

Consumers Shaping Health



News and views on health consumer issues - August 2020



Let's get it together on protection for all

"We are all in this together," we hear repeatedly from our leaders.

However, it's a disturbing reality that many migrants are not all in this together with us when it comes to responding to coronavirus. They represent so much of Australia's present and future vitality yet right now are bearing a disproportionate burden of the COVID pandemic.

For a mix of reasons including language and socio-economic circumstances, Australia's migrant people are at greater risk of contracting COVID. So many have to work in more exposed jobs and/or fail to hear how they can avoid infection and get the right medical advice.

Their plight highlights the crucial role both equity of access to health care and health literacy play right now.

This week we joined with the RACGP and FECCA to issue [a media statement urging](#) Culturally and Linguistically Diverse people to ensure they seek medical help if they have concerns about their health.

It appears that many of this at-risk group are under pressure to keep working even when tested positive because of their fraught circumstances, driven by lack of sick leave. In a joint letter to Government, CHF has advocated with ACOSS, the Public Health Association and others for a national pandemic sick leave scheme.

GPs report that CALD patients are bearing the brunt of the pandemic. They may have lost work, are under great stress, suffering mental health problems, isolation and

loneliness.

We urge governments to make sure CALD communities are supported to get the care they need and to hear the information they need to protect themselves.

The health care message is failing to reach significant numbers of Australians. Patient cancer checks for instance fell by 30 per cent, largely driven by people's fear of getting infected at clinics. Many of the absentees are likely to be CALD patients.

While in many respects Federal and state governments have responded well against COVID, it seems clear that not enough has been done to ensure information for CALD people is available and reaches them through the right channels. Some promising leadership is, however, coming from NGOs like NPSMedicineWise who spearhead Choosing Wisely Australia.; Choosing Wisely have translated their '5 Questions to Ask Your Doctor' [into several languages](#).

Governments together with the wider community need to take a more inclusive and open-minded approach if we are to make our much-lauded universal health system a reality for newcomers.

Leanne Wells
Chief Executive Officer



News and Resources



Consumers' videos a feature of our inaugural conference

In coming days CHF will be inviting consumers to produce a video on their big idea for health to screen at a feature event of our Shifting Gears summit to be held on March 18 -19 next year.

Consumers as leaders in healthcare will be a central theme of this inaugural Australian and New Zealand Consumer Experience and Leadership in Health Summit.

If you have an innovative idea which would change the way healthcare is delivered, or transform how the health system works, CHF will be inviting you to submit it for the My Big Idea video challenge.

Production of the one-minute videos will be supported by a simple, easy to use app and winners will share their idea with ABC TV journalist Ellen Fanning at a Big Idea Forum at the conference. There is a wide range of themes these videos might

explore. They could include: Illness to wellness; Low value to high value care; Provider-centric to consumer-centric; COVID as health reform catalyst; Siloed to integrated care; Health information transparency.

The best ideas will also be promoted through CHF's advocacy work. We will be publishing details on how to produce and submit videos soon.

The impact of coronavirus has generated new challenges and new ideas for health care. It also means we are carefully considering whether to continue with our scheduled Sydney conference or shift to a virtual format. Watch this space.

The sponsor for the Big Ideas Forum is CSIRO

CHF Conference - abstracts open

CHF Summit 2021 - Shifting Gears

Share the lessons learned from COVID-19 at Shifting Gears

Abstract submissions are now open

Submissions can be for oral, workshop or poster presentations at the [CHF Summit: Shifting Gears](#).

18 - 19 March 2021

The COVID-19 pandemic has disrupted the way we live, work and access healthcare. We invite you to submit your abstract about Consumer involvement in times of rapid change, reflecting on your or your organisation's experience in the COVID-19 pandemic or other similar situations.

- What have you learned during that it can share with others?
- What new parts of our healthcare systems have developed that should be retained and expanded?
- What have we learned about equity and inclusion in a time of crisis?

We also invite you to propose topics across our four streams:

- **Consumers as researchers:** Partnering for new knowledge and translation
- **Consumer-based Health Care:** Integrating consumer and community values in health care and decision-making
- **Consumer Leadership:** Collaborative partnerships in individual health care, services and system
- **Consumer Enablement:** Creating supportive environments

See more about [topics for submissions](#). The closing date for abstract submissions has been **extended to 16 October 2020**.

FIND OUT MORE

The Consumer Commission: Beyond COVID-19

CHF has established the Consumer Commission: Beyond COVID-19 with a diverse group of consumer leaders to contribute views and ideas about the future of the Australian health and social care system.

The Commission will hold a series of workshops from August to October, and the final report will be published at the end of the process.

- **Workshop 1 - mental health and wellbeing**

The first workshop of our Consumer Commission: Beyond COVID-19 focussed on mental health and wellbeing on 4 August 2020.

[Communique report on Workshop 1](#)

- **Workshop 2 - integration and care coordination**

The second workshop of our Consumer Commission: Beyond COVID-19, on 5 August focussed on integration and care coordination.

[Communique on Workshop 2](#)

MORE INFORMATION



COVID-19/Chronic Condition fact sheets

Non-English speakers with chronic diseases including heart disease, diabetes and lung disease represent the most 'at risk' members of the communities.

In partnership with NSW Multicultural Health Communication Service, and in collaboration with NSW Health, Maridulu Budyari Gumal has developed some COVID-19/Chronic Condition fact sheets which are now available on the Maridulu Budyari Gumal website: SPHERE.

Maridulu Budyari Gumal is an academic health science partnership - the Sydney Partnership for Health, Education, Research and Enterprise (SPHERE) with an ambitious purpose: to change the future of healthcare.

FIND OUT MORE

BEING Supported
Mental Health Peer Support Line
1800 151 151

OPEN



Mental Health Consumers

BEING is the independent, state-wide peak organisation for people with a lived/living experience of mental health issues in NSW.

BEING is seeking skilled and talented people who are passionate about social change and making a difference in peoples lives to work in various roles.

[FIND OUT MORE](#)



Apply to participate in an Indigenous social equity program

Are you a social change leader with a provocative idea? Atlantic Fellows for Social Equity is calling for applications for their 2021 Fellowship program, an Indigenous-led learning experience focused on social change work in Indigenous communities and organisations.

Atlantic Fellows are committed to social change leaders who identify as Aboriginal and Torres Strait Islander Australians or Māori New Zealanders. Non-Indigenous applicants working with Indigenous communities and organisations are also encouraged to apply.

Pictured: Janine Mohamed, Narrunga Karuna woman and CEO of the Lowitja Institute, who was appointed an Atlantic Fellow for Social Equity in 2018. In the program Janine focused on Indigenous leadership, self-sustainability and resilience.

[FIND OUT MORE](#)

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



Factsheet: About healthcare rights for people with cognitive impairment: Easy English Guide

The Australian Commission on Safety and Quality in Health Care has released a new guide to support people living with cognitive impairment. The Guide covers; what to take to hospital, getting the right information, making choices about your health care and what healthcare staff will do.

Public consultation open



Prescribing Competencies Framework Review

NPS MedicineWise welcomes feedback from all stakeholders on the revised Prescribing Competencies Framework document now available on the [NPS MedicineWise website](#).

The Framework details the practice expectations for Australian prescribers, including the knowledge, skills and attitudes required to safely and effectively prescribe medicines.

Contact: External Relations & Policy Adviser Daniel Pignatiello via dpignatiello@nps.org.au

Closes Friday 4 September 2020.

MORE INFORMATION

Webinars

CHF Talks

Consumers shaping health
WEBINAR SERIES

CHF
Consumers Health
Forum of Australia

#CHF Talks webinar series

In the next instalment of our CHF Talks webinar series, CHF will be hosting a webinar on social prescribing in late August.

Social prescribing is where health professionals, including GPs, have the resources and infrastructure to link patients with social services – or even social groups – in a bid to address the social determinants contributing to poor health and stave off the epidemic of loneliness and social isolation. A GP may, for example, suggest a patient join a local running group to enjoy the benefits of exercise and interaction.

Social prescribing is becoming part of mainstream health care practice in many countries including the UK and Canada, and small pilots are being trialled in Australia. In November 2019 CHF co-hosted a roundtable with the RACGP which [produced a report](#) and a set of recommendations to see social prescribing adopted more widely in Australia.

Join us to hear from leading experts in this space, including international colleagues, and local consumers who have seen the benefits of social prescribing first hand. An email with more details will be circulated next week.

Conferences & workshops



The image shows a promotional banner for the CHF Summit 2021. On the left, the CHF logo is displayed with the text 'Consumers Health Forum of Australia' and 'Consumers shaping health'. Below the logo, the text reads 'Consumers as leaders in Healthcare'. On the right, the main event title 'CHF | SUMMIT 2021 Shifting Gears' is prominently featured, with 'Sydney 18-19 March 2021' underneath. The graphic includes several interlocking gears, some containing icons of people, a heart, and a person in a wheelchair, symbolizing collaboration and healthcare innovation.

Summit 2021 - Shifting Gears

Abstract submissions are now open

The CHF Summit offers the opportunity for both organisations and consumers to come together to explore, discuss and grow the concept and practice of consumer-centred care, and be at the forefront of system change. We look forward to seeing you on the 18 - 19 March 2021.

Submissions can be for oral, workshop or poster presentations at the [CHF Summit: Shifting Gears](#).

Principal Sponsors of the Shifting Gears summit: Australian Commission for Safety and Quality in Health Care, Australian Department of Health, Australian Digital Health Agency and NSW Health.

Conference features

Big Ideas Forum

Showcasing innovative thinking from consumers to transform healthcare. Applications open soon, email the [communications team](#) to go on the mailing list.

Capturing experiences of care

A pre-conference masterclass in experience based co-design.

This masterclass exposes participants to the practices and benefits involved in experience based patient experience and co-design.

Achieving improved experience for consumers requires going beyond the usual approaches and moving to one that brings people together. Co-design methods are used to better understand how it feels to deliver and receive care, and to make improvements together.

With healthcare services striving for improvement - in clinical outcomes, cost of delivery, and staff and patient experience, this training will show how co-design creates value for both consumers, staff and healthcare providers and how to further advance value based design.

The Masterclass will be delivered by **Dr Lynne Maher**, recognised in many places worldwide for her work on patient experience and co-design, creativity and innovation and sustainability for improvement.

Dr Lynne Maher is Director of Innovation, Ko Awatea, Counties Manukau, Auckland, Associate Honorary Professor of Nursing, University of Auckland, and Adjunct Associate Professor, School of Medicine, Tasmania

[Conference website](#)

Surveys

You hold the missing piece

Complete the Women's Health Survey
jeanhailes.org.au/survey2020

Help shape women's health in Australia.
The Women's Health Survey opens on Tuesday 14 July, and closes on Friday 28 August.

Jean Hailes for Women's Health gratefully acknowledges the support of the Australian Government.

Jean Hailes
FOR WOMEN'S HEALTH

The Jean Hailes national Women's Health Survey

Jean Hailes for Women's Health is a national not-for-profit organisation committed to improving women's health.

The online survey is one of the country's most revealing insights into the health concerns and needs of women in Australia, with the 2020 survey looking for insights into the physical and mental health effects of COVID-19 and Australia's summer bushfires.

Help Jean Hailes for Women's Health reach as many women as possible.

The survey is anonymous and only takes around 15 minutes. The small investment of your time contributes greatly to our results, leading to practical, positive support for women and their future health and wellbeing.

The survey closes on Friday, 28 August. Please share this survey with your networks and colleagues.

[TAKE THE SURVEY](#)



Share your views with the TGA

The Therapeutic Goods Administration (TGA) is seeking feedback from you and other health consumers in the [2020 TGA Stakeholder Survey](#).

Your feedback will help the TGA to report on their performance and identify areas to improve.

The survey takes around 10-15 minutes to complete. Have your say before the survey closes on 21 August 2020.

[TAKE THE SURVEY](#)

Australia's Health Panel



CHF

Australia's Health Panel

Australia's Health Panel - community pharmacy

Australia's Health Panel allows consumers to comment on health policy and issues, and offer feedback on trends and discussions.

Join **Australia's Health Panel** and have your say on today's issues in health care. Please share details about Australia's Health Panel with your networks.

[Australia's Health Panel](#)



What Australia's Health Panel said about the COVIDSafe app

In May 2020, Australia's Health Panel (AHP) asked panellists about their first impressions of and attitudes towards the COVIDSafe smartphone app released by the Australian Government

[READ MORE](#)

Media releases and editorial



CALD patients urged to keep in contact with health care

Culturally and linguistically diverse (CALD) patients are being urged to take care of their health and contact their GP for any issues MEDIA RELEASE: 03 AUGUST 2020

[LEARN MORE](#)



New Closing the Gap Agreement a self-determined step forward

We welcome the new National Agreement on Closing the Gap, a significant step forward

MEDIA RELEASE: 31 JULY 2020

[LEARN MORE](#)



Dr Harry Nespolon's passing a loss for all

The untimely passing of Dr Harry Nespolon is a great loss to his medical colleagues but also to all Australians seeking to make Australia's health system even better

MEDIA RELEASE: 27 JULY 2020

[LEARN MORE](#)



The blot in Australia's health report

The latest report on Australia's health shows the nation is performing generally well apart from a notably poor score on overweight and obesity..... MEDIA RELEASE: 23 JULY 2020

[LEARN MORE](#)



Raising the rate for good essential for our health and the economy

The level of the Jobseeker payment is good for the physical and economic health of the nation which is why we must retain an adequate unemployment payment

MEDIA RELEASE: 14 JULY 2020

[LEARN MORE](#)



Telehealth a crucial advance requiring more patient engagement and certainty

The Consumers Health Forum congratulates Ainslie Cahill on being made a Member of the Order of Australia (AM) for her great work in promoting the interests of health consumers

MEDIA RELEASE: 09 JUNE 2020

[LEARN MORE](#)

THE PATIENT LEADERSHIP TRIANGLE

Healthcare jewels from the caves of suffering

A paradox of modern healthcare is that despite the huge strides in health and behavioural science, the value of patient experience and leadership often remains under-recognised and underused BOOK REVIEW: 09 JULY 2020

[LEARN MORE](#)



Health and social care reform on Consumer Commission agenda

The idea that the coronavirus pandemic offers at least one upside – a legacy of potential health care reforms such as telehealth – is a key factor in the CHF's decision to establish the Consumer Commission: Beyond COVID-19. EDITORIAL: 06 JULY 2020

[LEARN MORE](#)

[READ ALL MEDIA RELEASES & OPINION](#)

Webinar replays

Our recent webinars for health care consumers

- A celebration of the learnings from the National Collaborative Pairs program [watch replay](#).
- Script change - electronic prescribing and the consumer ... [watch replay](#).
- Not Going Viral - consideration of future-focused health policy post COVID with Deputy Chief Medical Officers Dr Nic Coatsworth and Prof Michael Kidd [watch replay](#).
- Telehealth in Primary Care [watch replay](#).
- The National Health Information Strategy - what is it, and does it mean for consumers [watch replay](#).

[CHF YOU TUBE CHANNEL](#)

Advice for wearing masks

COVID-19 and FACE MASKS

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



The upsurge in COVID-19 cases, particularly in Victoria, has prompted wider calls for people to wear face masks if they are in crowded locations.

If you want to know more about face masks, this [informative page](#) from Victoria's Health and Human Services Department will answer most of your questions, and even has advice on how to [make face masks at home](#).

The Australian Department of Health has released a [subtitled video](#) from the Commonwealth Chief Nurse and Midwifery Officer, Alison McMillan, with health advice from the Department on when you need to wear a face mask in Australia, how to wear one and remove it safely.

The **Australian Commission of Safety and Quality** has published a [FAQ page](#) on the safe use of masks for consumers and a [factsheet you can download](#).

VISIT ACSQH COVID RESOURCES

Resources and Information for COVID-19



Use **Healthdirect Australia**, the Australian Government Health advice portal for consumers, for [information on Coronavirus information](#), [symptom checker](#) and helpline: 1800 022 222.

Turn to the website of the [Department of Health](#) to find the most recent, verified information, posted daily.

Use the [World Health Organisation](#) website to verify accuracy of health advice.

NPS MedicineWise

A new [information hub from NPS MedicineWise](#) will help you be medicinewise during COVID-19

Be Health Aware - [CHF portal for health resources](#)

General resources and Information



Department of Health

Factsheet - [Home Medicines Services information for consumers](#)

[Infection control training](#) - 30-minute online training module for health care workers in all settings. It covers the fundamentals of infection prevention and control for COVID-19. This training is recommended as a useful resource for everyone.

Australian Commission of Safety and Quality in Healthcare

Guide to [infection prevention and control and medicines](#)

Elective surgery [guidelines and Q&A for consumers](#)

Guides on Telehealth

NHMRC Partnership Centre for Health System Sustainability provides easy to [follow guides on telehealth](#) for consumers. See the [telehealth consumer advice](#) and [video guide factsheets](#).

Video with [information for people](#) who are **considering taking opioids** for chronic (ongoing) non-cancer pain.

Digital Mental Health Standards

Fact sheets [to provide tips](#) for consumers, carers and clinicians

What's happening in your community?



COVID SPACE – a place for sharing stories

What's happening in your home and community to beat COVID-19?

Share your story - tell us on **COVID SPACE**

We want to hear about the smart moves and fresh steps in your community to counter the virus.

Email the Communications Team on communications@chf.org.au or share your story with us on [Facebook](#)

EMAIL THE COMMUNICATIONS TEAM

Opportunities for participation



Special Interest Groups

Special Interest Groups (SIGs) are a way for members and the broader consumer community to be involved in our advocacy work and in shaping policy.

CHF has established Special Interest Groups to focus on Primary Health Care, Research & Data, Digital Health, Safety & Quality and Rural & Remote. SIGs help us to features even more consumer insight and perspective reflective of our Australian community..

Opportunities to join SIGs are advertised in newsletters and on our website.

FIND OUT ABOUT CHF SIGS



Join us!

As a member of CHF you will be kept up to date on key health reform issues through our publications and member alerts. CHF membership enables you to influence the national health agenda by contributing to CHF surveys and polls, consultations and campaigns. Members can draw on CHF position statements, media releases and policy submissions to inform your work and advocacy.

BECOME A MEMBER

Consumers Health Forum

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[Twitter](#)

[Youtube](#)

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