

fact sheet

Metro South Community of Interest

Consumer and Community Engagement

Metro South Health value the importance of consumer and community engagement. Consumers and the community play a vital role in providing advice and participating in decision making regarding the planning, design, delivery and evaluation of health services within the district. When people are involved in decisions about their health care, we create better health services and achieve better outcomes for the health of our patients, carers and the community.

About Metro South Community of Interest

Metro South Community of Interest (COI) is a group of consumers and community members who are interested in improving their understanding of health care and health service issues, within the Metro South Health catchment.

As part of the COI you have the opportunity to receive firsthand information on issues and activities impacting on health in Metro South, and participate in health service improvement.

When you register for the COI, your personal details will be added to the COI database. Your details will remain confidential and will only be used for the purposes of consumer engagement activities coordinated by Metro South Health. You can accept or decline any offer to participate in an engagement activity and your details can be removed from the COI database at any time on your request.

Membership

The COI provides three types of participation:

1. Receive information
2. Participate in engagement activities
3. Committee membership
(See overleaf for more detail)

Is this for you?

You are eligible to join the COI if you:

- » Have an interest in health services issues and improvement
- » Have accessed Metro South Health services as a consumer or as a family member or carer of a consumer
- » Have time to contribute to engagement activities
- » Are over 18 years of age

How to join

Join the COI by completing the COI registration form which can be found:

1. Online via the Metro South Health Consumer and Community Engagement webpage:
www.health.qld.gov.au/metrosouth/engagement
2. At your local Consumer Liaison Officer
3. At Metro South Health Facilities

When registering for the COI, you will be asked to indicate the membership level you want to participate in.



Metro South Health Community of Interest Membership

Type of involvement	Description	Time commitment	Examples of activities
Receive Information	<ul style="list-style-type: none"> » Receive health related information to keep informed on health activities and issues impacting on Metro South Health. » Receive invitations to free Metro South Health community workshops. 	Suits those interested in receiving health related information to keep informed of health trends, issues and activities impacting on Metro South Health.	<ul style="list-style-type: none"> » Receive Metro South Community Newsletter
Participate in engagement activities	<ul style="list-style-type: none"> » Participate in engagement activities to provide input into health service improvement. » As per receive information membership - receive health related information to keep informed on health activities and issues impacting on Metro South Health + receive invitations to free Metro South Health community workshops. 	Suits those available for short periods of time. Activities may be one off or may require involvement over a defined period of time.	<ul style="list-style-type: none"> » Provide feedback on patient information brochures » Participate in focus groups, working groups, one off information sessions and/or community forums
Committee membership	<ul style="list-style-type: none"> » Participate in a formal committee(s) to provide advice and participate in decision making in health service improvement. » Invitation to join the Metro South Health Consumers on Committees Network. » As per participate in engagement activities membership - participate in engagement activities to provide input into health service improvement. » As per receive information membership - receive health related information to keep informed on health activities and issues impacting on Metro South Health + receive invitations to free Metro South Health community workshops. <p><i>To be eligible for appointment as a committee member, you must be registered on the COI and meet the requirements of selection criteria by providing responses to an Expression of Interest.</i></p>	Suits those who are able to interact with us on a regular basis by being involved in formal committees. Time commitment is approximately 2 hours per month of contact time and 2 hours per month of pre-reading and preparation.	<p>Participate in committee meetings to provide the consumer perspective to inform:</p> <ul style="list-style-type: none"> » Service improvement » Service planning and design » Quality and safety reviews » Monitoring and evaluation

More information

More information on the Metro South Community of Interest is available online or contact us by email:

E-mail: metro_south_engagement@health.qld.gov.au

Website: www.health.qld.gov.au/metrosouth/engagement