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Inc. Reg. No: A14282J

<b>2008-09 ON A PAGE</b>	<b>4</b>
<b>CHAIRPERSON'S REPORT</b>	<b>5</b>
<b>CEO'S REPORT</b>	<b>6</b>
<b>OUR WORK WITH HEALTH SERVICES AND ORGANISATIONS</b>	<b>7</b>
<b>OUR WORK WITH CONSUMERS</b>	<b>10</b>
<b>OUR WORK ON HEALTH POLICY AND PRACTICE</b>	<b>12</b>
<b>WHO'S WHO</b>	<b>13</b>
<b>MEMBERS &amp; SUBSCRIBERS</b>	<b>14</b>
<b>THANK YOU</b>	<b>14</b>
<b>FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2009</b>	<b>16</b>

## 2008 –09 ON A PAGE

In the past 12 months, Health Issues Centre (HIC) has:

- Supported nearly 200 health consumer representatives and 19 Community Advisory Committees across Victoria;
- Worked with the Victorian Department of Human Services, stakeholders from across the health sectors and consumers, carers and community members to develop a comprehensive suite of standards and indicators for consumer, carer and community participation in Victorian public health services;
- Participated, as Department of Human Services advisory group members, on the drafting of the policy for Advance Care Planning for all Victorians;
- Responded to several national policy discussion papers including:
  - *the Department of Health and Ageing National Primary Health Care Strategy;*
  - *the Australian Commission on Safety and Quality in Health Care – Consumer Engagement Strategy.*
- Completed two Discussion Papers:
  - *The needs of Victorian rural consumers who travel to Melbourne hospitals, September 2008;*
  - *How does the Victorian Public Hospital Patient Charter meet the challenges of the new Victorian Charter for Human Rights and Responsibilities? November 2008.*
- Coordinated two regional roundtables, in Gippsland and Loddon-Mallee on 'The priorities of rural consumers who travel for healthcare' with participation of diverse stakeholders;
- Facilitated three Community Forums regarding Tasmania's Health Plan;
- Presented at the following:
  - *North Central Metro Primary Care Partnerships Forum, July 2008;*
  - *Quality Review of Health and Community Support Services - Postgraduate course organised by QICSA, July 2008;*
  - *Spread the Word – Community engagement and participation in the north and west, April 2009;*
  - *National Rural Health Alliance Conference, May 2009;*
  - *General Practice Interest Group, November 2008 and June 2009.*
- Delivered learning and development programs for health services' staff:
  - *North Yarra Community Health: strengthening consumer, carer and community participation;*
  - *Southern Health: session on planning consumer participation for managers.*
- Continued to update the electronic library available at our website with relevant resources and practice examples from around the world;
- Published four issues of our journal *Health Issues* on topics such as consumer participation among culturally and linguistically diverse communities, women's health issues, celebrating the 30th anniversary of the Declaration of Alma-Ata for primary health, consumer participation and chronic illness, consumer participation in quality and safety and the impact of climate change on health.

# CHAIRPERSON'S REPORT

The Health Issues Centre has experienced change this year. Tony McBride resigned early in February 2009 after many years of leadership through many changes in the health systems and in health issues facing communities, carers and consumers. Michael Janssen was appointed CEO and began at the Centre in May. Michael brings an impressive but different set of skills with him. The Board appreciates his efficacy and his insight as he develops new ways of working for the Health Issues Centre's board and staff.

The National Health and Hospitals Reform Commission has published its report. We have noted many possibilities for developing consumers, carers and communities in decision-making in health within the recommendations. To this end many opportunities are being explored that will enable Health Issues Centre to remain a centre of excellence in developing consumer perspectives in health. There are many avenues to explore. Some of these have been included in the CEO's Report and should ensure an exciting year ahead.

Health Issues Centre has continued to support consumers, carers and community members this year. Linking consumers from the Consumer Nominee Program into committees and consultations is an important activity as many more requests are being made for consumers. Supporting the consumers on committees is an important activity for success for all, especially when working with those groups that are often excluded from decision-making. The Community Advisory Committees continue to be supported through Health Issues Centre. It is pleasing to note the development of the CACs through this support.

A mid-term review of the Strategic Plan has enabled a useful overview of what we have achieved so far and has helped clarify our priorities and approaches and set key goals for the coming year. Commitment to equity and social inclusion is still paramount.

Sustainability has continued to be an issue for the Board. It has been pleasing that the financial result for the year is more positive given the financial environment we all have been facing. Board member, Sue Viney, has taken the role of Treasurer and she has worked consistently to clarify financial reports for Board members, working on simplifying reports and working closely with staff to monitor expenditure and income. Other areas the board has been facing include new areas for activity within Victoria or wider. We will continue to look for opportunities to amplify the consumer voice to benefit consumers of health services.

On behalf of the Board I thank the organisations and individuals who have supported Health Issues Centre over the last 12 months: La Trobe University for its ongoing support through the Australian Institute for Primary Care and the Faculty of Health Sciences, and the Statewide Quality and Safety Branch at the Department of Human Services which provides ongoing funding for a significant proportion of our consumer participation work. We could not achieve what we have without them.

I thank all the staff for their commitment to the work and to Health Issues Centre. It is a small staff who achieve a lot. Thank you to the 'old' and 'new' CEOs for their commitment to keeping the Board fully informed of issues and the work of the Centre.

I extend my thanks to all members of the board who have helped steer the work of the Health Issues Centre through another difficult year. Lisa Allwell, Ivan Kayne and I continued from the previous year. Sophy Athan, Twanny Farrugia, Demos Krouskos joined the Board as elected members. Sue Viney, Janet Compton and Jon Evans continued to be co-opted members. Unfortunately Janet Compton resigned during the year because of work commitments. We thank her for her valuable insights to governance. Thank you to Lisa, Ivan, Jon and Sue for the professional approach to recruiting a CEO. We must thank Sue Viney for taking on the role of Treasurer after many avenues had been explored to find a treasurer. She is a treasure! The Board has worked productively together this year as we put in place or review many policies and procedures to enable the board to guide the Health Issues Centre.

**Dr Pamela Williams**

# CEO's REPORT

This financial year Health Issues Centre has posted a (modest) profit after cumulative losses of over \$170,000 since July 2003. This turnaround in financial direction is due to the hard work of my predecessor Tony McBride and the Board. Importantly, this was achieved while keeping a clear focus on our mission to improve health outcomes for Australians, especially the disadvantaged.

The struggle of Health Issues Centre to manage the tension between a simple but profound mission and the complex realities of managing limited government funding is surely a microcosm of the health sector!

The questions Health Issues Centre has faced over recent years are the same ones health services, policy makers and stakeholders have been asking in the health sector - questions which are now emerging as the planning priorities in one after another health reform report. These questions include familiar issues such as sustainability and efficiency, state/national or private funding, increasing demand and decreasing workforces, increasing costs and tightening budgets, and of course, reform, reform, reform.

The future and how to reform ourselves to get there is also on the agenda of Health Issues Centre. So look with me for a moment to that future so we can better appreciate the achievements of the 2008–2009 financial year which place Health Issues Centre in a strong position to move forward.

Since May 2009 the Board and the staff have begun a number of strategic initiatives that individually are important but collectively should change the landscape of consumer participation in Victoria and even nationally. These include:

- o establishing a working group of key-stakeholders to scope a national/international health consumer conference to be held in Melbourne in 2011;
- o first steps in developing nationally accredited training and qualifications for consumers and health professionals involved in consumer participation;
- o initial collaborative actions with our sister state organisations and Consumers' Health Forum towards strengthening cooperation and joint advocacy;
- o an internal review of our environment and strategic directions by Board and staff, and;
- o an external review of Health Issues Centre in collaboration with our key strategic partner, the Victorian Department of Health, to address long term issues of sustainability as Victoria's peak health consumer organisation.

These possibilities are both exciting and daunting. And, like the many reform recommendations and options circulating in the health sector at the moment, they can cause concern as well as generate hope. Our confidence in moving forward, however, comes from the foundation of the work of the last decade and particularly the last 12 months.

Amongst many achievements during 2008–2009, Health Issues Centre has engaged in a number of strategically significant projects that have enabled us to venture into the initiatives listed above. Key activities of the last year included: playing a strategic role in the growth of health consumer movements in Tasmania and Queensland; pushing the envelope of consumer focussed training in major health services in Victoria; winning and delivering research projects around significant issues such as oral health and health workforce changes; beginning work in what for us are the relatively undeveloped areas of general practice, mental health and even consumer participation work outside the health sector; and, last but not least, turning around our financial direction and demonstrating sound governance and internal management.

These achievements have positioned us to be able to explore with credibility and strength some exciting options for the future. And, as I have said, credit rests with the Board, my predecessor, and most importantly staff members both past and present. This success was achieved by staying true to the key organising principle of Health Issues Centre, the improvement of health outcomes for Australians, especially the disadvantaged. It is the principle that continues to guide Health Issues Centre as we move into an era in the health sector that is likely to bear the hallmarks of reform and change.

**Michael Janssen**

## Our work with health services and organisations

### *Disseminating information about consumer participation and Health Issues Centre's work*

In 2008 Health Issues Centre launched our new look website. The website averages over 100,000 hits a month. *eNews*, articles from *Health Issues* and *Participate in Health Resources* continue to be our most visited web pages. The website also features a page on consumer vacancies on committees, information about current Health Issues Centre's projects and hot topics in health care.

### *Implementing the Victorian consumer, carer and community participation policy for Victorian public health services*

Health Issues Centre has continued working with the Victorian Department of Health (formerly Victorian Department of Human Services - DHS) towards the implementation of *Doing it with us not for us* - the consumer, carer and community participation policy for public health services in Victoria.

One of the largest projects undertaken by Health Issues Centre this year was the development of a comprehensive suite of standards and indicators for consumer, carer and community participation in public health services in Victoria. This project was funded by the Statewide Quality Branch of the Victorian Department of Health and is a component of the implementation of the strategic directions of *Doing it with us not for us* for 2010–2013. The project consisted of an extensive literature review about consumer participation standards and indicators worldwide and consultations across all health sectors. The consensus workshop held to decide on the final standards and indicators used computer-assisted support which allowed participants to cast real time voting and instant access to information as it was being processed. The project was supported by a Reference Group which was set up as a subcommittee of the DHS Participation Advisory Committee.



With funding from the Victorian Department of Health (formerly DHS), Health Issues Centre undertook a review of the Quality of Care Reports received by the Department against the four sets of minimum consumer, carer and community participation reporting requirements set out in the *Quality of care reports – guidelines and minimum reporting requirements for 2007–08*. These minimum reporting requirements are also a way to monitor the implementation of the *Doing it with us not for us* policy.

### *Working with organizations that support disadvantaged communities*

Two small projects were undertaken by Health Issues Centre this year which aimed at supporting community services for disadvantaged communities. One of these projects was the analysis of the finding of a questionnaire distributed to clients of the Inner South East Mental Health Alliance (ISEMHA), which is a consortium of mental health services. The aim of the questionnaire was to respond to ISEMHA's Action Plan 2007–2010 which highlighted the "need to improve the knowledge of shared consumers, interagency referral

and consumer needs". The analysis was valuable for the consortium as it pointed out some of the needs for referral pathways of their clients. The other small project was to support *Latitude: Directions for Young People Incorporated*, an agency supporting the need for housing for disadvantaged youth. The project consisted of providing support in the writing of a funding submission to the then Department of Human Services (currently Victorian Department of Health) to implement and manage the *Maribyrnong Homelessness Assistance Service to Young People* with a focus on providing support for people from culturally and linguistically diverse (CALD) backgrounds to access supported housing.

#### *Research collaboration*

Health Issues Centre has been invited to be a member of the advisory group for the project CAMELOT. This is a three year NHMRC funded Australian study investigating complementary and alternative medicine (CAM) use by people with chronic diseases. Health Issues Centre has collaborated with the promotion of the study for recruitment of participants in the study and providing advice on consumers' perspectives on use of CAM.

With funding from the Department of Health and Ageing, Monash University is undertaking two studies on general practice and the management of chronic diseases. Health Issues Centre has been invited to be a member of the Project Management Committee to provide advice on the consumer perspective of management of chronic diseases. The first project examines: chronic disease self-management/lifestyle and risk modification, improving the approach of GP registrars or trainees to patient centred management of lifestyles and risk modification for chronic disease, using osteoarthritis as the sentinel condition. The second project examines chronic disease self-management/lifestyle and risk modification to ensure the development of curriculum content for undergraduates in Monash medical and health science programs that relate to patient education, with a particular focus on musculoskeletal disorders, depression and stroke.

#### *Planning for more effective participation*

Health Issues Centre worked in collaboration with the Lincoln Centre for Research on Ageing at the Australian Institute for Primary Care to develop a consumer and carer participation strategy for the Active Service Model (ASM) implementation. This project was commissioned by the Aged Care Branch of the then Department of Human Services (now Victorian Department of Health). This project involved holding extensive discussions with relevant aged care key consumer peak groups and consumers and carers who are recipients of Home and Community Care (HACC) services at home and/or in the community. The strategy will inform the work undertaken by the ASM team in consulting and engaging consumers and carers who are users of HACC services, in the planning and implementation of the ASM in Victoria.

Health Issues Centre also worked with members of Health Consumers Queensland (Queensland Health) to develop two handbooks for consumer participation in Queensland. The handbooks are designed to support agencies requesting consumer representatives at state wide committees through the Consumer Network and Register, and consumers nominated to those committees.

The Tasmanian Department of Health and Human Services engaged Health Issues Centre to support the development of a consumer engagement strategy. This has been conceived as a strategy for consumers, carers and community members working with the Department of Health and Human Services to improve the health and wellbeing of all Tasmanians. This project is work in progress and the former Health Issues Centre CEO, Tony McBride, has accepted the position of chair of the advisory group overseeing these developments.

### ***Linking services and consumers***

#### *Community Advisory Committees*

Health Issues Centre continues to provide support to the Community Advisory Committees of Victoria's 20 legislated health services. In 2008 Health Outcomes International conducted an evaluation of the Community Advisory Committee project and concluded that Health Issues Centre provided valuable support and focus for Community Advisory Committees and their stakeholders.

These committees continue to make progress on the consumer participation agenda in our public hospitals. While CAC committees provide strategic advice to the board of health service on consumer participation issues they also work on many practical levels promoting consumer participation throughout the organisation, participating on a number of internal hospital committees and assisting the hospital to develop their Quality of Care reports and Community Participation Plans.

This year CAC members have been asked to participate on such committees as the Quality and Safety Committee and the Root Cause Analysis Committee. Having recently attended the Quality and Safety Conference in Sydney and listened to many speakers from the United States it seems that this initiative by Victorian Health Services is an innovative and exciting development that the US has not yet embraced.

Thanks to funding from the Department of Health, formerly the Department of Human Services, each year a consumer member from each Community Advisory Committee is able to attend the Australasian Conference on Safety and Quality in Health Care. In 2008 21 consumers attend the 6<sup>th</sup> Australasian Conference on Quality and Health Care in Adelaide. While the conference was dominated by health professionals the large representative of consumer voices from Victoria ensured that the consumer perspective was addressed at every session.

*"The conference has provided me with a greater understanding of the health professional's view on consumer input and what enablers they are putting in place to allow consumers more of a say. It also gave me more insight into the issues that currently face the health services regarding quality and safety."*

(Victorian consumer delegate)



*Consumer members and Gilbey the guide dog, at the 6<sup>th</sup> Australasian Conference on Quality and Safety in Health Care Adelaide, 2008*

*The consumer register working with public health services and the Victorian Department of Health*

The Health Issues Centre, with funding from the Victorian Department of Health (formerly DHS), maintains a consumer register of our 230 consumers who participate on Department committees, attend focus groups and general consultations. In 2008-2009 Health Issues Centre placed over 20 consumers on committees. We also responded to over 10 requests from other health related committees requiring consumers.

## Our work with consumers

### *Consumer perspectives on workforce changes*

Health care provision is changing in Australia, driven by various well-known pressures. However, the consumer voice is largely absent from the workforce debates and decision-making about new models of service provision and changing professional and para-professional roles. Clarity about consumer views is not only required in order for (what should be) the main stakeholder in the health system to be heard, but Health Issues Centre considers it would add a powerful mediating ingredient to the discourse by health workers, managers and governments about workforce changes. With funding from the Victorian Department of Health (formerly DHS), Health Issues Centre commenced a project in June 2009 to enable health service consumers to engage in and contribute to existing and future health workforce reform and provide avenues for health services consumers to inform and contribute to shaping the principles and future directions of health workforce development.

### *Learning and development for consumers*

A series of learning and development sessions were held by Health Issues Centre staff, mainly with consumers and carers affected by cancer. In August 2008, Health Issues Centre delivered two learning and development sessions for consumers and carers involved in cancer services in collaboration with Cancer Voices and funded by the then Department of Human Services (currently Victorian Department of Health) and the Cancer Council of Victoria. Seven consumers and carers participated and the sessions were evaluated very positively by participants. Consumers and carers affected by cancer also attended two weekend sessions organised and funded by CanNET Victoria. Eleven consumers and carers attended the sessions held over a weekend in October 2008 in Beechworth and eight consumers and carers attended the weekend sessions in May 2009 in Kilmore. Evaluations of both weekends were positive with scores of 4.6 out of a possible 5.

In October 2008 one learning and development session was also held for consumers and carers involved with CanNET Northern Territory. This session was organised for consumers and carers interested in participating in the improvement of cancer services coordination in the Northern Territory. The session was held in Alice Springs but several consumers and carers came from Darwin as well.

In January 2008 a one-year project was funded by the Victorian Cancer Agency to develop and deliver training on consumer participation in research for people affected by cancer. The literature review of existing training programs for consumers participating in research worldwide, an on-line survey with cancer researchers and consumers and the initial workshop to develop the training program were undertaken between January and June 2009. Seventeen researchers and 55 consumers responded to the survey, and the workshop included academics, researchers and consumers and carers involved in several state and national cancer services and research centres. The project continues until February 2010.



*Tere Dawson presenting a consumer training workshop for CanNET/Cancer Voices Victoria; Kilmore, 23-24 May 2009*

### *Health Issues Centre Consumer Register*

In 2008-2009 Health Issues Centre recruited 30 new consumers to our consumer register, taking our total consumer members to 230. These consumers are a valuable resource and provide us with a consumer perspective on a number of current issues facing health care in Victoria and Australia. In 2009 our consumer members participated in the Australian Commission on Safety and Quality in Health Care Conversations. Over 45 consumers from a variety of diverse groups participated in the consultation which will see a new framework for safety and quality in health care.

Four of our consumer members presented to first year health science students in the Faculty of Health Sciences at La Trobe University. Consumers were asked to speak about their lived experience as consumers with a disability accessing the health system. The feedback from both consumers and students was extremely positive and the faculty is considering repeating the lecture next year.

To expand our consumer register with voices from diverse groups, Health Issue Centre formed a number of professional working relationships with groups such as the Ethnic Communities Council, Victorian Women's Disability Network and Multicultural Centre for Women's Health.

### *Consumer Support and Development Network*

With funding from the Department the Health Issues Centre supports the members of the consumer register through the Consumer Support and Development Network. The Consumer Support and Development network provides an opportunity for consumers to meet and network. In 2008 Health Issues Centre delivered four events for our consumer members. These events ranged from information sessions to peer learning and skills development. The Consumer Support and Development Network is run by a steering committee made up of consumers.

# Our work on Health Policy and Practice

## Statewide processes

### Participation in committees

- Australian Health Care Reform Alliance, Executive
- Community Participation in Community Health Services Network
- Consumers' Health Forum of Australia, Quality and Safety Project Reference Group
- Department of Human Services, Advance Care Planning Policy Advisory Group
- Department of Human Services, Best Practice in Person-Centred Health Care for Older People Advisory Group
- Department of Human Services, Health Promotion and Equity Framework Project Advisory Group
- Department of Human Services, Open Disclosure Steering Committee
- Department of Human Services, Participation Advisory Committee
- Ethnic Communities Council of Victoria, Health Policy Committee
- Cochrane Consumer and Communication Review Group, Health Knowledge Network Advisory Group
- Monash University Centre for Research Excellence in Patient Safety, Reference Group
- Primary Health Care Research, Evaluation and Development (PHCRED/Victoria)
- National Primary and Community Health Network
- Royal Australian College of General Practitioners, National Quality of Care Committee
- Royal Australian College of General Practitioners, National Research Committee
- The Future Growth and Definition of the Community Health Sector Working Group
- The General Practice Issues Group

# WHO'S WHO

## Staff

Staff at Health Issues Centre for 2008/2009 were:

### **Nicola Bruce**

Senior Project Officer

### **Julia Byford**

Senior Project Officer in Consumer Participation  
*(from February 2009)*

### **Lauren Cordwell**

Coordinator of Consumer Participation  
*(to December 2008)*

### **Tere Dawson**

Senior Project & Policy Coordinator

### **Michael Janssen**

CEO  
*(from May 2009)*

### **Patrice Higgins**

Acting CEO/Deputy CEO *(to January 2009)*

### **Diane Lowther**

Publications and Information Officer *(to August 2008)*

### **Vanessa Lynne**

Training Coordinator *(to August 2008)*

### **Tony McBride**

CEO  
*(to May 2009)*

### **Jackie Mansourian**

Senior Project Officer

### **Souzi Markos**

Senior Administrative Officer

### **Assunta Morrone**

Senior Project Officer

### **Charin Naksook**

Senior Project Officer *(to June 2009)*

### **Panayiota Romios**

Deputy CEO

### **Jane Schleiger**

Administrative Officer

## Consultants

### **Bridget Ryburn**

Lincoln Centre for Research on Ageing at the  
Australian Institute for Primary Care

### **Pam Kennedy**

QICSA

### **Ian Gardner**

Lincoln Centre for Research on Ageing at the  
Australian Institute for Primary Care

### **Ivan Trundle and Mark Spain**

Global Learning

## Board of Governance

The Centre is an independent non-government organisation incorporated as an association. The members of the Board of Governance and staff determine the direction of the Centre's work. Board members between July 2008 and June 2009 were:

Lisa Allwell

Janet Compton *(from June 2008 to May 2009)*

Jon Evans

Ivan Kayne

Demos Krousos

Tricia O'Connor *(from May to December 2008)*

Eleanor Sumner *(to November 2008)*

Sue Viney

Joe Wilder *(to November 2008)*

Pamela Williams

Sophy Athan *(from November 2008)*

Twanny Farrugia *(from November 2008)*

# Thank You

Cancer Voices Victoria, Ian Roos and all  
 Bridget Ryburn and Ian Gardner, Lincoln Centre for Research on Ageing at the Australian Institute for Primary Care  
 Pam Kennedy, QICSA  
 Ivan Trundle and Mark Spain, Global Learning (IMEET)  
 Journal Editorial Committee  
 Simon Kneebone and Bev Aisbet, *Health Issues* cartoonists  
 Marius Foley, Health Issues typesetter  
 Meg Henderson and Kris McKie, DHS  
 DHS Statewide Quality and Safety Branch – Cath Harmer  
 Australian Institute for Primary Care, La Trobe University

## Members & Subscribers

### MEMBERS VICTORIA

**A**  
 Vivien Adler  
 AESSRA Inc.  
 Rebecca Allen  
 Lisa Allwell  
 Sophy Athan

**B**  
 Bendigo CHS  
 Bendigo Regional BreastScreen

**C**  
 Central West Gippsland Primary Care  
 Partnership  
 Vivienne Colmer  
 Janet Compton

**D**  
 Darebin Community Health  
 Penny Davies  
 George Dellas  
 DES Action Australia  
 Susan Dimopoulos

**E**  
 East Gippsland Primary Care  
 Partnership  
 Eastern Ranges Retirees Inc.  
 Jon Evans

**F**  
 Twanny Farrugia  
 Frank Fisher

**G**  
 General Practice Victoria Ltd  
 Valerie Gerrand

**H**  
 Health Services Commissioner  
 Ken Harvey

**I**  
 Inner South Community Health  
 Services

**K**  
 Ivan Kayne  
 Pam Kennedy  
 Kerang District Health  
 Knox Community Health Service  
 Demos Krouskos

**M**  
 Betty McGuinness  
 Raye McKay  
 Valerie MacKinnon  
 Sally McRae  
 Mental Health Legal Centre

**N**  
 Liza Newby  
 E. Newman

**P**  
 Tricia O'Connor

**P**  
 Palliative Care Victoria

**R**  
 Royal Talbot Rehabilitation Centre,  
 Library

**S**  
 Natalie Savin  
 Reg Shelley  
 Melinda Shepherd  
 Iva Steinke  
 Eleanor Sumner  
 Joanne Switserloot  
 Helen Szoke

**I**  
 The Alfred

**V**  
 Victorian AIDS Council/Gay Men's  
 Health Centre  
 Sue Viney  
 Tom Voigt

**W**  
 Yoland Wadsworth  
 R. Whiting  
 Joe Wlilder  
 Pamela Williams

### SUBSCRIBERS VICTORIA

**B**  
 Bairnsdale Regional Health  
 Service, Library  
 Ballarat Health Services, Library  
 Brotherhood of St Laurence, Library

**C**  
 Carers Association Victoria

Centre for Culture Ethnicity &  
 Health  
 Chronic Illness Alliance

**D**  
 Deakin University, Waterfront  
 Campus Library

**E**  
 Eye and Ear Hospital

**G**  
 Grampians CH

**H**  
 Humanist Society of Victoria

**L**  
 La Trobe University, Bundoora  
 Campus Library

**M**  
 Melbourne East GP Network  
 Shirley Mewett  
 Monash Division of General  
 Practice

**N**  
 Nillumbik CHS  
 North West Area Mental Health  
 Service

**O**  
 Our Lady of Mercy College, Library  
 Ovens-King CHS

**P**  
 Parliament of Victoria, Library

**R**  
 Royal District Nursing Service,  
 Library

**S**  
 St Vincent's Hospital, Library

**V**  
 Victorian Health Promotion  
 Foundation, Library  
 Victorian WorkCover Authority,  
 Library

**W**  
 Whitehorse Community Health  
 Service  
 Women's Health in the North  
 Women's Health Victoria

## MEMBERS INTERSTATE

A  
ASEHA QLD Ltd (QLD)

B  
Roy Bishop (NSW)

C  
Carers NSW (NSW)

D  
Dental & Oral Health Therapists  
Association of QLD (QLD)

J  
Anne Johnson (SA)  
Betty Johnson (NSW)

M  
Margaret McLean (QLD)  
Janny Maddern (SA)  
Patricia Magee (NT)  
E. A. Mason (NT)  
Noel Muller (QLD)

N  
Stephanie Newell (SA)

P  
Jan Patterson (SA)  
Primary Health Care Research &  
Information Service (SA)

S  
Lesley Shorne (SA)  
Leonie Short (QLD)  
Nerida Smith (QLD)

## SUBSCRIBERS INTERSTATE

A  
Avondale College Library, Sydney  
Campus (NSW)

B  
Fraun Baum (SA)

C  
Margaret Carroll (WA)  
Charles Darwin University, Library  
(NT)  
Charles Sturt University, Library  
(NSW)  
CYWHS, Library (SA)

D  
Department of the Parliamentary  
Services, Library (ACT)  
DES Action Australia (NSW)

F  
Margaret Furphy (WA)

H  
Health Care Consumers'  
Association - ACT (ACT)  
Health Consumers Council WA (WA)

N  
NSW Nurses Association (NSW)  
NT Department of Health and  
Families (NT)

P  
Jan Patterson (SA)  
Pregnancy Advisory Centre (SA)  
Private Health Insurance  
Ombudsman (NSW)

S  
State Library of NSW (NSW)

T  
TAFE SA –Panorama Campus  
Library (SA)

U  
University of Ballarat, Library (NSW)  
University of Technology Sydney,  
Library (NSW)  
University of Western Sydney,  
Library (NSW)

## LIFE MEMBERS

Meredith Carter  
Kay Currie  
Marilyn Hage  
Bill Newton  
Michele Plane  
Jane Sydenham-Clarke  
Lois Woodward

## OVERSEAS MEMBERS & SUBSCRIBERS

Legislative Library of Ontario  
(Canada)  
Ministry of Health, Information  
Centre (New Zealand)

# Health Issues Centre Inc.

## FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2009

### Income Statement

For the year ended 30 June 2009

	Notes	2009 \$	2008 \$
Revenue		786,072	847,670
Employee benefits expense		(449,778)	(554,191)
Depreciation and amortisation expenses	2	(1,593)	(7,405)
Consultants expenses		(35,122)	(29,966)
Administration expenses		(144,862)	(130,828)
Consumables		(29,222)	(19,755)
Professional fees		(57,664)	(70,871)
Other expenses		<u>(53,011)</u>	<u>(51,246)</u>
Surplus/ (Deficit)		<u>14,820</u>	<u>(16,592)</u>

**Health Issues Centre Inc.****Balance Sheet  
As at 30 June 2009**

	Notes	2009 \$	2008 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	302,179	270,901
Trade and other receivables	4	<u>49,527</u>	<u>72,302</u>
<b>TOTAL CURRENT ASSETS</b>		<u><b>351,706</b></u>	<u><b>343,203</b></u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	<u>4,517</u>	<u>3,459</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u><b>4,517</b></u>	<u><b>3,459</b></u>
<b>TOTAL ASSETS</b>		<u><b>356,223</b></u>	<u><b>346,662</b></u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	85,342	98,894
Provisions	7	20,742	50,414
Other	8	<u>49,423</u>	<u>-</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u><b>155,507</b></u>	<u><b>149,308</b></u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	7	<u>8,531</u>	<u>19,989</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u><b>8,531</b></u>	<u><b>19,989</b></u>
<b>TOTAL LIABILITIES</b>		<u><b>164,038</b></u>	<u><b>169,297</b></u>
<b>NET ASSETS</b>		<u><b>192,185</b></u>	<u><b>177,365</b></u>
<b>MEMBERS' FUNDS</b>			
Retained profits		<u>192,185</u>	<u>177,365</u>
<b>TOTAL MEMBERS' FUNDS</b>		<u><b>192,185</b></u>	<u><b>177,365</b></u>

## Health Issues Centre Inc.

### Statement of Changes in Equity For the year ended 30 June 2009

	Retained Earnings \$
Balance at 1 July 2007	193,957
Deficit attributable to members of the entity	<u>(16,592)</u>
Balance at 30 June 2008	<u>177,365</u>
Surplus attributable to members of the entity	<u>14,820</u>
Balance at 30 June 2009	<u>192,185</u>

## Health Issues Centre Inc.

### Cash Flow Statement For the year ended 30 June 2009

	Notes	2009 \$	2008 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from grants and consultancies		914,062	834,065
Payments to suppliers and employees		(906,639)	(944,113)
Other receipts		19,759	24,950
Interest received		<u>6,747</u>	<u>13,490</u>
Net cash provided by/(used in) operating activities	10(b)	<u>33,929</u>	<u>(71,608)</u>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		<u>(2,651)</u>	-
Net cash used in investing activities		<u>(2,651)</u>	-
Net increase/(decrease) in cash held		31,278	(71,608)
Cash at beginning of financial year		<u>270,901</u>	<u>342,509</u>
Cash at end of financial year	10 (a)	<u>302,179</u>	<u>270,901</u>

## **Notes to the Financial Statements**

### **For the year ended 30 June 2009**

#### **NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act of Victoria. The Board of Governance has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act of Victoria and the following applicable Accounting Standards:

AASB 101:	Presentation of Financial Statements
AASB 107:	Cash Flow Statements
AASB 108:	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 110:	Events after the Balance Sheet Date
AASB 116:	Property, Plant and Equipment
AASB 117:	Leases
AASB 1031:	Materiality

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The report is also prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

#### **(a) Income Tax**

No provision for income tax has been raised as the association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

#### **(b) Fixed Assets**

Fixed assets are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the association commencing from the time the asset was held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates and useful lives used for each class of depreciable assets are:

Class of fixed asset	Depreciation rates/useful lives	Depreciation basis
Furniture Fixtures and Fittings	20 %	Straight Line
Computer Equipment	33.33 %	Straight Line

The carrying amount of fixed assets is reviewed annually by directors to ensure it is not in excess of the recoverable amount of those assets.

The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

#### **(c) Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries, annual leave, long service leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on-costs.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

**Notes to the Financial Statements**  
**For the year ended 30 June 2009**

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

(d) Revenue

Revenue from sale of goods is recognised upon the delivery of goods to customers.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Other revenue is recognised when the right to receive the revenue has been established.

All revenue is stated net of the amount of goods and services tax (GST).

**Notes to the Financial Statements**  
For the year ended 30 June 2009

	Note	2009 \$	2008 \$
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**NOTE 2: SURPLUS**

Surplus (deficit) has been determined after:

(a) Expenses

Depreciation of property, plant and equipment		<u>1,593</u>	<u>7,405</u>
Remuneration of the auditors for - audit or review services		<u>6,500</u>	<u>5,000</u>

**NOTE 3: CASH ASSETS**

Cash at bank		221,736	166,434
Deposits at call		<u>80,443</u>	<u>104,467</u>
		<u><u>302,179</u></u>	<u><u>270,901</u></u>

**NOTE 4: TRADE AND OTHER RECEIVABLES**

CURRENT

Trade receivables		<u><u>49,527</u></u>	<u><u>72,302</u></u>
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**NOTE 5: PROPERTY, PLANT AND EQUIPMENT**

PLANT AND EQUIPMENT

(a) Computer equipment

At cost		25,323	22,672
Less accumulated depreciation		<u>(21,214)</u>	<u>(19,757)</u>
		<u>4,109</u>	<u>2,915</u>

(b) Furniture, fixtures and fittings

At cost		1,140	1,140
Less accumulated depreciation		<u>(732)</u>	<u>(596)</u>
		<u>408</u>	<u>544</u>

Total property, plant and equipment		<u><u>4,517</u></u>	<u><u>3,459</u></u>
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**(a) Movements in Carrying Amounts**

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year

	Furniture, fixtures & fittings	Computer equipment	Total
	\$	\$	\$
<b>2009</b>			
Balance at the beginning of the year	544	2,915	3,459
Additions	-	2,651	2,651
Depreciation expense	<u>(136)</u>	<u>(1,457)</u>	<u>(1,593)</u>
Carrying amount at end of year	<u><u>408</u></u>	<u><u>4,109</u></u>	<u><u>4,517</u></u>



**Notes to the Financial Statements**  
**For the year ended 30 June 2009**

	Note	2009 \$	2008 \$
<b>NOTE 10: CASH FLOW INFORMATION</b>			
(a) Reconciliation of cash			
Cash at the end of the financial year as shown in the statement of Cash Flows is reconciled to the related items in the balance sheet as follows:			
Cash at bank		221,736	166,434
At call deposits with financial institutions		<u>80,443</u>	<u>104,467</u>
		<u><u>302,179</u></u>	<u><u>270,901</u></u>
(b) Reconciliation of cash flow from operations with surplus			
Surplus (Deficit)		14,820	(16,592)
Non-cash flows in surplus			
Depreciation		1,593	7,405
Changes in assets and liabilities			
Decrease in receivables		22,775	58,200
Increase/(decrease) in grants received in advance		49,423	(138,181)
Increase/(decrease) in payables		(13,552)	19,053
Decrease in provisions		<u>(41,130)</u>	<u>(1,493)</u>
Cash flows from operations		<u><u>33,929</u></u>	<u><u>(71,608)</u></u>

**NOTE 11: CAPITAL MANAGEMENT**

The Board manages the Association's financial assets to ensure that adequate cash flows are generated to fund the operations of the Association. Management procedures include estimation of cash flows and future cash requirements.

**NOTE 12: ASSOCIATION DETAILS**

The principal place of business of the association is:

Health Issues Centre Inc.

Level 5

Health Sciences 2

LA TROBE UNIVERSITY VIC 3086

**Health Issues Centre Inc.**

**Statement by Members of the Board of Governance**

The Board of Governance have determined that the association is not a reporting entity.

The Board of Governance have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board of Governance the financial report as set out on pages 1 to 9:

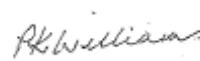
1. Presents a true and fair view of the financial position of Health Issues Centre Inc. as at 30 June 2009 and its performance for the financial year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Health Issues Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Governance and is signed for and on behalf of the Board of Governance by:



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Michael Janssen



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Pamela Williams

Dated this 28th day of September 2009

# Independent Audit Report to the members of Health Issues Centre Inc.

## Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Health Issues Centre Inc., which comprises the Balance Sheet as at 30 June 2009, the Income Statement, Statement of Changes in Equity, Cash Flow Statement for the year then ended, a summary of significant accounting policies, other explanatory notes and Statement by the members of the board of governance.

### *Committee's Responsibility for the Financial Report*

The committee of the association are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act of Victoria and are appropriate to meet the needs of the members. The Committee's responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act of Victoria. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### *Independence*

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

### *Auditor's Opinion*

In our opinion the financial report of Health Issues Centre Inc. presents fairly in all material respects the financial position of Health Issues Centre Inc. as of 30 June 2009 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.



DANBY BLAND PROVAN & CO  
Chartered Accountants  
123 Camberwell Road  
HAWTHORN EAST 3123



G D WINNETT

Partner

28 September 2009

**Health Issues Centre Inc.**

**Disclaimer to the members of  
Health Issues Centre Inc.**

The additional financial data presented on page 29 is in accordance with the books and records of the association which have been subjected to the auditing procedures applied in our statutory audit of the association for the financial year ended 30 June 2009. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Health Issues Centre Inc.) in respect of such data, including any errors of omissions therein however caused.

DANBY BLAND PROVAN & CO  
Chartered Accountants  
123 Camberwell Road  
HAWTHORN EAST 3123

G D WINNETT

Partner

28 September 2009

## Health Issues Centre Inc.

### Private Information for the board of governance on the 2009 Financial Statements

#### Income and Expenditure Statement For the year ended 30 June 2009

	2009 \$	2008 \$
<b>INCOME</b>		
DHS grants	317,125	308,902
Consulting fees	442,441	500,328
Interest	6,747	13,490
Membership subscriptions	18,845	18,865
Other income	<u>914</u>	<u>6,085</u>
<b>TOTAL INCOME</b>	<b>786,072</b>	<b>847,670</b>
<b>LESS EXPENSES</b>		
Administration costs	144,862	130,828
Advertising	-	1,000
Audit fees	6,500	5,000
Bank charges	638	909
Conference/Seminar costs	9,078	7,609
Consultancy fees	35,122	29,966
Consumables	29,222	19,755
Depreciation	1,593	7,405
Insurance	4,113	4,165
Professional fees	51,164	65,871
Recruitment costs	6,088	2,483
Salaries and wages	411,783	505,987
Subscriptions	6,217	4,094
Sundry expenses	1,551	1,957
Superannuation	37,995	48,204
Travelling expenses	18,336	21,937
Website costs	<u>6,990</u>	<u>7,092</u>
<b>TOTAL EXPENSES</b>	<b><u>771,252</u></b>	<b><u>864,262</u></b>
<b>OPERATING PROFIT/(LOSS)</b>	<b><u>14,820</u></b>	<b><u>(16,592)</u></b>