

Queensland Clinical Guidelines

The role of the consumer

Consumer participation is fundamental to the work undertaken by Queensland Clinical Guidelines (QCG). Involvement can include development of clinical guidelines, consumer information or other resources, and participation in governance and leadership roles through membership of the QCG Steering Committee.

About Queensland Clinical Guidelines

Queensland Clinical Guidelines (QCG) develops, maintains and supports the implementation of evidence informed statewide clinical guidelines and associated resources (e.g. consumer information) for Queensland.

All QCG materials are available at <https://www.health.qld.gov.au/qcg>

QCG initiatives engage consumers, families, clinicians and healthcare policy makers to support:

- Evidence informed frontline clinical decision making
- Evidence informed service planning and care delivery processes
- Access to workforce development resources, particularly in rural and remote areas
- Better healthcare experiences for patients and their families

Why Queensland Clinical Guidelines needs you

The purpose of the consumer role is to share the perspectives of members of your organisation, population group or network, as well as to contribute your own experiences and perspectives to QCG activities.

Consumer involvement in QCG activities can:

- Improve relationships between health care providers, patients and the broader community
- Enhance transparency around the development and decision making processes involved in clinical guideline development
- Highlight issues that are important to patients and the community
- Broaden the approach and understanding reflected in QCG activities and materials
- Support sustainable community interaction and capacity
- Support representation of specific groups within the patient population, such as those who are under-represented or 'seldom heard'
- Increase confidence in the legitimacy and credibility of QCG resources
- Ultimately lead to improved health outcomes for patients

Are you the right person for this role?

The ideal consumer representative will be someone with experience in the following areas:

- Experience as a patient, consumer or carer of a health care recipient, either as an individual member of the community or as a member/representative of a relevant organisation
- An ability and willingness to reflect the experiences of a wider group of people through patient or community organisations, forums or self-help groups
- Has the time and commitment to attend meetings, do background reading and comment on draft documents
- Personal skills including teamwork, communication and computer literacy

Qualifications/professional registration/other requirements

No formal qualifications are required for your involvement with QCG as a consumer.

Access to a phone, computer and internet, and some computer literacy is required as engagement is usually via email and not face-to-face. Some meetings are held on-line.

Queensland Health employees may become a consumer representative; however, they cannot be remunerated for that role.

Interested in a consumer role with QCG?

Please apply online at: <http://qcg.cvent.com/consumerregistration>

Or contact us by email: guidelines@health.qld.gov.au

Your application will be reviewed and if accepted, you will be invited to complete a once only initial registration as a consumer.

Register as a consumer with QCG

The Public Services Act requires Criminal History Checks and compliance to the [code of conduct for the Queensland public service](#) for all employees, volunteers, students, consultants and independent contractors

- QCG will request a [criminal history check](#) (once only) for you. This check requires certified (by a Justice of the Peace) proof of identify documents
- You will also be asked to accept and sign the consumer engagement agreement including:
 - Declaring [conflicts of interest](#)
 - Declaring you will abide by the [code of conduct for the Queensland public service](#)

Following completion of the 'Register with QCG process' you become eligible to participate/contribute to all consumer opportunities with QCG.

Participation with QCG work

When there is an opportunity to be involved, registered consumers are invited to complete an expression of interest for the working party. Complete the expression of interest for topics that suit your experience or interest.

- If accepted onto the working party, you will be sent a letter of acceptance and other documents to enable payment
- Each guideline will usually have two paid consumer representatives
- Consumers who actively participate will be acknowledged within the guideline and be paid a standard fee:
 - Payment is aligned with the Metro North Hospital and Health Service financial remuneration of consumers policy
- Appointment is for a maximum of up to two years from the date of commencement. There will be opportunity to reapply for another term

For further information visit the website <https://www.health.qld.gov.au/qcg/consumers#consumer-rep> or contact the QCG team at guidelines@health.qld.gov.au