

CQ Health consumer networks

Community advisory groups CAGs

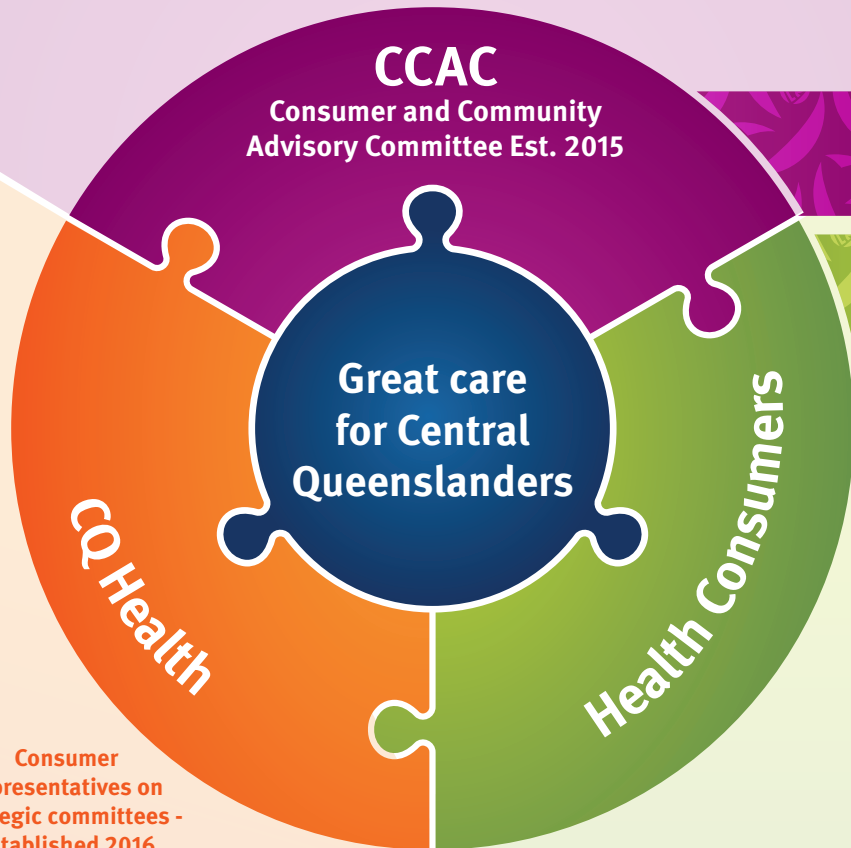
Community advisory networks CANs

Community reference groups

- Baralaba Consumer Advisory Network - established 2010
- Biloela Consumer Advisory Network - in planning
- Blackwater Consumer Advisory Network - established 2007
- Capricorn Coast Aged Care Reference Group - established 1999
- Capricorn Coast Consumer Advisory Network - in planning
- Consumer Advisory Group: Aged Care and Residential Services - Rockhampton, Gladstone, Emerald - in planning
- CQ Youth Health Reference Committee - in planning
- Emerald Consumer Advisory Group - established 2018
- Gladstone Consumer Advisory Group - established 2019
- Mount Morgan Consumer Advisory Network - established 2007
- Moura Consumer Advisory Network - established 2013
- Rockhampton Consumer Advisory Group - established 2019
- Springsure/Rolleston Consumer Advisory Network - established 2002
- Theodore Consumer Advisory Network - established 1991
- Woorabinda Consumer Advisory Network - established 2010

Our committee's goal is to strengthen the consumer voice in CQ Health

How our Health Consumers are engaged



Inform:

- | | | |
|---------------------------|--------------------------------|------------------------------------|
| Advertisement | Fact sheet/ brochures | Radio |
| Community event | Information session/display | Report |
| Community noticeboards | Letter/flyer | Signage/poster |
| Community reference panel | Media release/alert/conference | Social media (Facebook or YouTube) |
| Conference or meeting | Newsletter | Stakeholder briefing |
| CQ Health websites | Newspaper | Television |

Consult:

- | | | |
|-------------------------|------------------------------|--|
| Briefing | Focus group sessions | Public exhibition/ call for submission |
| Comment/ feedback forms | Forums | Public meeting |
| Community reference | Interview | Surveys and questionnaires |
| Drop-in sessions | Online discussion / feedback | Workshop session |
| | Public comment | |

Involve, Collaborate and Empower:

- | | | |
|----------------------------------|--|---------------------------------------|
| Community advisory groups CAGs | Consumer Representatives | Focus group sessions |
| Community advisory networks CANs | Consumers on recruitment interview panels | Patient stories |
| Community reference panels | CQ Health Community and Consumer Advisory Committee (CCAC) | Stakeholder meetings / working groups |

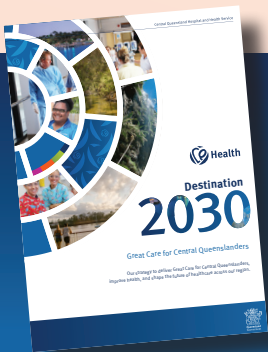
Consumer representatives on strategic committees - established 2016

Patient Experience and Consumer Engagement committee PEACE (Standard 2) - established 2018

Consumer representatives on interview panels - established 2018

**Nurses
Doctors
Ward clerks
Cleaners
Receptionists**

**Patients
Carers
Visitors
Consumers
Community**



Our Destination 2030: Great Care for Central Queenslanders strategy will shape the future of healthcare across our region, and support our aim for patient and consumers experience to be amongst the best in the country.