition, development, redevelopment, clearing, fencing

and the granting of leases, licences or permits. Dealings may proceed on departmental land where native title continues to exist, provided native title holders/claimants receive the necessary procedural rights.

In accordance with State Government Land Policies, in most cases once native title over a particular holding is cleared, Queensland Health is required to convert the title to Crown Freehold tenure.

Queensland Health has completed native title assessments of 82.22 per cent of departmental land holdings, 91.02 per cent of which have been cleared by native title. Of those land holdings that have been cleared of native title, 97.38 per cent have been converted to Crown freehold tenure.

Queensland Health is currently negotiating with native titleholders, with the assistance of Crown Law, a number of Indigenous Land Use Agreement's (ILUA). These ILUA's will provide trustee leases, currently being prepared by Crown Law to validate future facilities, in order to provide effective health services.

Currently Queensland Health has one registered ILUA by the National Native Title Tribunal (NNTT), one that has been signed by both parties awaiting registration by the NNTT and four in various stages of negotiations.

A total of five native title claims were lodged with National Native Title Tribunal during 2007-2008.

Native title claims lodged from 1 July 2007 – 30 June 2008 in Queensland health service districts

District	Number of claims
Cairns and Hinterland	1
Southwest	2
Fraser Coast	1
Southside	1

Funded organisations

Some 681 individuals and organisations received grants that totalled about \$585,345,549.67 during 2007-08. This funding was integral to the provision of health services. Full details of the funding and organisations can be found at www.health.qld.gov.au

Clinical drug trials

Queensland Health participates in a wide range of clinical trials sponsored by the pharmaceutical industry. These trials contribute significantly to the continuing progress of medical treatment.

Health service district	Amount received \$
<i>Northern Zone</i>	
Cairns and Hinterlands	455,575
Sub total	455,575
<i>Central Zone</i>	
Royal Brisbane and Women's Hospital	4,970,157
Northside	1,110,959
Royal Children's Hospital	647,066
Sunshine Coast and Cooloola	273,824
Wide Bay and Fraser Coast	27,010
Central Queensland	1,995
Sub total	7,031,011
<i>Southern Zone</i>	
Princess Alexandra Hospital	1,926,036
Gold Coast	745,873
Southside	112,174
Toowoomba and Darling Downs	32,586
Sub total	2,816,669
Total	10,303,255

Twelve health service districts noted clinical drug trials worth, in total, more than \$10 million in sponsorship from pharmaceutical companies.

In accordance with the National Health and Medical Research (National Statement on the Ethical Conduct in Humans Research 2007), all research, including clinical drug trials conducted in Queensland Health facilities, are subject to stringent ethical and scientific examination by the Human Research Ethics Committee.

Researchers are required to demonstrate that informed consent is obtained from all participants before they are recruited into trials. Approved research protocols must be monitored closely to ensure patient safety. All serious adverse incidents are reported to the Human Research Ethics Committee.

All funds received from pharmaceutical companies to conduct research are managed according to the Queensland Health Financial Management Practice Manual.

Consultancy expenditure

Category	Description of the category	Expenditure
Administration	Administrative consultants provide a range of services including: <ul style="list-style-type: none"> • Leadership training • Operational efficiency reviews • Revenue retention strategies • Education reviews and programs • Master and service planning studies • Development of accredited training programs 	4,939,377
Professional and technical	Professional and technical consultants provide a range of services including: <ul style="list-style-type: none"> • Reviews on the viability, risk, and benefit to establish new health services within a Health Service District • Reviews and evaluations on current service standards against National Health service benchmarks • Provision of commercial advice in relation to the development of business cases for the major hospital projects 	1,815,101
Human resource management	Human resource consultants provide a range of services including <ul style="list-style-type: none"> • Review and make recommendations to improve work practices, workforce planning and workforce culture in various health service districts • Development of change management strategies and human resource plans for the new major projects • Review and evaluation of rostering practices with the aim of providing a fair and equitable system that provides for both organisational requirement and staff needs • Advice and recommendations on how to improve workplace culture 	932,399
Communications	Communication consultants provide a range of services including <ul style="list-style-type: none"> • Conducting market research and analysis to benchmark health recruitment strategies • Assessment of the issues confronting health recruitment and employment • Market research to determine the motivation and needs of nursing and medical practitioners so as to maximise recruitment opportunities 	539,850
Information technology	Information technology consultants provide expert advice and direction in the development of communication development strategies and overall strategic plans	237,000
Total		8,463,727

Some consultancy expenditure was incurred to support major hospital redevelopment and, hence, was capitalised. The above figures do not include the capitalised consultancy expenditure, which equated to a total of \$294,372.68 for 2007-08 financial year.

Research and development

Queensland Health provides administrative and infrastructure support for health and medical research. This covers a broad range of health and disease issues and involves staff from across all health disciplines. An example of support is the Smart Health Research Grants Program. From this program, over the past two years Queensland Health has awarded more than \$4.5 million of funding to 10 Queensland Health clinicians.

Research collaboration continues to grow with local and interstate universities and institutions, and increasingly with international research organisations. These collaborations illustrate the growing importance of sharing experience, growing our capacity and showcasing the high quality of expertise found in our Queensland research community. For example, in the past 12 months Queensland Health has received \$18 million in revenue from commercially-sponsored clinical trials.

Queensland Health's strategic approach to research and development will be updated and foreshadows a considerable increase in funding and resources. This includes the new Health Research Fellowship Program announced in May 2008, which aims to attract new clinicians and researchers to Queensland.

The addition of funding for joint appointments with universities, in parallel with this program, will strengthen our relations with the tertiary sector and academic medicine.

The priorities and direction of the new funding program will be informed by the Advisory Council on Health and Medical Research, whose membership and expertise will guide the implementation of the new research and development strategy. Supported by the Office of Health and Medical Research, a whole-of-sector approach to research and development will be adopted, with an emphasis on translational research, innovation and commercialisation.