



eNews

Email Bulletin of Health Issues Centre

5 September 2008

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URGENT

Consumer Commissioner - Expressions of Interest

Applications close **8 September 2008**

Australian Health Ministers established the Australian Commission on Safety and Quality in Health Care to lead and co-ordinate improvements in safety and quality in health care at a national level. Focusing on quality improvements in both the public and private sectors, the Commission identifies issues and policy directions and recommends priorities for action. It has responsibilities to report publicly on the state of safety and quality, disseminate information and knowledge, and provide strategic advice to Commonwealth, State and Territory Health Ministers on 'best practice' thinking to drive quality improvement.

The primary role will be to bring a background and knowledge of safety and quality in health care from a consumer perspective. To be a strong contender for this role, a candidate will need to:

- have proven experience as a consumer representative or advocate within the health care system
- have demonstrated ability driving change and contributing to service improvements within health care
- have the capability to reflect the viewpoints and concerns of consumers
- demonstrate that you have the confidence of consumers and consumer organisations to engage critical stakeholders across government and non-government levels.
- an understanding of the health system within Australia and of Commonwealth and State and Territory interactions.
- have the ability to communicate effectively and contribute to a dynamic and highly focussed team

Further information may be obtained by contacting Professor Chris Baggoley, Chief Executive, on (02) 9263 3633. Applications should be addressed to Mr Bill Beerworth, Chairman, Australian Commission on Safety and Quality in Health Care, GPO Box 5480, Sydney, NSW 2001.

[Download selection documentation \(PDF 13 KB\)](#)

WHAT'S HAPPENING AT HEALTH ISSUES CENTRE

Making links with Queensland Health

Health Issues Centre recently spoke with Paige Armstrong and Carolyn McDiarmid from Queensland Health, who are involved in supporting the new Health Consumers Queensland Ministerial Consumer Advisory Committee. The Committee aims to contribute to the continued development and reform of health systems and services in Queensland. The meeting was an opportunity to discuss consumer and community participation and engagement and to offer advice from the Victorian experience. Tony McBride and Lauren Cordwell will be meeting with members of the Consumer Advisory Committee and representatives of Queensland Health in late September.

Victorian Quality Council Consumer Member

Congratulations to Ivan Kayne who has been appointed to the new Victorian Quality Council. As you may know, Ivan is our Deputy Chair but is also a member of the Eastern Health Community Advisory Committee, a member of the Victorian Audit into Surgical Mortality Committee (Royal Australian College of Surgeons), a consumer member of the Medical Technology Association of Australia Code of Practice Complaints Committee, and a former Board member of Heart Support Australia, among others. We wish Ivan well in his new role.

Health Workforce Principal Committee

In a recent visit to Tasmania, Tony met with Dave Roberts, Secretary of the Department of Health and Human Services (DHHS), Tasmania, and Chair of the Health Workforce Principal Committee, which reports to COAG. Tony discussed with Dave the low level of consideration of consumer perspectives in the workforce debate, and advocated for more research as part of the development of new workforce initiatives on consumer views, especially on changes to health practitioner roles.

Tony also met with other DHHS staff involved with health policy development and the newly commencing development of a new consumer participation policy in Tasmania. He also discussed some potential training sessions with Cancer Voices Tasmania, along the lines of the workshops HIC runs with Cancer Voices Victoria.

Finally, Tony met with safety and quality staff at the Royal Hobart Hospital. The Royal Hobart must have one of the longest standing Community Advisory Committees in Australia, having commenced in 1994.

Health Issues Centre makes its views known

Health Issues Centre has been actively providing a response to a number of important policy documents within the past month including:

- Department of Human Services Mental Health Strategy: *Because mental health matters*
- Australian Physiotherapy Association: *Code of Conduct*
- Australian Commission on Safety and Quality in Health Care: *Background Paper on Community Engagement*
- Royal Australian College of General Practitioners: *Submission on National Prevention Strategy*

Interim Position Statement on Paying and Reimbursing Consumers to Participate

Health Issues Centre has received a number of responses to its recent Interim Position Paper on paying and reimbursing consumers to participate. We thank individuals and organisations who have provided us with a response and commend organisations that have begun to apply the principles. The Interim Position Statement was the focus of extensive discussion at a recent meeting of the Victorian Community Participation in Community Health Network where representatives from Community Health Services discussed the implications of such a statement.

To access the position statement visit

<http://www.healthissuescentre.org.au/publications/other.shtml>

Informing the Future Health Workforce about Consumer Participation

Health Issues Centre regularly receives requests from Universities to deliver a lecture or to talk with students about consumer participation. Within the past month, staff have provided lectures for undergraduate students at Deakin University and La Trobe University and participated in a panel discussion for postgraduate students at the University of Melbourne.

Visitors to Health Issues Centre

During August, Health Issues Centre had a visit from Dr Catherine Joyce, who is embarking on a new project with the Australian Institute of Health Policy Studies. Catherine's project involves conducting two deliberative forums to capture citizens' views on chronic disease prevention and health promotion. She visited Health Issues Centre to meet with staff and discuss various approaches for consulting the community. Information on the project can be found at www.aihps.org.au.

If you would like to visit Health Issues Centre call the office on (03) 9479 5827 or email info@healthissuescentre.org.au

NEW RESOURCES

The Victorian Quality Council has developed an online resource that explores the principles of quality and safety in health care. It is web-based and easy to use.

Introduction to Safety and Quality Principles

Introduction to Safety and Quality Principles is an online package developed to improve staff awareness of:

- safety and quality principles
- organisational specific safety and quality processes.

The package is designed for use by all staff and consists of:

- an online education package
- a checklist of organisational specific safety and quality processes (completed in consultation with a manager)
- instructions for managers (for health services to customise).

To find out more, go to:

http://www.health.vic.gov.au/qualitycouncil/safety_module/index.htm

Health Issues Centre has a resource which explains consumer roles in quality and safety.

You can download a copy of *Making Space for the Consumer Voice in Quality and Safety* by going to:

<http://www.healthissuescentre.org.au/documents/items/2008/04/204794-upload-00001.pdf>

Southern Melbourne Integrated Cancer Service (SMICS)

Health Issues Centre is pleased to announce the release of two important consumer participation resources. These resources were developed collaboratively by the Health Issues Centre and Southern Melbourne Integrated Cancer Service for Southern Melbourne Integrated Cancer Service (SMICS). The two documents have been developed to support health services to involve consumers, carers and community members:

1. Model of consumer involvement in quality and safety.
2. Model of consumer recruitment and management

For information regarding these documents, please contact SMICS on (03) 9928 8541. Both documents can be downloaded from the publications page of the Southern Melbourne Integrated Cancer Service <http://www.smics.org.au/default.asp?GID=17>

Latest Update from Australian Commission on Safety and Quality in Health Care

The August edition is now available on their website, along with all previous ones. It contains information on the new Australian Charter of Healthcare Rights, as well as various other initiatives.

Access the latest edition by visiting:

<http://www.safetyandquality.gov.au/internet/safety/publishing.nsf/Content/CommissionPublications>

Are you Working in the Area of Patients at Risk?

The **Australian Commission on Safety and Quality in Health Care** is pleased to invite you to attend a National Innovation Workshop on *Development and use of observation charts to identify patients at risk* to be held in Sydney on **14 November 2008**.

This workshop is an opportunity to showcase your work on managing patients at risk and learn about innovations from other healthcare centres. The development of a standard and validated observation chart is one initiative under a new program of work for the Commission regarding patients at risk of critical illness and serious adverse events. The program will also explore minimum standards for rapid response systems, particularly exploring the needs of rural and remote area and applying the learnings from the hospital sector on patients at risk in primary care.

The Commission is looking for exciting and innovative developments in the area of observation charts or related activities to be presented at the workshop and invites healthcare professionals working in this field to register their interest by completing the attached registration form.

To secure a place at this workshop, visit www.safetyandquality.gov.au and complete a Registration of Interest form. Fax it to the Commission on **(02) 9263 3613** by **30 September 2008**. The venue and times for the workshop will be advised in early October 2008.

Greater Citizen and Consumer Engagement in Health

Fiona Armstrong, Chair of the Australian Health Care Reform Alliance (of which Health Issues Centre is a member), has written an opinion piece on citizen engagement and the importance of having a set of principles to underpin the future health system.

To read the full article, visit <http://www.onlineopinion.com.au/view.asp?article=7828>.

New Website Community

An active community for consumers and carers for sharing and understanding mental health issues can be found at a new website linked with Coping Online People Enterprises (COPE). COPE has been established by the Barake Foundation specifically for women and those with mental illnesses such as anxiety or depression. The site owner is also looking for volunteers to contribute to the site and would welcome any feedback.

If interested, visit <http://copeinternational.ning.com/>

JOURNAL NEWS

Edition 95

This edition focuses on Cultural Diversity and is now available. More information on the *Health Issues Journal* can be found at our website:

www.healthissuescentre.org.au/journals/list-current.shtml

Invitation to Authors

We are currently seeking authors for our Summer 2008 edition that focuses on chronic disease. **The deadline for articles is Tuesday, 30 September 2008.**

More information on writing articles for the Journal can be found at:

<http://www.healthissuescentre.org.au/publications/journal.shtml>

or contact Health Issues Centre, via email at info@healthissuescentre.org.au

OTHER NEWS

Consumers Health Forum (CHF) – News

The latest edition of the regular Consumers Health Forum HealthUpdate (August 2008, Issue 15) is available. If you are a CHF member, you are able to download it from www.chf.org.au. It contains updates on range of initiatives including:

- CHF 21st birthday: Celebrate, challenge and change
- Member and consumer representative news
- A new information paper on chronic conditions self management
- Two workshops for consumer representatives on 23 and 24 September in Sydney, on consumer engagement and on quality use of medicines
- Nominations for the next CHF Governing Committee close on 10 September
- A national consultation process for a draft national code of professional conduct for doctors, Good Medical Practice, which runs until 28 November.

Mental Health Week and World Mental Health Day

Multicultural Mental Health Australia (MMHA) is inviting you to celebrate this year's Mental Health Week and World Mental Health Day (WMHD) in October. MMHA is inviting you to order World Mental Health Day posters, WMHD fact sheets in over 21 languages and other MMHA products. These are all available for free. Please visit the MMHA website at <http://www.mmha.org.au/About> for further information. If you would like to run an event on WMH Day you may also wish to upload it on our online calendar at <http://www.mmha.org.au/find/training-and-events/submit-event>. Events need to be submitted to MMHA before **15 September 2008**.

Here's an example of one of the fact sheets: <http://www.mmha.org.au/mmha-products/fact-sheets/mental-health-and-coronary-heart-disease/>

Media Release - New Rental Guides Reach More Victorians

(from the Minister for Consumer Affairs, State Government, Victoria - 22 August 2008)

Victorians with vision or reading difficulties will have better access to information on their rental rights with the release of new format guides on CD, cassette, Braille and large print. Consumer Affairs Minister Tony Robinson announced that the guide, *Renting in Victoria – a guide for tenants and landlords* would be accessible for more Victorians and demonstrated how the Brumby Government was taking action to help all Victorian consumers access information about their rights.

Copies of the new guide are available in CD, cassette, Braille and large print formats from the Consumer Affairs Victoria (CAV) website, regional offices, the Victorian Consumer and Business Centre, local libraries, the Real Estate Institute of Victoria (REIV), disability agencies and Blind Citizens Australia.

For further information, contact CAV on 1300 55 81 81 or visit the CAV website: www.consumer.vic.gov.au

DO YOU WANT TO BE INVOLVED

Personal Experiences With Mental Illness

Do you want to give others insight into your life with a mental illness and help change how people see you as a Mental Health Consumer or Carer? Nicci Wall is putting together a manuscript of personal experiences with mental illness for free distribution to carers, consumers, educators and clinicians, to increase awareness and reduce the stigma surrounding mental illness. She is inviting you to share your personal experiences with mental illness (Anxiety Disorder, Anorexia Bipolar, Borderline Personality Disorder, Depression, Obsessive Compulsive Disorder, PTSD, Schizophrenia, or any other mental illness). The manuscript is called *Glimpses - A Compilation of Uncensored Real Life*

Experiences with Mental Illness. A free updated version of the manuscript is distributed electronically on a quarterly basis; the next revised issue will be distributed in mid October.

To submit your consumer or carer personal experience to the next issue or be added or removed from the distribution list, please contact Nicci Wall:

Email: forwalls@xi.com.au

Address: C/- 43 Browallia Drive, Rose Park VIC 3214

Fax: (03) 5222 6847

Pension Review: Public Consultations and Written Submissions

The Pension Review Taskforce would like to advise you that the Australian Government has announced the commencement of a public consultation process to inform the work of the Pension Review.

The Pension Review is a central component of the Australian Government's inquiry into Australia's Future Tax System. The Review will investigate measures to strengthen the financial security of seniors, carers and people with disability, including a review of the Age Pension, Carer Payment and Disability Support Pension. The Review will consider the appropriate levels of income support and allowances, the frequency of payments, and the structure and payment of concessions or other entitlements.

The Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs is holding public consultations in each capital city and several major regional centres during August and September 2008. These consultations will provide an opportunity for individuals and organisations to have a direct input into the Review. Dates for each of the consultations are listed below:

- Adelaide - 17 September 2008
- Brisbane - 8 September 2008
- Canberra - 18 September 2008
- Darwin - 19 August 2008
- Hobart - 16 September 2008
- Melbourne - 22 September 2008
- Newcastle - 29 August 2008
- Perth - 20 August 2008
- Rockhampton - 9 September 2008
- Sydney - 28 August 2008
- Wangaratta - 23 September 2008

To register for a consultation near you, call **1800 663 011** as places are limited.

In addition to these consultations, the Department is accepting written submissions. For more information about the sessions or how to make a written submission visit www.fahcsia.gov.au The closing date for submissions is **26 September 2008**.

Consultations on Health Workforce

The consultation process by the National Health Workforce Taskforce has begun. Comments are now sought on partially regulated professions and on the first piece of legislation, which will outline issues in addition to the intergovernmental agreement on the national registration and accreditation scheme.

See <http://www.nhwt.gov.au/natreg.asp> for more details.

Consumers Health Forum will be making submissions and is encouraging members and consumer representatives to also do so. Consultations are also happening at state level. HIC will do a submission, and one of the points we will make is how almost invisible consumers are in their Work Plan for 2008-09.

EVENTS OF INTEREST

Below are the details for the next *Doing It Better* seminar, to be held on **11 September** in the **VCOSS Boardroom, Level 8, 128 Exhibition Street**.

Doing It Better Seminar: Technology donations — an introduction

Date: Thursday, 11 September 2008
Time: 2-4 pm
Location: VCOSS Board Room, 8th Floor, 128 Exhibition Street, Melbourne
RSVP: Friday, 5 September to dean.lombard@vcoss.org.au

3rd Healthcare without Walls: Rehabilitation

Please find below the link to the website for the **3rd Healthcare without Walls: Rehabilitation**. This seminar will be held on 9-10 October 2008 at Bayview Eden, 6 Queens Rd, Melbourne, Victoria, Australia.

For further information, please visit <http://www.changechampions.com.au>

Other Change Champions events include:

DATE CLAIMERS 2008

Improving Quality, Safety and Throughput: The Healthy Hospital (registrations open)

Dates: 13-14 November 2008
Location: Adelaide, SA

DATE CLAIMERS 2009

Improving the Delivery of Maternity Care (call for abstracts open)

Date: 26-27 February 2009
Location: Perth, WA

Transitional Care for Older People: sharing the lessons learnt (call for abstracts)

Dates: 26-27 March 2009
Location: Sydney, NSW

Improving the Delivery of Services for Outpatients

Dates: 17-18 September 2009
Location: Cairns, Far North Queensland

Passion for Health

Passion For Health is a new web site using video short and powerful interviews to capture inspiring insights from those who've found a way to maintain their Passion For Health. Visit <http://www.passionforhealth.com.au> if you are interested.

Notice Of AGM – CONNECT GROUPS, WA

Guest Speaker: Denise Kelly (Past Chairperson & Executive Director, WISH)

Date: Thursday, 18 September 2008
Time: 12.30pm - 1.30pm
Location: Carers Centre, 182 Lord Street, East Perth WA
(Paid parking adjacent to Perth Oval, Brewer Street)
Phone: (08) 9228 4488
Email: info@connectgroups.org.au
RSVP: Monday, 15 September 2008

Engaging with Labour in Power

Don't forget to register for the Catalyst forum *Engaging with Labour in Power*. This one day event will be held on Friday, 22 August at the Victorian Trades Hall in Carlton, Melbourne.

The forum will bring progressive organisations and thinkers together to start a dialogue about how we can collaborate in social democracy. The keynote speaker will be British Labour MP, Jon Cruddas. Jon is a leading voice for modernising Labour in the UK. Before his election to parliament, Jon worked as a link between the trade unions and the Prime Minister. The forum will also hear from Minister Kim Carr along with Indigenous Rights lawyer, Larissa Behrendt, and ACTU Secretary Jeff Lawrence.

The program will feature sessions on tactics and campaigning, alliance building, and how to use the political process to achieve change.

This is a free daytime event, but registration is essential. To register and for more information please go to www.catalyst.org.au or phone **(02) 9264 1134**.

Using Tools to Make Clinical Handover Safe: a Practical Workshop

Date: Monday, 24 November 2008

Location: Stamford Plaza, Adelaide SA

Cost: \$210 (Registration is from 9.00 to 9.30am and workshops run from 9.30am to 5.00pm)

The Australian Commission on Safety and Quality in Health Care is hosting a one day workshop on clinical handover. This workshop is an opportunity to learn and share information about some of the new tools being developed by clinical handover projects from around Australia. These evidence-based clinical handover solutions are being developed for use across healthcare settings by teams participating in the National Clinical Handover Initiative.

Contact: Sarah White

Phone: (02) 9263 3591

Email: sarah.white@safetyandquality.gov.au

CONFERENCES

Clinical Report Back on XVII International AIDS Conference, Mexico City

This is a reminder email about the Clinical Report Back on XVII International AIDS Conference Mexico City. This will be a clinically focused report back about emerging developments from around the world. The guest presenters will be:

- Dr Edwina Wright, ID Physician
- Jayne Howard, Infectious Diseases Ambulatory
- Karen Blyth, HIV Consultancy
- Mike Kennedy, from VAC
- Sem Mabuwa, from Positive Women

Date: Tuesday, 23 September 2008

Time: 1.30pm

Location: AMREP seminar room, The Alfred Hospital, Melbourne

We are currently taking registrations via erced@alfred.org.au

Registrations close at **9.00am** on **22 September 2008**.

13th NSW Rural Mental Health Conference- Call for Abstracts

Invitations are now open for submission of abstracts for the **13th NSW Rural Mental Health Conference**, being held at Cypress Lakes Resort, Hunter Valley on the 26 - 28 November 2008. The Abstract submission closure date is 25 August 2008.

Registration has also opened, so follow the link below to access the Early Bird Rate and discounted accommodation. You can also find exhibitor information on the download page of the conference website: <http://www.astmanagement.com.au/NSWrnm8/>

Please contact the Conference Secretariat if you have any queries (details below):

Contact: Sarah Hoekwater
C/- AST Management Pty Ltd
Phone: (07) 5528 2501
Fax: (07) 5528 5291
Email: sarah.hoekwater@astmanagement.com.au
Website: <http://www.astmanagement.com.au/NSWrnm8/>

The themes for this year's conference are:

Promotion, Early Intervention and Recovery

Partnerships

Research in Rural and Remote Health: Making it work

Mental Health and Drought

Promotion

Reaching out and sharing knowledge and opening up opportunities for access to mental health for rural communities

Demystifying mental illness

Recruitment and Retention in Rural Areas

Working with Families

Carers Making a Difference.

Early intervention

Services making a difference in the bush

Building local resilience to increase early detection

Recovery

Strategies to recover and stay well

Integrated mental health care within and external to health services