

healthUPdate

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From the CEO



COVID wargame must target community support

Positive responses from supporters to the national “wargame” roundtable I attended last week have certainly highlighted both the urgent need for, and value of, community input.

Even after some months of the national vaccination program we are hearing of forgotten corners of the health services community who remain largely unvaccinated. This week it came to light that few [home aged care staff](#) are vaccinated.

Such gaps in vaccination and support communication, surely would be less likely if we had more comprehensive and vigorous support for all levels of the community.

As I said in [my message](#) to members about the roundtable there is information fatigue that risks important information getting lost in the noise, that there needs to be much more transparency about vaccination availability and progress and clearer communication to vulnerable groups including young people. Members have written in to support our message.

Separately, Health Consumers Tasmania’s CEO Bruce Levett has written persuasively in a [Croakey article](#) that the community can play two important roles to counter the fatiguing and unproductive battles among our political leaders.

He recommends firstly a civil public conversation about where we go from here led by the community... a conversation without the politics and driven by communities.

And secondly, he says involve the community in the decision-making process. "As a government, you cannot ask the community to trust your judgements and decisions if you in turn won't trust the community with all the information that was used to make those decisions in the first place."

We are still seeing an absence of communication with devastating outcomes: the outbreaks in New South Wales and Victoria have mirrored each other in the way the virus has spread through culturally and linguistically diverse communities, exposing flawed messaging by both governments.

As FECCA's CEO, Mohammad Al-Khafaji, speaking on behalf of CALD communities which have so often been the most the most troubled by COVID, the pandemic has highlighted that all governments need to do better in [their communication](#) and preparedness for [#multicultural](#) communities.

There is at least some more positive news in the latest [Vaccine Hesitancy Report Card](#). It shows a significant fall in vaccination reluctance, down from one third of Australians to about one fifth hesitant. However, we still need to continue efforts to encourage everybody to get their jabs, particularly among young adults and Queenslanders who tend to express a higher rate of hesitancy.

Leanne Wells
Chief Executive Officer



National Digital Health Survey

Share your thoughts and play a role in healthcare transformation

We invite you to participate in this national survey on consumer perception, uptake and barriers to using virtual health technologies. The survey is part of a priority area of research on virtual care, enabling consumers to provide much needed evidence and play an active role in transforming the future of healthcare.

It aims to understand consumer willingness, ability, likelihood, and potential barriers for connected care – how people engage with healthcare providers and services through digital technologies.

The results from this survey will inform a White Paper which will be submitted to Federal Government, assisting with future policy design and service development. This is a unique opportunity for you to share your thoughts and play an active role in healthcare transformation.

Part of a collaborative research project through the Digital Health Cooperative Research Centre (DHCRC), led by Curtin University with Deloitte and Consumer Health Forum (CHF).

Closing on Wed 4 August 2021.

Please share with your networks





Join the new Mental Health Consumer Special Interest Group

Would you like to help shape and inform CHF policy and advocacy to improve mental health care for all consumers?

Special Interest Groups (SIGs) add greater consumer insight and perspective in shaping CHF's policy and advocacy work. This new SIG on Mental Health will add a direct voice of lived experience to inform CHF policy and advocacy in mental health, and across illnesses and medical conditions where mental health is a factor or comorbidity. For example, consumers living with pain and chronic conditions often experience anxiety, depression or other mental illness.

If you are a mental health consumer or carer of a mental health consumer with strong connections to your community, or if you are, or have been, a consumer advocate in mental health care we would like to hear from you.

Applications are encouraged from people or carers with diverse mental health needs and backgrounds, including diverse levels of English language and literacy skills.

Contact **Tammy Wolffs**, Senior Policy Officer (t.wolffs@chf.org.au) for more information. Applications close Sunday 15 August.

SEE MORE

Help with a telehealth student project and receive \$\$\$

Have you used telehealth or are you a carer of someone who does?

We are partnering with the Digital Health Co-operative Research Centre (DHCRC) for the annual 'Concept Camp'. This will be an education experience for students working in teams to write proposals that tackle specific problems and challenges in the use of telehealth in Australia.

You can contribute by participating in a 20-30 minute one-on-one interview. The interviews will be recorded and used to generate "consumer stories" for Concept Camp participants. The students will use these stories to develop proposals for new ideas to overcome existing barriers, challenges or limitations.

If you are interested in sharing your telehealth experiences, fill out our Expression of Interest form and indicate your availability. If chosen you'll receive a \$50 eCard as a thank you for your time.

The Concept Camp is planned to be held in August 2021 and will have four themes: Mental Health, Chronic Health Challenges, Child Health Development and Disabilities.

For questions contact **Julia Nesbitt** at j.nesbitt@chf.org.au

SEE MORE



Our Summit for young health advocates is looking good!

The CHF Youth Health Forum's National Summit is taking shape with the [program released](#), [registrations open](#) and a virtual event confirmed.;

The Summit will be an event for youth health and consumer advocates, health and Youth based organisations, researchers and students, healthcare providers and policy makers.

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. We're looking forward to seeing you in Sept 2021.

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

[YHF SUMMIT WEBSITE](#)



Franklin Hooper *UNICEF Australia's Young Ambassador*

Frank has been advocating for mental health and the LGBTQIA+ community since he was 17 when he started his first not-for-profit organisation in the Northern Territory called *Keep Talking* and ran Katherine's first two pride festivals. He'll be part of YHF Summit discussion on "*What are the Policy Makers Missing for Young People?*"

[MORE ABOUT THE SUMMIT](#)

Is private health dying and will managed care finally kill it? The consumer perspective.

The managed care model of funding health care is proposed as an alternative to private health insurance. This is unsettling medical professionals who fear that care management arrangements will move away from the doctor-patient relationships. Consumers fear that its a move away from personalised and pateint-centred care.

CEO, Leanne Wells recently spoke at the Australian Medical Association National Conference on the subject arguing that managed care could still involve shared decision-making tools and in fact could strengthen this by making such tools a requirement and part of the development of the care plan and treatment.

While it could reduce variation in treatments it could also mean a reduction in low value care and help ensure care is evidence-based

FOR MORE

Medicines update



National Medicines Policy Review announced

The six terms of reference for the long-awaited review of the National Medicines Policy, which was announced in June, were released today (Friday 30 July). More information will soon be made available on the [Department of Health | National Medicines Policy](#) webpage.

The review aims to identify gaps in the NMP's objectives, partnership approach and accountabilities.

New labelling standards

New standards for labelling prescription medication were introduced in Australia this week to help combat the \$1.4-billion annual cost of medicine-related harm.

The new *national standards for labelling dispensed medicines*, introduced by the [Australian Commission on Safety and Quality in Health Care](#) (ACSQHC), comes after a 2018 study found that only 39% of Australians found it easy to understand medicine labels.

All prescription medicines must now be labelled in order of active ingredient, strength, formulation, brand name, the consumer's name, and dosing instructions.

A consistent national standard will help ensure that all consumers—particularly those with low health literacy—will better understand how to take their medicines safely and effectively.

FOR MORE



Australia's Health Panel

Australia's Health Panel is a way for you to have your say on topical health care services. Through the Panel, we ask you about a range of healthcare issues that may impact you, your family and your community.

The latest survey is for the Australian Commission for Safety and Quality in Health Care (the Commission).

The Commission developed the [8 National Safety and Quality Health Service Standards](#) (the Standards) for all health care delivery in Australia

Standard 2: Partnering with Consumers, underpins all the Standards, was included to improve health care quality. It recognises that health service organisations must partner with consumers (patients, families and carers) to deliver consumer centred health care.

The Commission has partnered with CHF to develop a 'Consumer Guide' for Standard 2 to support consumer representatives and advocates in their roles, and to encourage consumers who are interested in becoming representatives and advocates.

For July 2021, we are asking Australia's Health Panel what sort of things they want to see in a Consumer Guide and to give feedback into parts of the draft Guide. The Guide will help both consumers and health service organisations better understand how to get the most from their partnerships, and we want you to tell us if it all makes sense and is helpful.

Find out more about what you said - on loneliness, the vaccine rollout, the preventative health strategy and health literacy - [See the results](#) or [Join the Panel](#)

[COMPLETE THE SURVEY](#)

COVID-19 vaccine



Information on the COVID-19 vaccine

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

The new [COVID-19 restriction checker](#) is a search tool to help you find what you can or can't do in your state or territory as advice changes about COVID-19.

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.

[Learn how to protect yourself and others - how to stop the spread of COVID](#)

FOR MORE



Join Us - the national research register

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

[Is private health dying and will managed care finally kill it? The consumer perspective](#) - We welcomes the stepped-up campaign promoting COVID-19 vaccinations and says it should be just the start of a broader community-based campaign. [BLOG POST: 30 JULY 2021](#)

[CHF makes a point at vaccination wargame](#) - CEO, Leanne Wells, has advised a national 'wargame' roundtable of key points we believe must be considered in an effective National Covid-19 Vaccination Plan.. [BLOG POST: 21 JULY 2021](#)

[Now is the time to drive home the vaccine message](#) - We welcome the stepped-up campaign promoting COVID-19 vaccinations and says it should be just the start of a broader

All Media Releases and Editorial

Consumer program



Consumer representative vacancies

CHF nominates consumer representatives to high level committees and those related to funded priority areas. Calls for nominations are made via *Health Update* and the CHF website. Not all opportunities are advertised due to time limitations or because CHF decides to target invitations due to the specific work or strategic nature of the work involved.

More information about all the opportunities below can be found on our [Consumer vacancies webpage](#).

If you have any questions, please contact the person listed or alternatively, contact , **Kate Lyttle**, on 02 6273 5444 or email K.Lyttle@chf.org.au.



Technical Working Group - Patient Safety Reporting

Australian Commission on Safety & Quality in Health Care (ACSQHC)

The Australian Commission on Safety and Quality in Health Care is seeking a

consumer representative to sit on its Patient Safety Reporting Technical Working Group.

This group provides advice on specifying, testing and/or refining Patient Safety Reporting indicators for public reporting. The committee is composed of experts from the public and private sector with expertise in data analysis, indicator development, measurement and reporting, public and private data, clinical, biostatistics, data and analytic architecture, data science and network science.

The next meeting is scheduled for 10 Nov 2021.

Expressions of interest close midnight AEST on Sunday 8 August 2021

[MORE INFORMATION](#)

"Join Us" Advisory Committee Representation

The George Institute for Global Health

"Join Us" is national research register designed to engage the Australian community in diverse forms of medical research a project by [the George Institute](#) for Global Health.

Using a similar approach to the SHARE program, which has recruited more than 250,000 volunteers in Scotland, the Australian community is being asked to engage actively in the national medical research agenda.

The Institute is seeking consumer representatives for **two separate** but related committees:

- Join Us Consumer Engagement & Recruitment Committee
- Join Us Governance Committee

Expressions of interest close midnight AEST on Sunday 8 August 2021

[MORE INFORMATION](#)

Heart & Stroke Recovery Project Advisory Committee

Australian General Practice Accreditation Ltd (AGPAL)

The Australian Commission on Safety and Quality in Health Care is seeking a consumer representative to sit on its Patient Safety Reporting Technical Working Group.

This group provides advice on specifying, testing and/or refining Patient Safety Reporting indicators for public reporting. The committee is composed of experts from the public and private sector with expertise in data analysis, indicator development, measurement and reporting, public and private data, clinical, biostatistics, data and analytic architecture, data science and network science.

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[MORE INFORMATION](#)

TEXT4myBACK clinical trial

The University of Sydney

The University of Sydney is seeking consumer participation in a clinical trial, TEXT4myBACK, a text message intervention to support recovery of people with low back pain.

The study will compare two different formats of text messages that provide information about low back pain. It is being conducted at the University of Sydney and carried out entirely remotely.

People who have a current acute episode of back pain (i.e. less than 3 months) who are interested in participating should complete the study [pre-screening survey online](#).

If you meet the inclusion criteria, you will be contacted by the research team who will provide you with more information about the study.

If you participate, you will be asked to complete follow-up online surveys at 3, 6 and 12 months which require around 20-30 minutes of your time.

Expressions of interest close at 12:00 midnight (AEST) on Wednesday 1 December 2021

[MORE INFORMATION](#)

[SEE ALL CONSUMER REP OPPORTUNITES](#)

Full details of committee vacancies are only accessible on our website by our members and consumer representatives. If you do not have access and would like to apply, please contact Kate Lyttle on 02 6273 5444 or K.Lyttle@chf.org.au.

[BECOME A MEMBER](#)



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