

Consumers Shaping Health



News and views on health consumer issues - October 2020



A healthy budget that raises hopes for the future

There is much to appreciate about the level of support for health in the Federal Budget. The solid funding increases for Medicare, PBS and public hospitals; and the substantial financing of the COVID emergency response and the significant commitment of funding to ongoing development of telehealth have opened new and substantial fields of spending.

We are benefiting from the sound basis that the Australian health system provides and by the force of circumstance that has prompted the Government to pour extraordinary amounts of money into health.

The response from the health community has been largely positive although laced with a measure of concern about wider community needs that so often lead to poor health. Notable in the budget has been the absence of any significant attention to the social determinants of ill-health --- like shortages of affordable housing, and inadequate or non-existent income support for the many people like refugees and foreign students.

Despite the widespread community shock at the plight of aged care residents, the increase in Home Care Packages while significant falls well short of what is needed to reduce the waiting times.

There remain great areas of need, not just in aged care, but also in mental health where a doubling in Medicare-funded psychology services will still leave many people out of the loop.

These zones of continuing misfortune demonstrate an overall shortfall in not just money but in coherent, joined up planning. We still await the full scope of the Productivity Commission report on mental health to be implemented and must hope that the Royal Commission into Aged Care will prompt watershed system changes to provide real care and dignity for elderly people.

It may seem unreasonable, but attention is already moving to what the Government will do for health in next year's Budget just seven months away.

The Government has proved adept at short term bandaging, but longer term, more strategic goals in health --- like primary health care reform and preventive health --- pose challenges still to be met.

For consumers there are various pathways opening fresh prospects for more individually focused, patient-centred health care like social prescribing, and self-care -- the latter the subject of the [blueprint for reform](#) released last week.

The changing dynamics of health care provide we consumers with fresh ways of thinking about our health care that help persuade our political leaders to resolve longer term challenges.

Leanne Wells
Chief Executive Officer



News and Resources



Enter your Big Idea into our competition for consumers

Do you have an idea to change the way healthcare is delivered? Or to fix a problem - or to transform how the health system works?

We are inviting you to produce a video about your Big Idea for Health. Winning ideas will feature at a event with Ellen Fanning,* from the ABC's *The Drum* at our Australian and New Zealand [Shifting Gears Virtual Summit](#) March 18 -19 next year.

The sponsor for the Big Ideas Forum is CSIRO

**Ms Ellen Fanning appears by arrangement with Claxton Speakers International*

[FIND OUT HOW TO ENTER](#)



CHF Budget Briefing and analysis for stakeholders

The Federal Budget 2020-21 was handed down on Tuesday 6 October 2020. CHF staff worked hard to bring you the latest information and to provide expert commentary on how the budget affects the health consumers. Our Budget Briefing analysis and follow-up webinar is available on our website.

[GET CHF's RESPONSE](#)

The logo for 'Join Us' features a stylized white icon of three people with their arms raised, followed by the text 'Join Us' in a white, sans-serif font, all set against a purple background.

Join Us

A banner with a blurred background of people. The text 'Join us to save lives and improve the health of Australians.' is written in white, bold, sans-serif font across the center.

**Join us to save lives and
improve the health of Australians.**

Join us in medical research

Participate in research and help to prevent, treat and find cures for disease. Sign up to be matched with research studies.

Join Us is a simple online register that helps researchers prevent, treat and find cures for disease. For you, your family, your neighbours and for everyone. Join Us today.

The [Join Us register](#) is an easy way for millions of Australians to participate in life-saving health and medical research. It is a secure register that matches participants with research studies addressing Australia's biggest health challenges. There is no obligation for you to participate in any research project.

CHF has been a member of the Steering Committee in the design and set up of this research register and believe that improving the success rates of health research in Australia will lead to health improvements for all Australians.

The Join us register was recently featured on ABC's [The Health Report](#) with Dr Norman Swan

[SIGN UP TO THE REGISTER](#)



CHF

Australia's Health Panel

Australia's Health Panel

This week saw the publication of two Australia's Health Panel reports based on recent surveys run through AHP.

The first was the AHP [Report on consumer views about Pharmacy](#) following the commencement of the 7CPA in July 2020. The report shows a strong desire for more accessibility and transparency in pharmacy options.

The second was the AHP report on [consumer attitudes and experiences](#) with facemasks as part of the ongoing COVID pandemic. It found that consumers were largely accepting of wearing facemasks to counter the pandemic but they believed more work needed to be done to overcome practical issues that affect mask usage.

[SEE ALL OUR AHP REPORTS](#)



Why we care - National Carer's Week 11 - 17 Oct

Carers are people who provide unpaid care and support to family members and friends who have a disability, mental health condition, chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged – anyone at any time can become a carer.

National Carers Week is an opportunity to raise community awareness among all Australians about the diversity of carers and their caring roles.

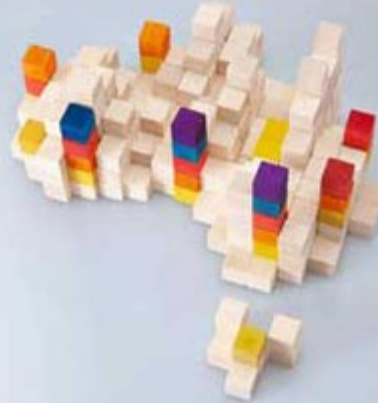
[GO THE WEBSITE](#)

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

BETTER CARE EVERYWHERE

Healthcare variation
in practice

PROGRAM SERIES



New online program series in 2021

The Australian Commission on Safety and Quality in Health Care (ACSQHC) is excited to announce the Better Care Everywhere, Healthcare variation in practice online program series.

Starting in February 2021, our program series will include presentations and webinars with live Q&A sessions, delivered by high profile Australian healthcare policy leaders, clinical experts and consumer representatives, as well as Commission staff.

This program series will benefit clinicians, health service leaders and managers, policy makers and students. It will also be of interest to consumers who want to make sure they receive the right health care, no matter where they are.

Find out how you can help drive improvements in the equity of health care in Australia. Registrations will open soon.

[GO THE WEBSITE](#)



World Skin Health Day

World Skin Health Day 2020

For World Skin Health Day 2020, the Australasian College of Dermatologists has been collecting stories about patients' experiences when receiving care from their dermatologist by phone or video chat, known as telehealth.

To support patients and their families the college will soon be launching a patient resource on what to expect and how to prepare for a telehealth appointment.

[GO THE WEBSITE](#)

CHF Conference - abstracts close 16 Oct 2020

CHF Summit 2021 - 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

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

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.

[FIND OUT MORE](#)

Surveys and consultations



Do you or someone you care for have arthritis back pain or another musculoskeletal condition?

Musculoskeletal Australia (MSK) is very pleased to officially launch its national consumer survey, which will be the largest and most comprehensive consumer-driven survey of people living with musculoskeletal conditions and their carers, undertaken in Australia.

The survey will allow the voices of the 1 in 3 Australians affected to be heard, and the results will be used to determine how care can be improved.

Take the [survey now](#)

Read more [information about the survey](#).

[TAKE THE SURVEY](#)

Survey on consumer's understanding of regulation of complementary medicines, focussing on Traditional Chinese Medicines

Do you take complementary medicines in management of pain or to maintain general health? Help researchers understand how you view regulation of these medicines now they are now widely advertised in Australia.

You are invited to participate in an anonymous survey about your understanding of the regulation of the complementary medicines by the Therapeutics Goods Administration (TGA), with a focus on Traditional Chinese Medicines (TCMs) conducted by researchers at Monash University.

The survey takes approximately 10-15 minutes to complete. Your responses will contribute to understanding of the effectiveness of current regulation of complementary medicines and how this might be improved.

The survey will close 15th of October.

[TAKE THE SURVEY](#)

We're looking for people living with heart failure or caring for someone with heart failure



Heart Failure consumer survey

Are you living with heart failure or caring for someone with heart failure?

If this is you, we'd love you to complete our 5 minute survey. Your responses are confidential & will help us design an educational program to improve the management of heart failure.

Your contribution will help identify opportunities to improve the management of heart failure and reduce preventable hospitalisations. Your responses are anonymous and confidential.

[NPS MedicineWise](#) is an independent, evidence based, not-for-profit organisation that works to improve the safe and quality use of medicines

[TAKE THE SURVEY](#)



Have you had a session with a...
Diabetes educator
Exercise physiologist/ scientist
Occupational therapist
Osteopath
Podiatrist
Speech pathologist
Sports scientist
via video conferencing or telephone?

Complete a survey about your experiences to go into the draw to win a \$500 debit card

Survey on Telehealth by Melbourne University and Allied Health Professionals

You are invited to participate in a research project to help us find out about the experiences of people who have received care from an allied healthcare clinician during the COVID-19 pandemic. If you or your parent/carer are happy to share your thoughts and complete a brief survey.

The survey will take 15-20 minutes to complete. Survey responses will be anonymous and no identifying data (e.g. names, addresses etc.) will be collected.

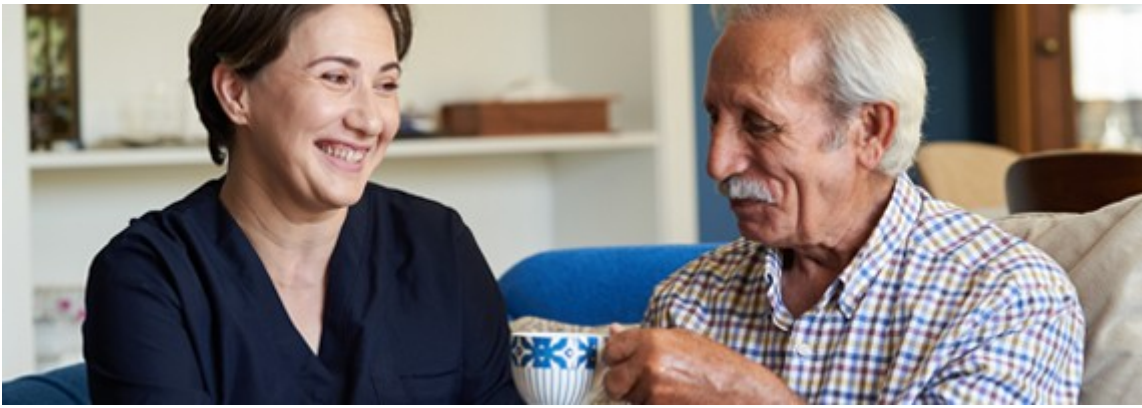
Participants in the survey will go into a draw to win a **\$500 prepaid visa card**.

[Survey for consumers](#)

[Survey for clinicians](#)

For more information contact Dr Stephanie Filbay, email: stephanie.filbay@unimelb.edu.au or Tel: (03) 8344 0088

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.



Dementia medicine survey

A university study into medicines for people living with dementia is seeking to hear from people living with dementia, their carers, family members and friends as well as health care professionals and students who have experience with care for people with dementia.

The study is being conducted by researchers from the University of South Australia, in collaboration with researchers from the University of Sydney, Monash University and University of New South Wales, and in partnership with the James Lind Alliance.

For more information and to complete the questionnaire online go to: "[Quality Use of Medicines in People Living with Dementia: Determining research priorities](#)" OR for a paper copy with reply paid envelope to be sent to you, contact Dr Emily Reeve, Phone: 08 8302 2757 or E-mail: priorities.dementia@unisa.edu.au

[GO TO THE WEBSITE](#)



Australia's Health Panel - New survey

For October 2020, as part of the Drop the Jargon campaign and to recognise Health Literacy Month, we want to find out how well the members of Australia's Health Panel understand some common medical terms and acronyms and hear about your experiences understanding the language used in healthcare.

To see how well you understand some common medical jargon and to tell us about your own experience with jargon in healthcare, login or sign up to [Australia's Health Panel](#)

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.

[Join Australia's Health Panel](#)

Webinars

CHF Talks

Consumers shaping health
WEBINAR SERIES

CHF
Consumers Health
Forum of Australia

Self-care... patient power

#CHF Talks webinar series

This 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.

The report calls for government leadership to spur Australians to take more interest in and control of their health care.

The Mitchell Institute health policy team at Victoria University leads the Australian Health Policy Collaboration (AHPC).

The world-leading policy blueprint is endorsed by more than 50 health experts across the country and calls for new and inclusive policy proposals to support self-care and improve health — for all Australians.

This webinar will drill down into the recommendations in the Blueprint that will be of interest to consumers.

It will be an 'in conversation' format with the main author of the Report, the Institute's Professor of Health Policy, Rosemary Calder, and focus on extending the advocacy, profile, and discussion around the top 3 Blueprint recommendations further.

For a copy of the report and other information, [visit the CHF website](#)

REGISTER

What COVID-19 has taught us about health and health care - lessons from Melbourne

Australian Healthcare and Hospitals Association

AHHA is hosting a webinar to share and discuss the experience of Cohealth, the community health organisation operating across the north and west of Melbourne. It was central to the response to COVID-19 in Victoria, providing primary care to the residents of the high rise flats under hard lockdown and continues to provide infection control supports and primary care services. It has been instrumental in developing an innovative model of care for COVID positive patients in the community.

When: 12:30 pm on Wed 14 Oct

Cost: Free for AHHA members, \$22.00 for non-members

REGISTER

Digital Health Cooperative Research Centre



REIMAGINING HEALTHCARE IN AUSTRALIA

The role of digital in future health delivery

Reimagining healthcare in Australia: The role of digital in future health delivery

There is no question that we've seen a rapid acceleration of Australia's virtual care capacity as a result of the COVID-19 global pandemic. However, there are many

questions about the role of virtual health in Australia and how we ensure capability meets aspiration for the future.

Panelists, Dr Brendan Murphy, Secretary of the Department of Health, Leanne Wells, CEO, CHF, Mark Simpson, eHealth NSW, Dr Steve Hambleton, Digital Health CRC Board, Gabrielle O’Kane, CEO, National Rural Health Alliance, and Prof Tim Shaw, Digital Health CRC and explore the fundamental considerations including:

- What does the path from telehealth to virtual care look like, and how should we navigate it?
- What pace do we need to deliver scale and value, to make sure virtual care remains viable?
- How do we increase value through a hybrid virtual care model?
- Are we ready for this hybrid care model and does everyone, from clinicians to patients, actually want it?

[WATCH THE REPLAY](#)

Conferences & workshops



Over 230 confirmed speakers.
One registration for full access!

CHF Consumers Health
Forum OF Australia

Presented by the AUSTRALASIAN INSTITUTE OF DIGITAL HEALTH

AIDH

Australasian Institute of Digital Health - Summit 2020

The **Digital Health Institute Summit 2020** will unite the digital health movement in 2020, one of the health sector’s most challenging years. It presents a unique opportunity to reconnect with like-minded peers and forge new alliances as we bring together clinical leaders, researchers and forward thinkers to present their latest innovations, best ideas and practical case studies. With over **230 confirmed speakers** covering a wide range of digital health topics, there’s something for everyone, no matter what your area of speciality or interest.

You can attend the whole Summit, in-person or virtually, with **just one registration!** One registration gives you access to ALL five city programs plus the Global Speaker Showcase, an online group of digital health leaders and expert presenters. Full conference content will be available on-demand for two months post event.

[FIND OUT MORE](#)

CHF | SUMMIT 2021

Shifting Gears

18-19 March 2021



Summit 2021 - Shifting Gears

Abstract submissions close this week

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 website](#)

Conference features

Pre-conference masterclass

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

Capturing experiences of care

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

[Pre-conference masterclass](#)

Media releases and editorial

[Patient power blueprint released](#)

The Consumers Health Forum welcomes a new report released today which sets out a national blueprint for support and development of self-care.... [MEDIA RELEASE: 7 OCT 2020](#)

[Telehealth must be the start of the health ‘revolution’](#)

The Federal Budget provides for the beginnings of a “revolution” in health care that should be a down payment for wider reforms and investment to meet 21st century needs...

[MEDIA RELEASE: 6 OCT 2020](#)

[Leading health groups call on government to address climate health impacts in National Preventive Health Strategy](#)

Over 30 health groups today released a Joint Statement calling on the federal government to address climate change in the National Preventive Health Strategy...

[MEDIA RELEASE: 22 SEPT 2020](#)

[Patient Safety Day: In everybody’s interest](#)

September 17, is World Patient Safety Day and consumers and those who work to prevent infection are calling for all Australians to recognise the vital part we can all play in uniting to halt COVID-19....

[MEDIA RELEASE: 16 SEPT 2020](#)

[Understanding Australia’s Virtual Care Needs](#)

Health systems around the world have been looking closely at ways that virtual care could enhance the sustainability of health services, a shift accelerating as COVID-19 drives a rapid...

[MEDIA RELEASE: 08 SEPT 2020](#)

[Digital reimagining for benefit of all](#)

CHF has undertaken numerous activities during the pandemic to gauge consumer sentiment on federal government initiatives...

[BLOGPOST 22 SEPT 2020](#)

[Partnership to better health](#)

How can patients and clinicians get a better outcome from health care? It’s a question of central importance never more so than now with health cares...

[BLOGPOST 18 SEPT 2020](#)

[Understanding Australia’s Virtual Care Needs](#)

Health systems around the world have been looking closely at ways that virtual care could enhance the sustainability...

[MEDIA RELEASE: 08 SEPT 2020](#)

[READ ALL MEDIA RELEASES & OPINION](#)

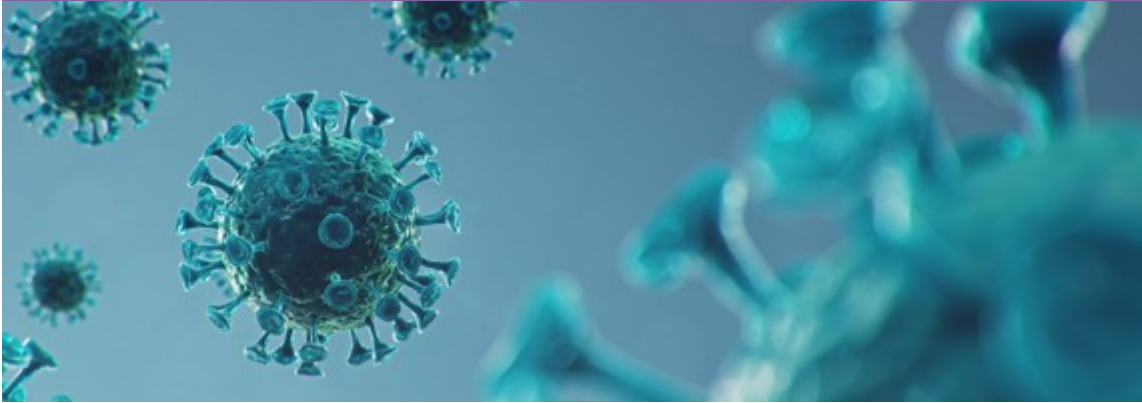
Webinar replays

A summary of our recent webinars for health care consumers

- 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 about COVID-19 for speakers of languages other than English



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.

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](#)



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

[Unsubscribe](#)



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