



Consumer Advisory Group

Expression of Interest

Optimise Health and Wellness is a Multidisciplinary Allied Health service that specialises in delivering holistic client centred care delivering services across Ingham, Townsville, and the boarder community.

We help people of all ages to receive the care they need to remain happy and healthy at home. We focus on individual strengths and abilities and offer our support and guidance where needed.

Optimise Health and Wellness opened in 2018, the team was comprised of only two Occupational Therapists, a receptionist, a therapy assistant, and a trainee health worker. The business was so well received by the community that we have been able to grow our team and service lines, now employing 44 staff members across various services and capacities.

The level of care is provided in the comfort of the patient's own home. Optimise Health and Wellness recognises the evidence supporting the immense value that partnerships with consumers provide to the quality of health services and have as committed to the establishment of a Consumer Advisory Group (CAG) to support the Queensland business. The CAG will provide a structured partnership between consumers and /or carers and Optimise Health and Wellness, facilitating meaningful discussions for the provision of advice, direction, and advocacy for planning, delivery, design, measurement and evaluation of Optimise Health and Wellness services.

Expressions of Interest are sought from Optimise Health and Wellness consumers and carers (past or current) or community members with knowledge and experience of community health services to join the CAG as a Consumer Representative.

Key Responsibilities of the Consumer Advisory Group

- Advise Optimise Health and Wellness on consumer, carer, and community views so they are recognised and reflected in service delivery, planning and policy development.
- Participate in Optimise Health and Wellness strategic planning process.
- Identify and advise Optimise Health and Wellness on priority areas and issues requiring consumer and community engagement.
- Raise significant issues and recommendations of a systemic nature, from a consumer perspective, which it would like the health services senior management to consider.
- Advocate on behalf of the community, including promotion of greater attention and sensitivity to the needs of disadvantaged, isolated and marginalised consumers, and communities.

- Facilitate two-way communication between consumer, carer and community groups and Optimise Health and Wellness.
- Participate in the monitoring and evaluation of key performance indicators related to patient safety, quality, and feedback.
- Assist in the identification of development and training needs in relation to consumer, carer, and community engagement in and make recommendations on how to meet these needs.

Key Responsibilities of a Consumer Representative

- Actively participates in the Optimise Health and Wellness Consumer Advisory Group
- Confidently lobby on behalf of people they will be asked to represent.
- Bring a consumer/ carer perspective to all discussion and decision-making.
- Possess a good understanding of matters that affect people receiving community care services.
- Have well developed interpersonal skills including the ability to work as part of a team and maintain good working relationships with team members and other stakeholders.

Frequency of meetings

Meetings will be held bimonthly at the Optimise Health and Wellness office at 87 Cartwright Street, Ingham, Qld 4850.

The meetings will be held from 4 – 6pm on Monday or Tuesday evenings (To Be Confirmed)

Orientation and Training

Consumer Representatives will be offered training and support to fulfil their role on the CAG.

Payment and Reimbursement

Consumer Representatives will be reimbursed for their time and out of pocket expense in accordance with Health Consumers Queensland Remuneration Policy.

Eligibility - applicants are required to meet the following criteria:

- Be a current or past consumers, carers/family members or community persons who have first-hand experience of community health care service delivery.
- Be active in the community, with strong community networks and a sound understanding of local or regional issues.
- Have the capacity to reflect on and present community issues, rather than focusing on personal concerns or individual issues.
- Preference will be given to applicants who have direct experience of Optimise Health and Wellness services in the local area.

To apply please complete the application form and submit together with a summary of your experience and what you can contribute to the CAG. Found at:

- <https://optimisehealthandwellness.snapforms.com.au/form/optimise-consumer-advisory-group-application>,
- on our website
- or a hard copy form in person

Applications must be received by Friday COB 24/11/2023