



**eNews**

*Email Bulletin of Health Issues Centre*

*1 February 2008*

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## **WHAT'S HAPPENING AT HEALTH ISSUES CENTRE**

### **Consumer Nominee Program**

In December 2006, Health Issues Centre organised an end-of-year celebration for all the members of the Consumer Nominee Program. Each participant was presented with a Certificate of Appreciation signed by Fran Thorn, Secretary of the Victorian Department of Human Services. We asked the consumers present and others involved in our Consumer Nominee Program to share their vision for consumer participation in the year 2012. Here are their responses.

In five years time I would like to see:

- consumer participation reach beyond tokenism;
- management take consumer views seriously;
- that we have made a difference;
- that consumer participation is taught at university;
- a unified consumer body;
- that consumers to be seen as equal to the health professionals;
- health service go out and actively seek consumer input rather than expecting consumers to come to them;
- that there never has to be another presentation about "what is consumer participation";
- public awareness and acceptance of consumers;
- that consumer participation is part of the core business of a health service;
- the abolishing of federal and state divide about health services;
- an increase in general practitioner-patient ratio;
- the discussion about open disclosure is moved beyond just informed consent;
- that adverse events are reported and acted on in a transparent way;
- that consumer participation starts at secondary school;
- that health professionals incorporate a social model of health in treatment;
- that consumer representatives, and participation is a position of honour;
- that there is a role for consumers as trainers, lectures and education professionals;
- health professionals use consumer expertise to treat patients;
- that consumers have access to professional development opportunities the same as other health professionals;
- that consumers are able to present at conferences as experts in their field;
- a policy change at a government level regarding consumer participation;
- that consumers are acknowledged for their contribution by being paid a sitting fee and reimbursement of costs;
- that consumers are encouraged and assisted to offer training to other consumers;
- consumers becoming Consumer Researchers; and
- health professionals listening to consumers about what assists them in their recovery process.

## **JOURNAL NEWS**

### **Edition 93 is now available**

This edition of *Health Issues* journal focuses on environment and health. Articles examine the impact of fossil fuels on health, how hospitals can lessen their impact on the environment, the impact of residential environment on health and the need to make hospitals accessible for people with chemical sensitivities. Also included are articles on health and human rights, book reviews, outsourcing in rural Tasmania and consumers' stories.

For further information about this edition and/or order a copy, go to:  
[www.healthissuescentre.org.au/journal/index.asp](http://www.healthissuescentre.org.au/journal/index.asp)

## **NEW ON OUR WEBSITE**

Recent additions to our website, [www.healthissuecentre.org.au](http://www.healthissuecentre.org.au) include:

*Health Issues Journal Index 2000–2007*—contains all feature articles published in *Health Issues* journal between 2000 and 2007 arranged by subject.  
[www.healthissuescentre.org.au/docs/healthissuesindex2007.pdf](http://www.healthissuescentre.org.au/docs/healthissuesindex2007.pdf)

Two feature articles from the latest edition of Health issues journal:

*Creating a Greener Environment at Northern Health*  
[www.healthissuescentre.org.au/docs/jamcnulty93.pdf](http://www.healthissuescentre.org.au/docs/jamcnulty93.pdf)

and

*When the Hospital Makes You Sick*  
[www.healthissuescentre.org.au/docs/jamciver93.pdf](http://www.healthissuescentre.org.au/docs/jamciver93.pdf)

## **COMMUNITY PARTICIPATION**

### **Volunteer Consumer Representatives required for Cancer Network**

The Cancer Network is now recruiting consumer representatives, that is, people and their family members who have used cancer services, to join either the Western and Central Melbourne Integrated Cancer Service's Consumer Reference Group (which will meet formally four times per year) or our Consumer Register (whereby involvement can be negotiated according to each individual's interest and availability).

These are voluntary roles which allow for each individual's availability. Some of the ways in which you may assist in cancer services improvement could be through:

- participating on project or committee meetings;
- attending focus groups or completing patient surveys;
- contributing to new policy development;
- reviewing patient informational material such as brochures or information for our internet site.

You may be involved via the telephone, internet or face-to-face meetings. Assistance can be provided for car parking and travel costs.

For further information, please contact Joanne Moss, Ph: (03) 9656 2782  
Email: [joanne.moss@petermac.org](mailto:joanne.moss@petermac.org) or visit [www.wcmics.org](http://www.wcmics.org) for an application form.

## **TRAINING**

### **Developing Consumer Feedback Mechanisms that are Accessible and Relevant to CALD Communities and Consumers**

This workshop is designed for professionals working in primary and acute health, welfare and community development settings. The workshop will focus on:

- developing feedback mechanisms that will obtain high quality, relevant information from a diverse range of consumers;
- developing 'feedback literacy' amongst a diverse range of consumer;

- developing translated surveys, translated consumer information and other translated feedback materials; and
- Consumer feedback into quality improvement processes; and ensuring that your organisation is 'feedback friendly' to the feedback provided by diverse service users.

**When:** 26 February 2008  
**Time:** 9.30 am–4.00 pm  
**Where:** Centre for Culture Ethnicity and Health  
 81–85 Barry Street, Carlton, Victoria  
**Cost:** \$198.00 (including GST and lunch)  
**Bookings:** Ph: (03) 9342 9700  
 Email: [enquiries@ceh.org.au](mailto:enquiries@ceh.org.au)

### **Engaging CALD Communities through Arts and Culture Workshop and Showcase**

This workshop will assist participants to look at synergies between health promotion and culturally diverse communities and how to utilise arts and cultural expression to engage culturally and linguistically diverse communities. The showcase session will display three good practice models around engaging CALD communities through arts and culture from the following organisations: Multicultural Health and Support Services; Multicultural Arts Victoria; and North Richmond Community Health Centre.

**When:** 20 February 2008  
**Time:** Workshop 9.15 am–1.30 pm  
 Showcase 2.00 pm–4.00 pm  
**Where:** Centre for Culture Ethnicity and Health  
 81–85 Barry Street, Carlton, Victoria  
**Cost:** Workshop \$120.00 Showcase \$20.00  
**Bookings:** Ph: (03) 9427 8766  
 Email: [enquiries@ceh.org.au](mailto:enquiries@ceh.org.au)

### **Working with People with Dementia in Residential Care Settings**

This three-hour session presented by Alzheimer's Australia (Vic) covers topics such as: overview of dementia; developing effective communication strategies; and making most of your visit.

**When:** 28 March 2008  
**Time:** 10.00 am–1.00 pm  
**Where:** 100 Riversdale Road Hawthorn, Victoria  
**Cost:** Free  
**Bookings:** Are essential, contact Education Service, Ph: (03) 9816 5750  
 Email: [edu@alzvic.asn.au](mailto:edu@alzvic.asn.au)

## **DO YOU WANT TO BE INVOLVED**

### **Special Rates for Perth's First Consumer Congress**

Consumer issues will be under the spotlight at the 2008 National Consumer Congress to be held in Perth on 5–6 March 2008. This is the first time the Congress will be hosted outside of the Eastern States. The theme for the Congress is 'Challenges and Responses—Current and Future Issues for Consumer Policy', issues to be discussed include:

- **The Confident Consumer**—examining the current Federal review of the Australian consumer policy framework by the Productivity Commission;
- **The Complex Consumer**—examining the impact of behavioural economics on understanding consumer decision making;
- **The Virtual Consumer**—examining ecommerce and the future of the Internet in Australia; and
- **The Sustainable Consumer**—examining the interface between sustainability policies and consumer policy.

Non government organisations delegates will be eligible for heavily discounted registration fees, kindly subsidised by this year's host, the Department of Consumer and Employment Protection (Full standard rate for the Congress is \$1,100.00).

**Full Registration** \$180 Standard

**Day Registration** \$120 Wednesday, 5 March 2008, \$90 Thursday, 6 March 2008

*For more information about the 2008 National Consumer Congress go to:*  
[www.ncc2008.com](http://www.ncc2008.com)

### **Multicultural Mental Health Australia CALD Speakers Bureau**

Multicultural Mental Health Australia (MMHA) has established a Speaker's Bureau in the belief that having people who have experienced mental illness speak about their experiences to the media and groups will help to break down the stigma attached to mental illness and help others from culturally diverse backgrounds who are affected by mental illness. MMHA is currently seeking more people to become part of the Bureau and tell their stories. Everyone who joins the Bureau will be given special media training to assist them in sharing their stories with the media.

*For further information contact Margaret El-Chami. Ph: (02) 9840 3333*  
*Email: [Margaret.El-Chami@swahs.health.nsw.gov.au](mailto:Margaret.El-Chami@swahs.health.nsw.gov.au)*

### **Methamphetamine and Depression Intervention Trial**

Turning Point Alcohol and Drug Centre in collaboration with beyondblue is currently recruiting for a study of two new psychological interventions for methamphetamine users with symptoms of depression. The study will result in the development of an effective treatment for an increasing group in the community experiencing depression and will be directly transferable into clinical practice.

Participants must be regular amphetamine users experiencing symptoms of depression, 18 years and over and willing to attend six treatment sessions. Two-thirds of participants will receive six weekly one-hour sessions of treatment with a psychologist. All eligible participants will attend four assessments for which they will be compensated for their time and travel.

*For further information contact Angela Harney, Ph: (03) 8413 8446*  
*Email [AngelaH@turningpoint.org.au](mailto:AngelaH@turningpoint.org.au) or see Flyer:*  
*[www.healthnews.infoxchange.net.au/news/items/2008/01/189873-upload-00002.doc](http://www.healthnews.infoxchange.net.au/news/items/2008/01/189873-upload-00002.doc)*

### **National Patient Charter of Rights**

One of the priority programs for the Australian Commission on Safety and Quality in Health Care is the National Charter of Patient Rights. A Draft Charter has been developed and the Commission is now inviting any interested individual, group or organisation to send written comments on the Draft Charter. Feedback is particularly sought from consumer, patients, families and carers, community groups and consumer organisations.

*For Further information about making a submission and copies of the Draft Charter and Consultation Paper go to:*  
[www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/PriorityProgram-01](http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/PriorityProgram-01)

**Written submission will be accepted up to 7 March 2008.**

## TAKING PART IN HEALTH

### Join the Consumer Nominee Program—Giving all Victorians an Opportunity to Have a Say on Health

It's free to join and you will receive individual support, networking opportunities and access to Health Issues Centre training. We are currently recruiting new consumers to our Consumer Nominee Program (CNP). If you would like to work with others to make a difference then become a CNP member. People from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander, young people and people with a disability, are encouraged to apply. The CNP creates opportunities for individuals to:

- participate on committees;
- attend forums, workshops, conferences and training;
- participate with others in preparing submissions to governments; and
- become involved in campaigns to address important health issues.

*For further information, contact Assunta Morrone, Ph: (03) 9479 3520*

*Email: [a.morrone@healthissuescentre.org.au](mailto:a.morrone@healthissuescentre.org.au) or go to our website*

*[www.healthissuescentre.org.au/consumer\\_nominee\\_program/index.asp](http://www.healthissuescentre.org.au/consumer_nominee_program/index.asp)*

## SCHOLARSHIPS

### Co-morbidity Professional Development Scholarships

The National Centre for Education and Training on Addiction (NCETA) has funding to be awarded for co-morbidity professional development scholarships. Applications are open to alcohol and other drug (AOD) and mental health workers employed on non government organisations. The scholarships aim to build expertise across mental health and AOD co morbidities.

**Applications open 5 February 2008 and close 3 March 2008.** Applications available from [www.nceta.flinders.edu.au](http://www.nceta.flinders.edu.au)

*For further information contact NCETA, Ph: (08) 8201 7535,*

*Email: [nceta@flinders.edu.au](mailto:nceta@flinders.edu.au)*

## EVENTS OF INTEREST

### Time To Listen, Time To Act

TheMHS (Mental Health Services) 10<sup>th</sup> annual summer forum will focus on the social and emotional wellbeing of Australian Aboriginal and Torres Strait Islander people. The forum will raise the issues, highlight the problems and suggest future directions.

**When:** 21–22 February 2008  
**Where:** The Powerhouse Museum, Haymarket, Sydney  
**Contact:** TheMHS, Ph: (02) 9810 8700  
Email: [info@themhs.org](mailto:info@themhs.org), Website: [www.themhs.org](http://www.themhs.org)

### HACC Active Service Model Seminar

The Victorian Department of Human Services is exploring a new direction for home and community care provision. The model aims to strengthen existing practice and build quality improvement. The seminar will provide an opportunity to hear leading speakers in implementing capacity building, restorative care and wellness approaches in community care.

**When:** 25 February 2008  
**Where:** Sofitel Melbourne  
**Cost:** \$100.00  
**Bookings:** Jasna Tesevic, Ph: (03) 9096 8246  
Email: [jasna.tesevic@dhs.vic.gov.au](mailto:jasna.tesevic@dhs.vic.gov.au)  
Website: [www.health.vic.gov.au/hacc/projects/asm\\_project.htm](http://www.health.vic.gov.au/hacc/projects/asm_project.htm)

## **Boundaries of Belonging: Iraqi Women and Successful Resettlement—Moving Beyond culture as the Main Determinant**

This seminar will be a major opportunity to learn about Iraqi women's experience of resettlement including their experiences of accessing services and related gaps in service provision to this community, their struggle to make a new beginning, and how this impacts on their mental health and wellbeing.

**When:** 29 February 2008  
**When:** 9.00 am–2.00 pm  
**Where:** Multicultural Centre for Women's Health, Suite 207, Level 2  
Carringbush Building, 134 Cambridge Street, Collingwood, Victoria  
**Cost:** \$65.00 (including lunch and GST)  
**Bookings:** Multicultural Centre for Women's Health, Ph: (03) 9418 0999  
Email: [reception@mcwh.com.au](mailto:reception@mcwh.com.au)  
**By 22 February 2008**

## **RESOURCES**

### **Violence against Women with Disabilities Resource Manual**

This manual is produced by Women with Disabilities Australia and consists of four booklets:

1. A life like mine—contains individual stories and poetry by women with disabilities who have experienced violence;
2. Forgotten sisters—looks at the global epidemic of violence against women with disabilities;
3. It's not OK, it's violence—provides information for women with disabilities about domestic violence; and
4. More than just a ramp—a step-by-step guide for women's refuges to develop disability discrimination action plans.

*For more information and to order a copy of the manual, go to: [www.wwda.org.au](http://www.wwda.org.au)*

### **Smoking and Mental Illness: Costs**

This report was produced by Access Economic for SANE Australia and looks at the high incidence of smoking among people with mental illness—around twice the rate of other Australians—the costs involved, and the lack of quit programs specifically for people with mental illness.

*The report can be found at:*

[www.sane.org/images/stories/information/research/0712\\_info\\_smokecosts.pdf](http://www.sane.org/images/stories/information/research/0712_info_smokecosts.pdf)

### **Time Together, Time Apart**

This booklet is published by Carers Victoria and contains ten stories from 13 carers about their experiences of respite care and caring long-term for someone.

*Time Together, Time Apart can be found at:*

[www.carersvic.org.au/Assets/pdfs/Publications/TimeTogetherTimeApart.pdf](http://www.carersvic.org.au/Assets/pdfs/Publications/TimeTogetherTimeApart.pdf)

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[d.lowther@healthissuescentre.org.au](mailto:d.lowther@healthissuescentre.org.au)