

# In conversation with...

## Rachel

### Community Engagement Team



#### What does your role involve?

I develop and maintain effective working relationships with the office's stakeholders and look for innovative ways to promote our work. My role includes coordinating community education events and identifying key engagement activities.

#### What is your professional background?

I have a Bachelor of Arts with a double major in psychology and started my career in retail and human resources before joining the Adult Guardian (now OPG) in the Community Visitor Program. I worked in a number of roles while at the Adult Guardian but in 2014 when the Office of the Public Guardian was established, I started working with the Communications and Engagement team. I coordinate our involvement in conferences, expos and information sessions, and determine how to promote our office's role and responsibilities to our clients, their family and carers, and stakeholders.

#### What does your typical work day look like?

Each day varies and can often take a path of its own! A typical day would be liaising with various stakeholders, such as Queensland Health, Anglicare, Carers Queensland, Child Safety, and the Queensland Police Service to work out ways we can best meet our clients and staff's educational needs. I also provide guidance and support to OPG staff who conduct information sessions, and create presentations and collate resources. At a strategic level, I am working on a number of initiatives with my team to educate a wider audience on the office's role and functions.

#### What are some challenges you've faced?

The biggest challenge is promoting key messages about OPG and our many roles and functions to a very wide-ranging audience. It is always a juggle trying to ensure our key messages are promoted while not putting too much pressure on our frontline staff who already have so much on their plate advocating for our clients.

#### How does your role promote and protect our clients' human rights?

I educate the community and our stakeholders about how OPG advocates for our clients' rights and considers their views and wishes about decisions that affect their lives. I also promote networking opportunities for our staff to assist them in building positive working relationships with stakeholders for the common good of our mutual clients.

#### What have you achieved in the past year?

The past year has been really productive! I've established partnerships with government departments to develop specific, targeted educational material for their staff about our role and how we work together. This material will be distributed through their department's induction and training channels, meaning we can reach a wider audience and reduce pressure on our frontline staff. I've also identified where further stakeholder groups can be included in existing education sessions to broaden reach, and encourage information sharing between stakeholder groups.

#### What is the best part of your job?

I like establishing great working relationships with our fabulous staff and meeting people from other agencies and government departments to enhance OPG's working relationships. I also enjoy coming up with ideas and strategies which proactively promote our role and functions, and foster innovation.