

Overview of initial discussions

The meeting of the Community Advisory Council opened with introductions of Dr Luke Ward representing the GCPHN Board, Angi Bissell, GCPHN CEO and Michael Harders representing the Clinical Council.

The group reflected on the Board and Councils Dinner (26 February) highlighting strong collaboration between the GCPHN Board, Clinical Council and Community Advisory Council. Guests shared insights across four topics that will inform the next strategic plan.

A progress report on the Medicare Mental Health Centre prompted further discussion about service scope and capability, triage and escalation pathways for higher-risk presentations, workforce feasibility, and creating a welcoming environment. Members also raised questions about youth access and privacy (e.g., a 16-year-old presenting without a parent) and how consumers will be supported to navigate to the right services. Open Minds will provide a progress update on the Centre's opening.

TOPIC #1 - Conflict of Interest

DETAILS

GCPHN outlined the revised conflict of interest process and confirmed the CAC members roles and responsibilities. Conflicts are defined as personal or professional, direct or indirect, and actual, perceived or potential.

Members were provided with practical examples, guidance on when and how to declare a conflict, and key contacts for support. The group also discussed management strategies and actions to address declared conflicts.

TOPIC #2 - 'Your strength matters' healthy ageing resource

DETAILS

'Your Strength Matters' is a healthy ageing resource designed to support practical conversations in general practice about staying strong, mobile and independent as people get older. The resource has been developed to support early intervention in a practical guide for patients and carers to prevent frailty.

KEY INSIGHTS

- Improve accessibility and readability: increase font size, avoid low-contrast colour choices (e.g. yellow text), simplify layout, and add more white space to support people with low vision and make content easier to read.
- Streamline content and reduce cognitive load: keep the resource comprehensive but less text-heavy; simplify 'math-heavy' sections and use clearer, more practical wording.
- Make nutrition guidance more practical: replace grams/complex measures with visual guides, simple conversions, or familiar portion sizes; recognise people living alone and include realistic examples.
- Use supportive, inclusive language: revise unclear sentences (e.g., weekly exercise guidance) and adopt encouraging phrasing such as "at your own pace".
- Broaden relevance through imagery and framing: maintain positive imagery while balancing couples/individuals, include representation beyond older adults (e.g., 18–49 age group, different household situations, people living with disability).
- Strengthen pathways to action and support: frame exercise as everyday movement, add practical at-home examples, and clearly signpost local programs/services and where to get help completing any action plan.

TOPIC #2 - 'Your strength matters' healthy ageing resource

Continued

KEY INSIGHTS

- Provide clear links and formats for different uses: include links to additional resources (e.g., exercise programs, videos, multicultural resources) and consider both formats (A5 booklet with notes/action-plan page; DL flyer pointing to further information) with any interactive elements clearly signposted.
- Consider future digital enhancements: explore an optional companion app for a younger audience (e.g., reminders for exercise and nutrition).

NEXT STEPS

Member feedback will be incorporated into the development of the 'Your Strength Matters' health ageing resource.

"I love the message Your Strength Matters as it's the small things that can make a difference maintaining a person's strength as they age."
ANON. CAC MEMBER

TOPIC #3 - Julian's Key Health Passport

DETAILS

Julian's Key is a consumer-held communication "passport" designed to help people share what they need to feel safe, understood and supported when accessing services—especially in busy, high-pressure settings. It brings together key personal details, communication preferences and practical reasonable adjustments (for example sensory needs, light/noise, and how staff can best communicate), so the person doesn't have to repeat information at every encounter.

KEY INSIGHTS

- Embed into frontline workflows: use clear prompts and simple, reliable processes so staff consistently ask for and apply Julian's Key in busy settings.
- Provide supported completion pathways: ensure people who benefit most can complete the passport with help (e.g. liaison/support roles and community-based locations outside hospital).
- Expand awareness and uptake: promote through disability advocacy groups, expos, Carers Queensland, ambulance services, education settings, and GP waiting rooms; use more engaging social media/video.
- Simplify and offer flexible formats: reduce length/complexity with a short "quick" version and modular design; provide multiple format options to suit different users.
- Enable easier digital sharing and system integration: support QR-based access and strengthen links into systems such as My Health Record (noting current constraints).
- Strengthen inclusive design and language: update imagery and wording to better reflect LGBTIQ+ people; review sex/gender fields and avoid language that implies needs are "unreasonable."
- Use structured prompts for common needs: include tick boxes plus space to explain for light/noise, communication and sensory needs to make completion quicker and clearer.
- Support continuity of care: consider a simple visit/discharge or progress-notes section so key instructions can be shared with carers and the next service.

NEXT STEPS

Provide consolidated feedback on design and content to the statewide project team for consideration.

Discuss recommendations to increase awareness with Queensland Health Executives, for inclusion in local plans.

"Congratulations on the successful launch of such an amazing communication tool that can be life saving for those who struggle to communicate their vital personal information, Well done!!"
Anon. CAC member

Next Meeting Friday 15 May