



News and views on health consumer issues - May 2020



## COVID-19 Roadmap urges value-led recovery

Australia's eight leading universities have joined to produce a document impressive in scope and detail to provide a guide out of our crisis. It's [COVID-19 Roadmap to Recovery. A Report for the Nation](#).

The Report provides a persuasive mix of values and valid data to guide our exit from the pandemic.

It sets out a comprehensive evidence-based analysis of the strategies available to Australia in responding to COVID-19.

But the Report also emphasises the importance of our values in the way we as a community tackle the challenges ahead.

“At a time of national crisis, and in turning our minds to the recovery from it,” the report says, “it is vital to clarify the key values and principles that will guide decision-making when we will face many difficult challenges and trade-offs.”

These principles include protection of civil liberties, equal access to care, shared economic sacrifice and enhancing social well-being and mental health.

As *Roadmap to Recovery* states, although equal treatment is a fundamental Australian value, the virus, and our policies to control it have impacted some disproportionately.

“Therefore, renewal and recovery programs should focus on those most affected first. In the long run, they should foster social and economic innovation that will make all Australians more resilient in the face of future shocks.”

The role for organisations like CHF is also promoted in the *Roadmap* which urges a significant role for community organisations in spreading accurate and effective messages to counter the virus. It acknowledges the need to enlist the support and assistance of independent, credible and trustworthy advocates such as healthcare workers, educators and community leaders to convey key messages.

It recommends enhancing the impact of communication by establishing community reference groups to provide ongoing input into the decisions that affect them and also how best to communicate them.

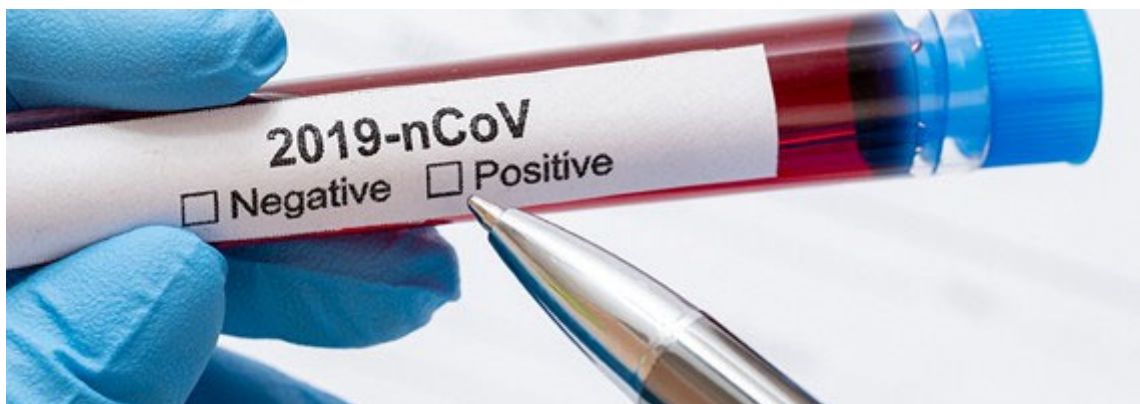
CHF is already taking an active part in communicating information that’s aimed at supporting community knowledge and responses. We have backed telehealth and pressed for the continuation of arrangements beyond September, and we have joined a coalition of over 15 other organisations to form the Continuity of Care Collaboration, which will work collaboratively to urge people to maintain their contact with doctors.

CHF is the Consumer and Community Partner of the National COVID-19 Clinical Evidence Taskforce, which provides continually updated, evidence-based clinical guidelines to promote best available care, and this month we brought a group of consumer advocates into a discussion with National COVID Health and Research Committee and the NHMRC Australian Ethics Committee to discuss ethical issues emerging from the pandemic.

For a comprehensive account of the Roadmap report see our blogpost: "[Values guide our response to COVID-19](#)"

**Leanne Wells**  
Chief Executive Officer

## News and Resources



**Coronavirus (COVID-19)**

## Resources and information

Healthdirect - Australian Government Health advice portal for consumers, [Coronavirus information](#), [symptom checker](#) and helpline: 1800 022 222

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

Two Telehealth [guides for consumers](#) - [What is Telehealth](#) and attending a [video consultation](#)

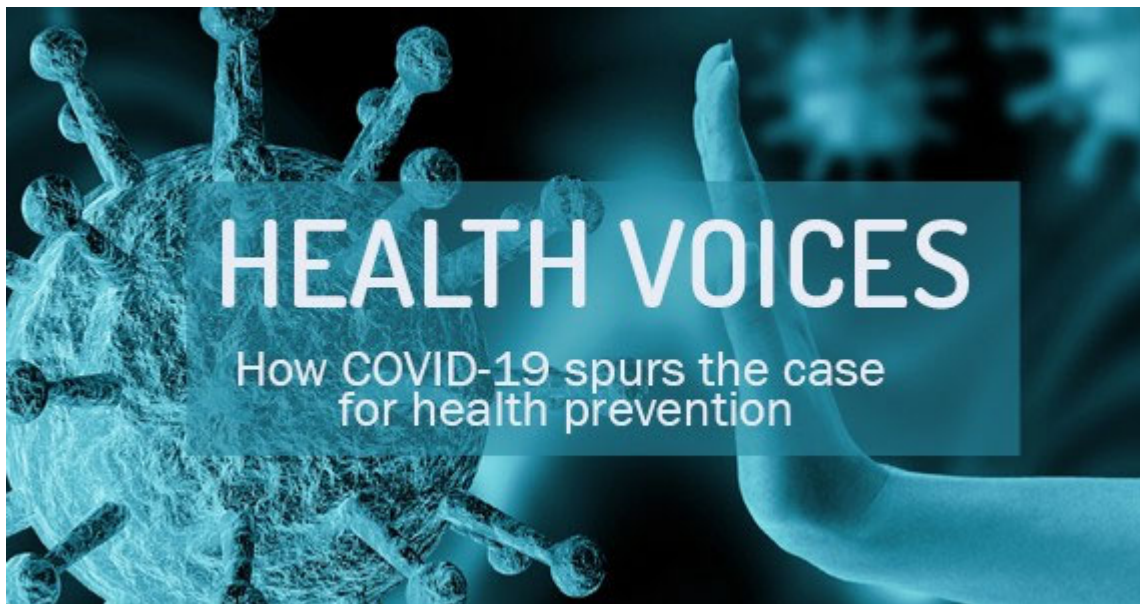
A new [information hub from NPS MedicineWise](#) will help you be medicinewise during COVID-19

Australian Commission of Safety and Quality in Healthcare

Translated resources for [people in migrant communities](#)

Handy mythbusters from the [World Health Organisation](#)

DEPT OF HEALTH COVID-19 UPDATES



## How COVID-19 spurs the case for health prevention

Issue 26 | May 2020

The post-pandemic era offers fresh impetus to support healthier living

In the May 2020 edition of *Health Voices*, leading health leaders and consumers reflect on how the pro-wellness policies are paying off in the fight against the virus.

**HEALTH VOICES** is the Journal of the Consumers Health Forum of Australia

HEALTH VOICES



## NPS MedicineWise App

The **MedicineWise app** from **NPS MedicineWise** is a free medicines and health management tool funded by the Australian Government Department of Health that not only sends you reminders to take your medicines, but also keeps you up to date with the latest health information, resources and COVID-19 updates. It's available on the App Store and Play Store.

## Job opportunity

### Policy Officer - part-time

CHF is looking for a Project Officer to support work on COVID-19 Clinical guidelines. If you have experience working with committees, thrive in a fast-paced and demanding environment and have an interest in health and health literacy issues, we would like to hear from you.

Our office is based in Canberra. This job can be done remotely and so applicants based in other locations are encouraged to apply.

[FIND OUT MORE](#)

## 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.

These could be new ideas from consumers to stem spread of infection, or innovations by doctors, nurses and clinics to increase access and improve care.

Sharing ideas that are making a difference where you live will help us all to beat the virus, increase access to care and calm our lives.

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

EMAIL THE COMMUNICATIONS TEAM

### Webinar replays

#### COVID-19 Telehealth in Primary Care

Want to know more about telehealth in the age of COVID-19? This CHF-hosted webinar features representatives nominated by some of Australia's key healthcare peaks including the Royal College of General Practitioners, the Pharmaceutical Society of Australia, Australian Psychological Society, and Allied Health Professions Australia. .... RECORDED: 8 MAY 2020

WATCH THE REPLAY



#### The National Health Information Strategy: What is it and what does it mean for consumers?

What impact could events like COVID-19 have on Australia's future health information strategy?

Hear ABC Coronacast's Dr Norman Swan and others talk on this, and more ..... RECORDED: 24 APR 2020

WATCH THE REPLAY



### Conferences & workshops

---



## Summit 2021 - Shifting Gears

The **CHF Summit: Shifting Gears** has been postponed until **18-19 March 2021** due to the COVID-19 pandemic. The closing dates for abstract submissions and registrations have been extended. We look forward to welcoming you to our rescheduled conference 18-19 March 2021.

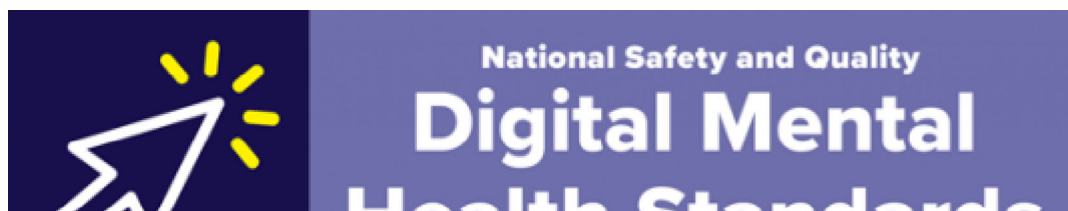
**Keynote speakers include:** ABC TV's Ellen Fanning, Dr Kate Mulligan, Director, Policy and Communications for the Alliance for Healthier Communities in Toronto, and Vincent Dumez, Co-Director and patient partner at the Centre of Excellence on Partnering with Patients and the Public, University of Montreal - [read more](#) .....

The summit will offer 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.

Submissions for abstracts are also **now open**. We invite you to propose topics relevant to contemporary issues *in health reform from a consumer perspective*. See more about [topics for submissions](#).

**Find out more**

**Consultations and surveys**





## Digital Mental Health Standards

The Australian Commission on Safety and Quality in Health Care (the Commission) is continuing the consultation process on the draft National Safety and Quality Digital Mental Health (NSQDMH) Standards.

The Commission recognises that the COVID-19 pandemic has put unprecedented demand on health services and healthcare workers, and has affected the lives of all Australians. We appreciate any support you can provide for this project under the current circumstances.

To allow organisations and individuals additional time to respond, the Commission is extending the end date of the consultation process to 29 May 2020. Stakeholders can view the draft NSQDMH Standards on the [Commission's website](#) and provide feedback via an [online survey](#).

[MORE INFORMATION](#)

## Australia's Health Panel



Australia's Health Panel allows consumers to comment on health policy and issues, and offer feedback on trends and discussions. Our current survey is open and asks for your views on the **COVIDSafe app** now that more details about it are publicly known.

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 members.

[Find out more](#)

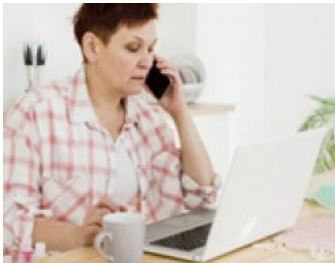
[Media Releases and editorial](#)



## Values guide our response to COVID-19

Australia's eight leading universities have joined to produce a document impressive in scope and detail to provide a guide out of our crisis..... BLOGPOST: 8 MAY 2020

[LEARN MORE](#)



## Staying connected - so doctor and consumer know best

Telehealth has proved to be of great benefit for consumers with chronic conditions at a time of strain on health services caused by COVID-19 .....

MEDIA RELEASE: 28 APR 2020

[LEARN MORE](#)



## COVIDSafe to help track down virus

Having the right privacy protection safeguards and consent arrangements in place is critical - it's fundamental to the 'social contract' between the government and the community .....

MEDIA RELEASE: 27 APR 2020

[LEARN MORE](#)

[Elective surgery restart vindicates anti-COVID strategy](#)..... MEDIA RELEASE: 21 APR 2020

[Non-COVID patients also need care](#)..... MEDIA RELEASE: 16 APR 2020

[Health funds must inform members of windfall gains](#)..... MEDIA RELEASE: 7 APR 2020

[Consumers partner COVID clinical taskforce identifying trusted treatments](#).....

MEDIA RELEASE: 7 APR 2020

## READ ALL MEDIA RELEASES & OPINION

### 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

7B/17 Napier Close,  
Deakin ACT 2600

02 6273 5444

info@chf.org.au

[Unsubscribe](#)

