

Consumers Shaping Health

CHF
Consumers Health
Forum OF Australia



News and views on health consumer issues - February 2021



Health literacy means alot

Health literacy may strike some as a second order issue. Yet three developments just this week show the first order importance of health literacy --- or knowledge about our health care.

The three events each in a different way demonstrated the value of and need for health literacy. They were the introduction of [Active Ingredient Prescribing](#), CHF's Federal Budget submission and our blog on the need for effective communication for CALD communities about the roll-out of COVID-19 vaccinations.

From 1 February most prescriptions must describe the medicine by active ingredient name to be eligible for PBS subsidy. The Australian Commission on Quality and Safety in Health Care says using the active ingredient name is safe in the majority of prescribing situations where available brands are therapeutically equivalent.

The new regulations do allow for the brand name to be included after the active ingredient on prescriptions where clinically necessary and there are limited, but clinically important exceptions to this approach concerning some high-risk medicines and/or for high-risk consumers.

This measure will help consumers be better aware of their medicine's properties and make it easier for patients to avoid out of pocket costs by not necessarily being driven to branded, non-generic medicines.

Empowering consumers through knowledge was also a central feature of our [pre-Budget submission](#). We have called for funding to support the establishment of an

independently-government health consumer leadership academy. The growth in the scale and complexity of modern health care has generated increasing demand for CHF's involvement and advice in health decision-making. We need more support from government to ensure health services are consumer-centred.

The COVID experience so far has demonstrated that if we are to get the best results from the planned vaccinations we need effective communications to ensure everyone, and particularly in CALD communities is aware and informed. That was a theme of an [article in Croakey](#), we co-wrote with the chair of FECCA, Mary Patetsos who is also a CHF board member. Professor Kirsten McCaffrey, from the University of Sydney will be presenting a masterclass on [current research into Health Literacy](#), at the CHF Summit next month,

Too often our health system fails to respond effectively to the best health interests of individuals who may not fit the system's mould. We need State and Federal governments to step up and support effective, community-based communications to ensure people understand and accept the value of vaccinations.

As the continuing controversy over vaccine continued this week in Parliament showed, even the erroneous comments of one person can reach thousands of people via social media, potentially weakening a vital public health measure.

Leanne Wells

Chief Executive Officer



News and Resources



Opioid pain medicine

BE AWARE

FOR BETTER CARE

Australian Government Opioid Consumer Campaign launch

The government's new campaign on the safe use of opioid medicines is rolling out across social media this week. The campaign will run for 6-8 weeks and kicks off the consumer focused communication for the opioid regulatory reforms.

Share social posts from the Therapeutic Goods Association and Healthdirect Australia with your family, friends and networks.

[READ MORE](#)



CHF Budget submission 2021-2022

CHF has provided this submission to the Commonwealth Government with recommendations for policy proposals and funding initiatives to be included in the 2021-22 Budget to improve health and wellbeing outcomes for Australian health consumers.

The submission draws on the work of [CHF's 2020 Consumer Commission](#), the recommendations of the Productivity Commission's final report into mental health and the work of the Royal Commission into Aged Care Quality and Safety. CHF calls for the establishment of an independently governed national health consumer leadership academy and the adoption of a Health in All Policies approach to address the social determinants of health.

[READ MORE](#)

Webinars

CHF
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WEBINAR: COVID Vaccine rollout
Official's briefing for consumers

Professor Michael Kidd,
Commonwealth Deputy Chief Medical Officer
and Lisa Schofield,
First Assistant Secretary, COVID Taskforce



11:00am (AEST)
Fri 05 Feb

COVID vaccine rollout: Officials' briefing for consumers

Senior Commonwealth Department of Health officials will discuss plans for the national rollout of COVID-19 vaccinations at a special webinar to be presented by the Consumers Health Forum of Australia.

This webinar has now full and registration has closed

Speakers are Professor Michael Kidd, the Commonwealth's Deputy Chief Medical Officer and Ms Lisa Schofield, First Assistant Secretary, COVID-19 Vaccine Taskforce.

Registrations for this webinar have now closed. Please contact the Communications Team for details about the webinar replay: Communications@CHF.org.au

CONTACT THE COMMUNICATIONS TEAM



What's in store for 2021?
Official's briefing for consumers

WEBINAR: Hear from Australia's leading officials on priorities for health for 2021 and opportunities for consumers to engage on key matters

12:00pm (AEST)
Mon 08 Feb



Dr Brendan Murphy,
Secretary, Dept of Health



Amanda Cattermole PSM
CEO, Australian
Digital Health Agency



Christine Morgan,
CEO, National Mental
Health Commission



Professor Ruth Stewart,
National Rural Health
Commissioner

Future focus: What's in store for health and care in 2021?

Tune in for this special webinar to start off 2021.

The webinar will give insights into Australian priorities from leaders in the sector and an opportunity to discuss big issues that we hope to see progress on in 2021.

Fri 8 February

12:00 pm noon (AEDT)

Speakers

- **Dr Brendan Murphy**, Secretary for the Department of Health
- **Amanda Cattermole**, CEO of the Australian Digital Health Agency,
- **Christine Morgan**, CEO of the National Mental Health Commission and National Suicide Prevention Adviser to Prime Minister
- **Professor Ruth Stewart**, National Rural Health Commissioner

Topics include:

- private health insurance reform
- prevention and primary health care strategies
- health technology assessment (HTA) developments
- issues in both the mental health and rural health arenas
- Australia's Epidemiology and COVID-19 Roadmap

CHF is committed to ensuring our members, networks and representatives are kept up-to-date with consumer insights and opportunities to contribute to policy

developments.

Questions for the guest panel are welcomed.

[REGISTER](#)



Panel Discussion: Rewrite the Future - Possible Alternative Futures for Australia in 2030

In 2020, **Climate and Health Alliance (CAHA)** brought together over 100 thought leaders to discuss possible alternative futures for Australia in 2030. The resulting scenarios describe the future we might expect from a range of different pathways.

This panel discussion provides the opportunity to hear from experts about the development of these possible alternative scenarios for Australia and discuss the steps to a Healthy, Regenerative and Just future.

**Monday 22 February,
6-7:30pm (AEDT)**

Buy your ticket to join us for this in-person event at Fitzroy Town Hall (in Melbourne) here. We also aim to live-stream the event so people can tune in remotely.

[REGISTER](#)

CHF Summit 2021: Shifting Gears



Summit 2021 - Shifting Gears

Consumers as leaders in healthcare is the central theme for this first Australian and New Zealand Consumer Experience and Leadership in Health Summit.

How do health consumers work with professionals in health care to get the best from our health care system? Learn and explore from leaders in health on social prescribing, health literacy, consumer-centred care, consumer-directed researchers and more.

Successful health strategies, policies, research and programs depend on consumers' involvement at each stage of development. Presenters will bring the latest research and ideas from Australia, New Zealand, Canada and the UK.

The summit will be virtual, putting this high impact event in reach of a wider audience within Australia, New Zealand and worldwide.

See you at the CHF Summit: Shifting Gears in 18 – 19 March 2021, delivered virtually with live and recorded access for all delegates.

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 and Telstra Health

[Conference website](#)



Conference features

A pre-conference masterclass.

Health Literacy Masterclass

Professor Kirsten McCaffery, BSc Hons Psych, PhD Psych, FAHMS will deliver this masterclass on health literacy.

This session will cover:

- Health literacy - what it is and why it matters
- Strategies to improve health literacy, and what the evidence tells us
- Supporting behaviour change for people with lower health literacy
- COVID and health literacy – what have we learned
- Improving multicultural health communication and COVID

Kirsten McCaffery is a Principal Research Fellow at the Sydney School of Public Health, the University of Sydney and currently holds an NHMRC Principal Research Fellowship., recognised in many places worldwide for her work on patient experience and co-design, creativity and innovation and sustainability for improvement.

[Pre-conference masterclass](#)

CHF ^{SUMMIT} 2021 Shifting Gears

*“We are the experts
in our care... the only ones
present throughout all
of our health journey”*

Jane Cockburn

Consumer advocate and Co-Chair, Chris O'Brien
Lifecare Partnership Advisory Council



A key lesson in consumer leadership:

“We are the experts in our care...the only ones present throughout all of our health journey. Sharing how specific circumstances impact on our mental and physical health, helps build a mutually strong relationship with our clinician.”

Jane Cockburn, consumer advocate, Co-Chair, Chris O'Brien Lifecare Partnership Advisory Council..

Australia's Health Panel



The National Preventative Health Strategy

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.

See [Australia's Health Panel results](#)

Have your say on Australia's Health Panel

Surveys



Consumer perspectives of pregnancy counselling for women diagnosed with kidney disease

Australian women with kidney disease: a national survey

If you are female aged 18 years or over and diagnosed with kidney disease (or woman's partner/family members), you can help us with this survey study.

This study is looking to understand women's thoughts and experiences on current pregnancy education, information needs and preferences. The survey will take about 15-20 minutes and questions will be about kidney disease and pregnancy education.

For questions about the research study, contact:

A/Prof Shilpanjali Jesudason - Shilpa.Jesudason@sa.gov.au or
Dr Belinda Stallard - Belinda.Stallard@health.qld.gov.au

TAKE THE SURVEY

When it comes to
your healthcare

#DontWaitMate



Consumer survey - healthcare during COVID-19 restrictions

The [Continuity of Care Collaboration](#) (CCC) is a communication collaboration of more than 35 Peak Bodies, Industry and Healthcare organisations. The goal of the CCC is to stress the importance for people to continue with monitoring their health status and conditions during the COVID-19 pandemic.

A consumer survey by the CCC seeks to better understand access to health services in Australia and any barriers people may be experiencing.

The questions in the survey are optional and the data collected will be anonymous. The survey should take you about 5 minutes.

The CCC includes Pathology Awareness Australia, Consumers Health Forum, Heart Foundation, Australian Primary Healthcare Nurses Association, Royal Australian College of General Practitioners and more.

The survey data will be available to these organisations to inform public messaging about healthcare and to ensure optimal long term health outcomes are achieved.

Please [share this survey](#) with your channels as we would like as many patients, consumers and carers to complete this as possible.

TAKE THE SURVEY



Invitation to participate in a research project about improving hospital discharge for carers and older adults

Monash University are seeking 25 carers of older adults living in the community to take part in an interview for a research project. The research project aims to identify carers' experiences and needs in supporting older adults who are discharged from hospital to home. The research interview will take place by telephone and it will take about one hour. To take part, carers will:

- Be supporting an older adult living in the community with chronic health difficulties, and
- Have experience with discharge from hospital to home following admission for a physical health problem of the older adult that they support

All carers are very welcome including those from diverse cultural backgrounds, diverse sexual orientation, and diverse locations such as rural and regional areas. Carers who have recently supported an older adult (within the past 12 months) are also eligible.

Contact Jacqui Allen, Monash University School of Nursing and Midwifery on 0427 940 794 or email: Jacqui.allen@monash.edu for more information.

EMAIL THE ORGANISER

Participate in research

Join Us - call for research stories

Join Us is the national health research register, a [simple online register](#) that helps researchers prevent, treat and find cures for disease.

The George Institute is now looking for consumers who have participated in health or medical research to share their stories about the benefits and importance of participating in such research activities. If you would like to share your experiences please contact Angela Hehir at ahehir@georgeinstitute.org.au

JOIN US REGISTER





Help with research - Victorian cancer patients

Cancer Council Victoria would like to talk to people about their experiences with telehealth appointments for cancer care. The online interview will go for about 30 minutes and will be conducted by researchers from Deakin University who are experienced in conducting research with people affected by cancer.

We'd like to hear from you if you have:

- Been diagnosed with cancer in the past 4 years in Victoria
- Had a telehealth appointment for your cancer treatment any time after March 2020 in Victoria
- Cared for someone with cancer in Victoria and have attended a telehealth appointment with them for their cancer care any time after March 2020 in Victoria

[FIND OUT MORE AND REGISTER](#)

Media releases and editorial

Consumer leadership for better health

There is no better time than now for the Federal Government to support the development of consumer leadership in the health system, the Consumers Health Forum said today. In its submission for the 2021-22 Federal Budget, CHF has urged ... [MEDIA RELEASE: 03 FEB 2021](#)

Active Ingredient Prescribing makes medication easier

The introduction today of Active Ingredient Prescribing will help clarify consumers' understanding of the medicines they are prescribed, the Consumers Health Forum says. "This is a welcome advance for patients by focusing, where practical, on the name of the effective ingredient of a medication. ... [MEDIA RELEASE: 01 FEB 2021](#)

Strong vaccination messaging vital

The scale and complexity of the COVID-19 vaccine rollout make it vital that Federal and state governments urgently step-up comprehensive communications to ensure ... [MEDIA RELEASE: 21 JAN 2021](#)

More health literacy needed to stamp out fake health news;

The Consumers Health Forum welcomes the AMA's position statement on health literacy as important recognition of the need for strong public support for people to have access to ... [MEDIA RELEASE: 13 JAN 2021](#)

Time to develop Medicare for the 21st Century

The most exhaustive inquiry into the mechanics of Medicare in its 36 years makes a compelling case for extensive reforms that must be commenced now if Australians are to retain access to best available 21 st Century health care, the Consumers Health Forum said today. The Medicare Benefits Schedule..... [MEDIA RELEASE: 16 DEC 2021](#)

Public or private hospital? Changes in attitudes and use

Australian consumers have sent a message to expensive private hospitals and specialists: you cost too much and more of us are increasingly satisfied with public hospitals ... [BLOGPOST: PUBLISHED BY CROAKEY, 21 JAN 2021](#)

[Principles to guide links between health consumer organisations and the pharmaceutical industry](#)

Health consumer organisations (HCOs) have a major and growing voice in health policy, including through submissions and discussions about government subsidy for new medicines... [BLOGPOST: 19 JAN 2021](#)

[READ ALL MEDIA RELEASES & OPINION](#)

CHF Talks webinar series



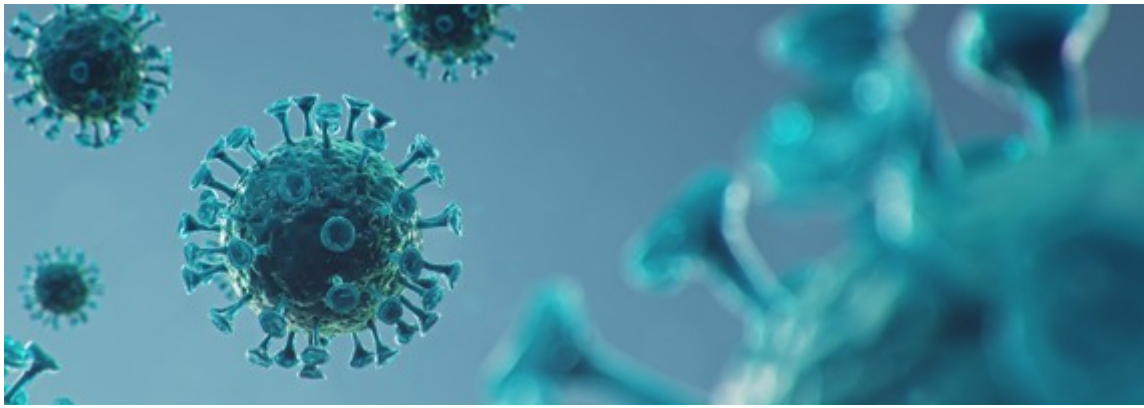
Webinar replays

A summary of our recent webinars for healthcare consumers

- Self-care... patient power - a webinar will be on self-care and self-management and follow-up on the Mitchell Institute's national blueprint for support and development of self-care released on 7 Oct 2020 [watch replay](#)
- Patients, partners in health – significant trends for change, with increasing acceptance of patients being engaged as partners with clinicians. What does this mean for Australia's approach? [watch replay](#)
- Social prescribing, the referral of patients to non-medical activities to supplement conventional care - webinar on successful trials in Canada and Australia [watch replay](#)
- 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](#)

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](#)

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](#).

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

Public health information in 18 Languages

These essential videos on [keeping safe during the pandemic](#) were prepared for culturally and linguistically diverse (CALD) communities by the North Western Melbourne Primary Health Network.

Factsheets for people with chronic conditions during COVID-19

Maridulu Budyari Gumal has developed [COVID-19/Chronic Condition fact sheets](#) for non-English speakers with chronic diseases including heart disease, diabetes and lung disease. Available on the website SPHERE.

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](#)



Become a member

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.

[JOIN US](#)



Consumers Health Forum



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