

# Consumers Shaping Health



News and views on health consumer issues - July 2021



## Collaboration elaboration!

Not a week goes by where our attention is not turned to the latest developments with the COVID vaccination rollout. We hosted a webinar this week with Professor Michael Kidd, Deputy Chief Medical Officer and this edition of Consumers Shaping Health includes a report of its key messages.

Meanwhile CHF continues to work on several other fronts. [Collaborative Pairs](#), the innovation in health consumer leadership and engagement pioneered in Australia by CHF, has expanded its reach — going virtual and spreading activities to New Zealand.

Collaborative Pairs Australia Virtual commenced a pilot program this week, 29 June, involving five new pairs, all sponsored by progressive, innovative organisations in Australia and NZ.

The leadership development program brings together a consumer, patient, or community leader to work together in pairs with a service provider, clinician, or manager to develop new ways of working together.

Based on a model established by the King's Fund in England, CHF initiated Collaborative Pairs in Australia three years ago, starting with 4 Primary Health Networks in Australia. Over 40 pairs participated in the initial National Demonstration. Organisations such as Safer Care Victoria have also participated in the program.

The pairs have stimulated a greater role for consumer leadership in health organisations. They have fostered increased collaborative practice and leadership and contributed to the co-design of new services and models of care.

The latest virtual development is a further advance, spurred by the necessities of COVID-19 as well as the geographical issues in Australia, which has had the positive

result of opening Collaborative Pairs to engagement of participating pairs located in different cities, and in extending the program to NZ. There the innovative primary health organisation, Pinnacle Health, is sponsoring two pairs.

In Australia, national organisations have now signed on, sponsoring pairs. They are Orygen Youth Health, the Centre for Research Excellence in Suicide Prevention, (Black Dog Institute) and the NPS MedicineWise. The Australian Commission on Safety and Quality in Health Care is funding an evaluation of the pilot to be undertaken by University of NSW and Curtin University.

## Leanne Wells

Chief Executive Officer



## Primary Health Care - consumer consultations

### Webinar: Primary health care – developments and innovation

Primary health care reform is in the spotlight. Draft recommendations from the Ministerial Primary Health Reform Steering Group are out for consultation. The Group is advising the Minister on The Australian Government's Primary Health Care 10 Year Plan.

The primary care setting is where consumers access the majority of their health care. If the recommendations are taken up, the changes to primary care could be some of the most significant since the introduction of Medicare.

There are many exciting developments and innovation already happening in primary health care that should be more widely implemented. Many of these are described in the Steering Group's recommendations.

Get a sense of some of these from the experts.

View [the Discussion Paper](#)

**When:** 07 July 2021 12:00 midday (AEST)

We are delighted to have clinical, Primary Health Network, rural and Aboriginal health experts join us to describe innovations they are leading and their aspirations for primary care reform.

Panelists for the webinar are:

- **Dr Steve Hambleton**, Co-Chair, Primary Health Care Reform Steering Group
- **Dr Dawn Casey**, Deputy CEO, National Aboriginal Community Controlled Health Organisation (NACCHO)
- **Mr Ray Meesom**, CEO, Western Sydney Primary Health Network
- **Dr Gabrielle O'Kane**, CEO, National Rural Health Alliance

Facilitated by **Leanne Wells**, CEO, Consumers Health Forum of Australia

[REGISTER](#)

### Consumer consultation for member organisations

To follow on from our webinar on the Draft Recommendations for Primary Health Care 10 Year Plan, we are holding two opportunities for discussion on **Thursday 8 July**.

Representatives of member organisations can register for this meeting

**When:** Thurs 8 July 2021

**Time:** 12:00 midday (AEST)

Download [the discussion paper](#)

This meeting may be combined with one scheduled for 6:00 pm on the same day, depending on numbers.

Contact CHF Policy Director, **Jo Root** [J.Root@chf.org.au](mailto:J.Root@chf.org.au) with your questions

**REGISTER**

## Consumer consultation for individuals and other consumers

To follow on from our webinar on the Draft Recommendations for Primary Health Care 10 Year Plan, we are holding two opportunities for discussion on **Thursday 8 July**.

Representatives of individual members and other consumers

**When:** Thurs 8 July 2021

**Time:** 6:00 pm (AEST)

Download [the discussion paper](#)

This meeting may be combined with one scheduled for 12:00 midday on the same day, depending on numbers.

Contact CHF Policy Director, **Jo Root** [J.Root@chf.org.au](mailto:J.Root@chf.org.au) with your questions

**REGISTER**



## Webinar: Consumer Link no. 3

The *Consumer Link* webinar series are sessions based on feedback from you, to support you in your consumer advocacy work.

This session will focus on a recent projects – High Benefit Care at the End of Life, a state-wide consultation project for Queensland Health that involved 19 Kitchen Table Discussions

- **Anne Curtis** has more than 30 years' experience working in health related organisations in Australia and New Zealand in senior consumer and community engagement, communications and project roles. \*
- **Dr Joan Carlini** is highly regarded in user-experience in health research and is the former founding Chair of the Gold Coast Hospital and Health Service Consumer Advisory Group (CAG)
- **Natalie Kruger**, a member of the Queensland Health High Benefit Care at the End of Life project team.

**When:** July 7, 2021 12:00pm (AEST)

**Topic:** Establishing a consultative base to inform your work

Details on how to join the webinar below

\* Anne Curtis' experience was incorrect in the previous version of *Health Update*. We apologise for this and the corrected information has now been updated.

[REGISTER](#)

## Webinar on the COVID vaccine and community safety



Diane Walsh

Prof Michael Kidd AM

Dr Ruth Stewart

### Vaccine webinar came at crucial time

This week's CHF webinar on vaccine confidence and community safety illustrated just how quickly changes in vaccination practices can transform public debate.

We were fortunate to have on the panel Professor Michael Kidd, the Health Department's Principal Medical Advisor, Dr Ruth Stewart, the National Rural Health Commissioner and Diane Walsh, consumer representative on the Australian Technical Advisory Group on Immunisation (ATAGI).

The Prime Minister's surprise announcement the night before stating that people aged under 40 could receive the Astra Zeneca vaccine raised fresh questions about the sensitive issue of vaccine choice. Health information [about vaccination](#) and the [Astra Zeneca vaccine](#) is detailed the Department of Health's website

Professor Kidd said the change could help people aged between 18 and 40 who had special reason such their job or a serious chronic illness to get immunised. He emphasised the importance of patients getting informed consent, to talk to their GP or with people at the vaccination centre they attend.

He indicated that consideration was being given for Medicare funding to support doctors discussing with younger age-group patients their vaccination choices.

Professor Kidd pointed to an interesting [risks and benefits chart](#) for Astra Zeneca vaccination which gives guidance on the matter, and noted that vaccine supplies will be increasingly available in coming months.

It was important for people not to let the vaccination issue cloud the continuing need to follow safe public and private health practices: hand hygiene, face masks, tapping into QR, and social distancing.

And as Diane Walsh said the problem in getting clear information about the vaccine and COVID is that the information is not simple, it's complex and that's the balance between transparency, changing information and simple, clear messages.



Dr Stewart spoke of the particular strains in rural and remote Australia for patients and health staff. While it meant patients may not get much time to discuss their vaccine concerns with doctors, it was worth remembering that health staff were often fatigued and would benefit from communities reaching out to them socially.

To see the webinar; COVID vaccine and community safety, [view the replay](#) here

[WATCH THE REPLAY](#)



## Help us with this national survey on understanding how consumers use virtual health

As a result of the global COVID-19 pandemic there has been a rapid acceleration in investment and uptake of virtual health.

Virtual health uses digital technologies to deliver a broad range of health and community services to improve and support your health and wellbeing. However, there is still a lack of information about consumer preferences for virtual care: when to use it; what it should look like; and what impact it may have on health outcomes.

Virtual health is not just limited to using telehealth services. It extends to electronic records, wearable gadgets and sensors, mobile health apps, artificial intelligence and even robotic carers. Technology opportunities for virtual health are broad and the sector is growing and diversifying.

CHF is involved in conducting a national research project called: [Reimagining healthcare in Australia: the journey from telehealth to 21st century design](#). This project includes a review of recent academic literature, a [Rapid Review](#) and has an accompanying [Consumer Explainer](#). It also includes several national consumer insights surveys. These surveys will examine consumer preferences and expectations in healthcare. The results, in combination with the other project pieces, will shape future service development and research.

The first of these surveys is open now - if you have an interest in digital or virtual health care, you can [help this protect by participating](#) in the survey and sharing it with your friends and colleagues.

Please do not hesitate to contact **Sarah Elliot, Project Lead** on email: [s.elliott@chf.org.au](mailto:s.elliott@chf.org.au) with any questions.

[COMPLETE THE SURVEY](#)



## We're having a summit for young health advocates

Are you a young adult under 30 who's interested in having a say on healthcare for young people? The CHF Youth Health Forum's National Summit is happening on 15 September 2021! There will be opportunities to meet and collaborate with organisations from around Australia who want to work with young people to make their health services better. Watch this space for more announcements.

Can't wait until September to have your say? Join the Youth Health forum today - [find out more](#) or [apply here](#)

YOUTH HEALTH FORUM



## Consumer Review Committees

Heart Foundation Research



You can make a difference to heart health research by becoming a Heart Foundation Consumer Reviewer

## Heart Foundation - Consumer Review Committees

You can make a difference to heart health research by becoming a **Heart Foundation Consumer Reviewer**.

As a charity relying on donations from the public, the Heart Foundation must ensure research funded is relevant, has translatable outcomes, and the processes are transparent. Consumer reviewers will help bridge the gap between researchers and the the public.

All consumers will attend a training session and receive an induction pack

Register your interest today

FOR MORE



**Simple messages,  
repeated often,  
by trusted voices  
are most effective.**

## Guide for Health Professionals to talk about Climate Change and Health

Health professionals know that effective communication is one of the most powerful tools they can use to protect public health. Thus, effectively communicating climate change from a health perspective is of the utmost importance, given it is the biggest health threat – and health opportunity – of the century.

The [Climate and Health Alliance in Australia](#) are delighted to launch a new communications [guide for health professionals](#), *Real, Urgent and Now: Communicating the Health Impacts of Climate Change*.

This guide is designed to support health professionals to speak with confidence about climate change and its health impacts with patients, clients, colleagues and communities and join a growing cohort of health professionals who recognise their unique authority and responsibility to talk about climate change and health.

[DOWNLOAD THE GUIDE](#)

## CHF Report card for 2020 - 21

2020-21 was an exciting year for CHF, from working with our growing member base to reach millions of consumers, to launching initiatives that will make a real difference to Australia's healthcare system. Read our [Report Card](#) or [our summary](#) to learn more.

### In 2020-21, on behalf of our members, CHF...

- Worked with our growing membership of 265 organisations and individuals, reaching millions of consumers.
- Identified and supported 84 consumer representatives consulting on medicines advice, health care homes, digital health and pharmaceutical benefits.
- Advised agencies including Department of Health, PHEs, Australian Digital Health Agency, NPS MedicineWise, ACSQHC, AIHW and the Australian Information Commissioner.
- Advanced consumer interests on COVID-19 reforms in telehealth, eprescribing and the National COVID-19 Clinical Taskforce.
- Supported the Youth Health Forum and five Special Interest Groups and held 11 webinars with health leaders attended by 100s, and four webinars for young health advocates.
- Ran the inaugural Australian and NZ consumer leadership and experience summit with 835 delegates, 162 speakers, 89 presentations and two masterclasses.
- Partnered with the research community such as the Australian Health Research Alliance, the Australian Digital Health CRC, NIMMHC Partnership Centre for Health System Sustainability, and Curtin University.
- Promoted health literacy for consumers through our Be Health Aware portal and granted 14 events use of the CHF Tick.
- Kept members and stakeholders informed through publications; Health Update, Consumers Shaping Health and our journal, Health Voices and maintained an email list of over 4,300 subscribers.
- Appointed to the Australian Broadband Advisory Council, Health Expert Working Group, Chair of the ACSQHC Patient Advisory Panel, and Steering Groups on prosthesis and out-of-pocket costs.
- Continued members of Expert Steering Groups for the 10 Year PHC Plan and the National Preventive Health Strategy.
- Conducted eight Australia's Health Panel surveys and grew the panel to 800 members, an increase of 130%.
- Released Reports on Loneliness, the COVID-19 Consumer Commission report, the Consumer Segmentation and Activation Project, Life Transitions and Youth Pathways, and the consumer report card into Australia's health system.
- Engaged with our 9,600 followers on Twitter, and our growing social media platforms of 1,200+ Facebook, and 700 Linked In followers.
- Generated 100s of media mentions and interviews in TV, radio and print. Published 47 media releases and 16 blogs and received 99,000 visits to CHF website.
- Redesigned Collaborative Pairs, an innovative consumer and clinical leadership development program, into a virtual format, with a new intake from Australia and New Zealand.
- Promoted the consumer case to parliamentarians and government.
- Represented internationally on the Patient Advisory Panel, OECD PaRIS project, APEC Business Ethics Forum patient roundtables, WHO Western Pacific, and a global social prescribing alliance.

To find out how CHF can help you visit [www.chf.org.au](http://www.chf.org.au) or call 02 6273 5444

**CHF** Consumers Health Forum of Australia

## COVID-19 vaccine rollout





## On vaccination

At CHF, we are committed to ensuring clear, credible and evidence-based COVID-19 vaccination information is available to Australian health consumers. To that end, we are developing our COVID-19 information hub, [Be Health Aware](#) health literacy portal to include a COVID-19 information hub with the most up to date information. We are working in collaboration with the Department of Health and information we publish is authorised by qualified health experts.

Vaccination will help all Australians combat the virus in coming months. Vaccination stops you from becoming very sick if you catch the virus. No vaccine is 100% effective, and so you should continue to practise physical social distancing, hand washing and mask wearing (where necessary), even after you have been vaccinated.

## Information on the COVID-19 vaccine

Use the *healthdirect's* [Eligibly Checker](#) to find out when and where to get your COVID-19 vaccine.

Find the [answers to your questions](#) from medical experts.

Use the Department of Health page on [COVID-19 vaccinations](#) To access priority resources including videos and social media campaigns.

You can visit [healthdirect](#) or see your doctor for medical advice.

## Videos

- [How vaccines work](#)
- [Vaccine development times](#)
- [Who will get their COVID vaccine first?](#)

FOR MORE

CHF member brief

# afao



The Australian Federation of AIDS Organisations (AFAO) was established in 1985 when leaders from the AIDS Councils agreed to create the new national community-based HIV organisation.

Through advocacy, policy and health promotion, AFAO champions awareness, understanding and proactivity around HIV prevention, education, support and research. AFAO provides a voice for communities affected by HIV and leads the national conversation on HIV.

[FOR MORE](#)

## Get involved



### Consumer representative program

Consumer representatives are nominated for national committees to ensure that the views and interests of health consumers are represented at the national level. CHF supports consumer representatives by providing resources in a number of ways. Find out how to become a [Consumer Rep](#)

[CONSUMER REPRESENTATIVE PROGRAM](#)

### 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.

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. Find out more about CHF [Special Interest Groups](#).

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

[FIND OUT ABOUT SPECIAL INTEREST GROUPS](#)

## Participate in research



## Research project for engagement of consumers

Louisa Walsh, a PhD student from the [Centre for Health Communication and Participation](#) (CHCP), La Trobe University, is developing an evidence-based guide for using social media to engage consumers in hospital service design and quality improvement activities. Louisa is currently seeking people employed in quality improvement or communication roles in Australian public hospitals to give feedback on the draft of the guide.

For more information about the study, including eligibility criteria, head to the [CHCP website](#).

Or you can contact Louisa directly via email: [louisa.walsh@latrobe.edu.au](mailto:louisa.walsh@latrobe.edu.au)

If you are interested in the PhD project as a whole, you can read a summary of the research and access published articles and presentations below.

[FOR MORE](#)

## Australia's Health Panel



Australia's Health Panel is a way for you 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](#)



## Join Us - call for research stories

*Join Us* connects researchers with people who are willing to be involved in research, and helps researchers prevent, treat and find cures for disease.

It's quick and simple – you sign up, provide a few details that are held in a secure database and when a relevant study comes up, you are asked if you'd like to take part. By joining us you could help change a life. Together we can change millions of lives.

[JOIN US REGISTER](#)

## Media releases and editorial

**[Better health for the next generation](#)** - *The doubling in Australia's per person health spending over the next 40 years projected in the Intergenerational Report reinforces the need to act now...* [MEDIA RELEASE: 29 JUNE 2021](#)

**[Australian consumers asked to play key role in reimagining healthcare](#)** - *A first of its kind national survey has been launched to Australian consumers this week, garnering insights on consumer perception ...* [MEDIA RELEASE: 08 JUNE 2021](#)

**[New survey results shine a light on health literacy in Australia](#)** - *A first of its kind national survey has been launched to Australian consumers this week, garnering insights on consumer perception ...* [MEDIA RELEASE: 08 JUNE 2021](#)

**[Medicare changes require more communication](#)** - *We have urged the Federal Government to consider a short pause on the introduction of proposed changes to Medicare benefits in to allow time ...* [MEDIA RELEASE: 07 JUNE 2021](#)

**[Putting health navigation on the map](#)** - *The challenges in providing vitally important health care for older and frail people have been amply demonstrated by the ...* [BLOGPOST 11 JUNE 2021](#)

[READ ALL MEDIA RELEASES & OPINION](#)

## CHFTalks webinar series

### Living Evidence and Consumers

In this panel discussion, presenters who have been working on the [National COVID-19 Clinical Evidence Taskforce](#) will share insights about the work they do.

[WATCH THE REPLAY](#)

[CHF YouTube channel](#)

## Resources and Information

Use [healthdirect Australia](#), the Australian Government Health advice portal for consumers, for [information on COVID-19](#), the [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.

### **NPS MedicineWise**

A new [information hub from NPS MedicineWise](#) will help you be medicine wise 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](#).

## 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

7B/17 Napier Close,  
Deakin ACT 2600

02 6273 5444

[info@chf.org.au](mailto:info@chf.org.au)

[Unsubscribe](#)

