

Consumers Shaping Health



News and views on health consumer issues - March 2021



Transitions a part of life and health care

Three reports on three difficult and different issues that challenge the health system have been released in the last week. They are the Royal Commission reports on aged care and the Victorian mental health system, and the [report by our Youth Health Forum](#).

The last-mentioned focuses on the [transitions young people](#) experience in health care and what we can do to address them. The challenges facing young people in accessing and affording the right care as they move from parental shelter to adulthood are not widely discussed or addressed.

While most young people rated their health as being 'good' or 'excellent', almost half reported high or very high psychological distress. And young people identified multiple barriers to health services, with cost being at the top.

The Youth Health Forum report has injected a fresh perspective into this field of health care with recommendations such as health care concessions for young people and support to navigate the health system.

Life's transitions often pose significant challenges to the health system. Transition considerations thread their way through the subjects of the two Commission reports. Both expose the dramatic deficiencies in the level and quality of care in those settings compared with that we expect in the rest of the health system.

The transition to a different locus of care experienced by the elderly and those with mental illness has left patients often with poorer access to quality services.

Both reports advocate bringing services more within the realm of primary care. As we said in [our media release](#): “We can’t have aged care reform without primary care reform: the need to better care for older Australians is not just about care provided by the institutions themselves.”

On mental health, the [Victorian commission’s recommendations](#) strengthen the cause for expanded community-based and primary care reforms proposed by the [Productivity Commission report](#).

As CHF recommended in our submission to the Productivity Commission, we need to make mental health care more a part of the physical health system.

Transitions are a part of the ups and downs of life — something that we as consumers need to keep in mind in shaping the health we need.

While our changes in health may involve us in a personal transition, we should have services that aim to smooth those transitions.

Leanne Wells

Chief Executive Officer



News and Resources



Healthi

Chamonix Health Solutions Pty Ltd



HealthNow

Telstra Health

Apps for My Health Record

If you have a My Health Record and are set up for online access, you have the option of using an approved mobile app.

The apps; Healthi and HealthNow are authorised to view your data in My Health Record. The apps can’t change your data, but will give you secure ‘view only’ access to your information.

They do not permit storage of My Health Record information in the app, or on your phone, and are prohibited from using My Health Record information for secondary purposes – such as passing information to a third party.

Try an app for My Health Record.

FIND OUT MORE



Youth Health Forum webinars for Health Advocates

Last year in 2020, we recorded four webinars for Young Health Advocates to learn more about working in the Health Advocacy environment. The videos are available for anyone to view, and cover a range of topics such as Advocacy 101, Effective Communication and more. We encourage you to check out this work from the Youth Health Forum and [Orygen](#) - an not-for-profit working in the Youth Mental Health and research.

FIND OUT MORE



Latest from the Dept of Health on the COVID-19 vaccine rollout in Australia

Top 3 COVID-19 vaccine questions – eligibility, mental health and travel into Australia. [Video from Dr Lucas De Toca](#), First Assistant Secretary of the COVID-19 Primary Care Response, answers the top 3 questions you've been asking.

Next phase begins - the second phase of the Australian Government's COVID-19 vaccination campaign has launched. [Find out more about the campaign](#), including when different priority groups will receive the vaccine.

Go to [Australia.gov.au](https://www.australia.gov.au) and use the [Vaccine Eligibility Checker](#) to confirm which phase of the rollout you will be in.

Statement from the Prime Minister on Australia's COVID-19 response and the Australian COVID-19 Vaccine Strategy (May 5) - To date, 71,867 Australians have received their first shot of the COVID-19 vaccine - [read more](#)

FIND OUT MORE



Capacity building opportunity
Co-sponsored places in digital health micro-credentialed short courses

RMIT Online

Subsidised micro-credentials in digital health

The Digital Health CRC (DHCRC) has combined resources forces with one of Australia's leading technical universities, RMIT Online (RMITO), to create industry-relevant micro-credentials designed to revolutionise the digital capability of healthcare professionals across Australia.

The online, 6-week industry-led micro-credentialed short courses cover three areas:

- Technology Enabled Care
- Digital Health Strategy & Change
- Healthcare Design

Two courses, Digital Health Strategy & Change and Healthcare Design, stack together as direct credit towards the recently launched Graduate Certificate in Digital Health commencing in April 2021.

The creation of this new learning pathway for digital health education furthers the Digital Health CRC vision in supporting long-term digital health professional development and creating leaders in the field.

The courses have start dates of Monday 22 February, Monday 12 April and Monday 24 May 2021.

To learn more about the digital health micro-credentialed short courses, visit [RMIT Online](#) or contact businesssolutions@rmitonline.edu.au

READ MORE



Brands off our kids!

Four actions for a childhood free from unhealthy food marketing

- 1 Ensure TV, radio and cinemas are free from unhealthy food marketing from 6am to 9.30pm

- 2 Prevent processed food companies from targeting children

- 3 Ensure public spaces and events are free from unhealthy food marketing

- 4 Protect children from digital marketing of unhealthy food


opc.org.au/brands-off-our-kids
#brandsoffourkids

Obesity Policy Coalitions - Brands off our kids campaign

The Obesity Policy Coalition has launched a new platform calling for four actions by government to protect children from unhealthy food marketing. The Coalition is working to build support for these calls from individuals and organisations.

For more on this topic and to view the platform and sign up to endorse, head to the [OPC website](http://opc.org.au)

READ MORE

Opportunity to participate



Guide for consumer representatives

CHF is looking for consumers who would like to join a Project Advisory Committee to develop a guide that will encourage other consumers to become representatives and advocates in health care.

Applications are now open for consumer representatives and advocates who are familiar with the Standard 2: Partnering with Consumers, of the [National Safety and Quality Health Service Standards](#) (NSQHSS). The project will run until June and involves three meetings, with some reading and preparation between meetings. You will be paid for your time.

As we are developing a written guide, we would particularly welcome applications from consumers from Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities, especially if English is not your first language.

For any questions, contact **Tammy Wolffs**, Senior Policy Officer at T.Wolffs@chf.org.au.

Expressions of interest close on Sunday 14 March 2021. Please share this opportunity to your networks.

[APPLY NOW](#)

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](#)

CHF ^{SUMMIT} 2021
Shifting Gears

“Patients living with chronic conditions need to be leaders in their care and to make free and informed choices”

Vincent Dumez

Canadian patient advocate and organisational change strategist



A key lesson in consumer leadership:

Vincent Dumez learned about patient partnerships the hard way. As a teenager living with haemophilia he was infected with HIV through tainted blood supplies. This ultimately led him to develop his vision for Patient Partnership. Vincent will be presenting a keynote at the CHF Summit: *Shifting Gears*.

Vincent Dumez, Co-Director and Patient Partner, Centre of Excellence on Partnering with Patients and the Public (CEPPP) University of Montreal.

[Register](#)



Pre-conference masterclasses

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

Masterclass in co-design

Dr Lynne Maher

This masterclass will expose you to the practices and benefits involved in experience based patient experience and co-design.

Experience based co-design methods are increasingly being used within health and care organisations around the world. This interactive masterclass will provide an overview of the methodology and showcase, through case studies, how consumers, families and staff have used experience based co-design to improve health and care services.

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 the Director of Innovation at Ko Awatea, Counties Manukau Health, Honorary Associate Professor of Nursing at the University of Auckland, Adjunct Associate Professor, School of Medicine, University of Tasmania, and has led the co-design movement across New Zealand.

[Find out more](#)

Webinars

National Centre for Immunisation and Research Surveillance Australia

NCIRA will be presenting two webinars in March on the COVID-19 vaccine as they start to collect Australian implementation data and prepare to integrate the COVID-19 vaccines into routine immunisation programs.

COVID-19 vaccine safety in focus

Date: Wednesday 17 March 2021
Time: 12:30 pm – 2:00 pm AEDT

COVID-19 and 2021 influenza vaccines – The how, what, why and when

Date: Wednesday 31 March 2021
Time: 12:30 pm – 2:00 pm AEDT

Australia's Health Panel



Your chance to do two surveys

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

This week you have two surveys to choose from - how good is that?

To share your views on today's issues in health care, join Australia's Health Panel and have your say.



New survey on loneliness from Australia's Health Panel

In late 2020 CHF and the Medibank Better Health Foundation hosted a Loneliness Thought Leadership Roundtable to develop a roadmap for addressing loneliness in Australia. The final [report from the Loneliness Roundtable](#) has just been published.

For March, to mark the publishing of this report and to inform CHF's advocacy on this issue, we want to find out about panellists' experiences with loneliness and the effects of loneliness in Australia.

COVID vaccine rollout

It's your last chance to do the COVID vaccine survey to tell us about your attitudes and intentions about the COVID-19 vaccine.

Polling done by [Essential Research](#) showed Australians have mixed attitudes towards taking a COVID vaccine. Our Australia's Health Panel survey for February 2021 asks you about your views on the COVID vaccine strategy in Australia.

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

Member profile

HEALTHY BONES AUSTRALIA

Introducing Healthy Bones Australia

Osteoporosis Australia has announced its official rebrand to 'Healthy Bones Australia' this February, to reinforce the importance of prevention. This is in response to the concerning statistic that Australians suffered from 173,000 broken bones in 2021.

Healthy Bones Australia calls for Australians to "prioritise their bone health", by learning the risk factors for, and how to best to prevent, brittle bones and osteoporosis. In support of this, Healthy Bones Australia has also launched an [education hub](#) for bone health, reinforcing the aim to protect, build and support better bone health for all Australians.

HEALTHY BONES AUSTRALIA

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



Media releases and editorial

[Mental health reports provide a template for the nation](#)

The report of the Royal Commission into Victoria's Mental Health System aligns in many ways with the recent report of the Productivity Commission, strengthening the impetus for more effective and equitable care and support Australia-wide [MEDIA RELEASE: 04 MAR 2021](#)

[Helping young people get the best of health](#)

Health concession cards to help young people afford health care is one of several steps urged

by a report for the Youth Health Forum [MEDIA RELEASE: 03 MAR 2021](#)

Aged care needs radical overhaul

The Federal Government must show it is serious about overhauling the shameful state of aged care by immediately committing to four central challenges.. ... [MEDIA RELEASE: 02 MAR 2021](#)

JobSeeker rate a poor response

The proposed new JobSeeker rate of just \$25 a week extra fails to recognise the economic and health damages that low incomes inflict on people.&.. ... [MEDIA RELEASE: 23 FEB 2021](#)

Time for national action on loneliness, the unnoticed epidemic

A report on loneliness, an issue which clouds the lives of many Australians and exposes them to increased risk of depression and other illness, has called for a national plan of action [MEDIA RELEASE: 22 FEB 2021](#)

[READ ALL MEDIA RELEASES & OPINION](#)

CHF Talks webinar series



Webinar replays

A summary of our recent webinars for healthcare consumers

- Future focus: What's in store for health and care in 2021? Insights into Australian priorities from leaders in the health sector. Speakers include: Dr Brendan Murphy, Secretary for the Department of Health, and Amanda Cattermole, CEO of the Australian Digital Health Agency - 8 Feb 2021 [watch replay](#).
- COVID vaccine rollout: Officials' briefing for consumers. Speakers: Professor Michael Kidd, the Commonwealth's Deputy Chief Medical Officer and Lisa Schofield PSM, First Assistant Secretary, COVID-19 Vaccine Taskforce - 5 Feb 2021 [watch replay](#).
- 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](#)

CHF YOU TUBE CHANNEL

Opportunities to participate



Vaping - TGA

The **Therapeutic Goods Administration (TGA)** is conducting a public consultation on a proposed product standard for vaporiser nicotine products, such as nicotine-containing vape liquids, e-liquids and e-juices.

The consultation asks about potential quality and safety requirements for vaporiser nicotine products that have not been approved by the TGA, covering topics such as labelling, packaging and prohibited ingredients. The consultation will close on **31 March 2021**.

The consultation paper is at [Consultation Hub](#).

CHF will be responding so you can send thoughts through to **Jo Root, Policy Director**, at Jo.Root@chf.org.au or you can put in your own submission.

CONTACT JO ROOT

Medical Research Future Fund's research missions

Six of the Medical Research Future Fund's [research missions](#) are currently undergoing national consultation.

Through February and March 2021, two webinars will be held for each Mission to assist the public in developing consultation submissions.

To register for the webinars, visit the consultation page for each Mission (listed below).

[Cardiovascular Health Mission Consultation Page](#)

Webinar dates: Tuesday 23 February, Wednesday 10 March

[Dementia, Ageing and Aged Care Mission Consultation Page](#)

Webinar dates: Tuesday 16 February, Friday 19 March

[Genomics Health Futures Mission Consultation page](#)

Webinar dates: Tuesday 16 March, Thursday 25 March

[Indigenous Health Research Fund Consultation page](#)

Webinar dates: Tuesday 23 March, Tuesday 30 March

[Stem Cell Therapies Mission Consultation Page](#)

Webinar dates: Thursday 11 March, Friday 26 March

[Traumatic Brain Injury Mission Consultation Page](#)

Webinar dates: Friday 19 February, Friday 5 March

Submissions for each consultation closes on 23 April 2021.

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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