

## UPDATE FROM THE OFFICE

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Happy New Year and welcome back to you all. As people have been saying, January was a long year! Unfortunately some of us here at HCCA and in the Canberra and surrounding community did not get the break that we were expecting, or needed. We continue to be challenged by smoky conditions, the threat of fires and extreme weather.

Some useful resources in relation to these include the Public Health Association one-page guide on [Staying safe from heat](#), the Canberra Health Services website information on [Coping with smoky air](#) and the ACT Health Directorate [air quality monitoring in the ACT](#) for PM2.5 smoke levels.

Still, we are all looking forward to a new year full of great opportunities and advocacy so that we can continue to make a difference to consumers' experience in our health system.

The big issues we will be contributing to in the coming months include the SPIRE design, Canberra Hospital master planning and looking at options for the development of a north side hospital. We will continue to have a focus on quality and safety issues and improving the way in which consumer feedback is collected and analysed by health services.

This year is an election year for the ACT. The ACT election is on Saturday 17 October 2020. In March HCCA staff, the Executive Committee and our Health Policy Advisory Committee will get together to work through our policy priorities for the election.

Also our health literacy project has four elements. In 2019-2020 we are currently working on:

- Developing a health literacy website for ACT health and community workers
- Setting up a Health Literacy Network to support action on health literacy (for staff, volunteers and members of health, community and consumer organisations, workers, and people involved in consumer organisations)
- Developing a health literacy training package for community workers, and
- Undertaking research about what could assist people to 'self-manage' long-term conditions in the ACT

## HCCA EVENTS

### Health Seminar- Managing Your Pain

7pm to 9pm,  
Thurs 20 February 2020  
SHOUT, Building 1,  
Pearce Community Centre,  
Collett Place, Pearce

Our successful First Impressions Program will continue this year. Claudia and two consumers have already conducted a site visit to the Phillip Community Health Centre and are now working with that service to work through recommendations to improve signage, wayfinding and the physical space.

We have an excellent program of events, including the Chronic Conditions Seminar series, which you can find on our [website](#). The first one is on 20 February - Managing Your Pain. It will be held at SHOUT, at the Pearce Community Centre.

HCCA welcomed a new member of staff in January. Geraldine Manser has begun work on our health literacy project, working with Sarah Spiller and Jess Lamb. Geraldine is working on developing a website for community workers, volunteers and health services staff on health literacy resources. Geraldine is working with us until the end of June.

Our work is escalating quickly and we look forward to working with you, and for you, on these important topics. We are mindful of the anxiety, and in some cases, trauma that some of us have experienced. Look after each other. And take care.

Darlene Cox  
Executive Director

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## POLICY AND RESEARCH UPDATE

HCCA has recently been asked to review or comment on three different policy documents. All the details are set out below. A big thanks to all our members who have provided input so far! If you are keen to provide feedback on any of the following policy issues, and have not received the details or documents, please get in touch, either by emailing [kathryn.briant@hcca.org.au](mailto:kathryn.briant@hcca.org.au) or calling 6230 7800. Feedback on all three issues has been extended and is now due by **COB Monday 10 February 2020**.

### Consumer Feedback Management Policy and Procedure

The Consumer Feedback and Engagement Team at Canberra Health Services (CHS) are in the process of reviewing the Consumer Feedback Management Policy and Procedure. The purpose of this policy and procedure are to outline the approach of CHS to:

- managing consumer feedback,
- provide specific advice on systems in place to support consumers to provide feedback, and
- support staff in responding to and acting on consumer feedback (this policy also emphasises the importance of receiving and responding to feedback promptly).

### Consultation on Draft 'Challenging Behaviour Guideline'

This guideline has been developed as part of the work from the *Nurses and Midwives: Towards a Safer Culture Strategy* development process. The purpose of the guideline is to provide a framework for ACT public health organisations to manage and respond to Occupational Violence and Aggression (OVA) towards Nurses and Midwives in the workplace – a significant and growing concern internationally for public health care systems.

### Multiple Chemical Sensitivity/ Idiopathic Environmental Intolerance Procedure

The Quality, Safety, Innovation and Improvement team at Canberra Health Services (CHS) are currently reviewing the Idiopathic Environmental Intolerance / Multiple Chemical Sensitivity Procedure and are seeking feedback from stakeholders, including HCCA, on the revised document. The purpose of this procedure is to support CHS staff to provide person-centred, safe and effective care to consumers who identify as having Idiopathic Environmental Intolerance (IEI), previously known as Multiple Chemical Sensitivity (MCS).

Our Quality and Safety Consumer Reference Group and Health Policy and Research Advisory Committee are also providing input on the Canberra Health Services Consent to Treatment policy.

*Kathryn Briant  
Policy Officer*

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## HEALTH LITERACY UPDATE

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### Colonoscopy Resources and Standards

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The number of Australians who have a colonoscopy each year is approaching one million, making it one of the most common invasive procedures performed.

In September 2018, the Australian Commission on Safety and Quality in Health Care released the first nationally agreed standard of care for patients undergoing a colonoscopy – the Colonoscopy Clinical Care Standard. Its implementation is mandatory for all organisations providing the procedure. They have also developed practical resources to support the implementation of the Standard.

Resources to inform consumers on what to expect from a colonoscopy procedure, how to make an informed decision and the importance of bowel preparation can be found here: [colonoscopy resources for consumers](#).

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### How Easy Is It To Get To Your Appointment?

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HCCA is working with Canberra Health Services (CHS) on how to find your way in health services. New signs can be seen at the Weston Creek Walk-in Centre (at right).

Other strategies or wayfinding elements that help people find their way include letters, SMS, website, the new kiosks and staff. A workshop is planned for February with all CHS volunteers who guide people across the hospitals, to identify what is working and how it could be improved.

HCCA and CHS would like to adopt a comprehensive and consistent message system to support people to find their way to a health service. This is in addition to supporting people to build mental maps to understand the geography and wayfinding across health services. To arrive with ease because the parking, building, ward and the bed are easy to find is the aim. If you have ideas on what could help and ideas for priorities for improvement, please contact me [claudiacresswell@hcca.org.au](mailto:claudiacresswell@hcca.org.au) or phone 6230 7800.

*Claudia Cresswell  
Health Literacy Officer*

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### After Hours, Bulk Billed, Doctor Home Visits

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If you need medical care on a weeknight or weekend, one option is the bulk billed, after hours doctor home visit. The service treats patients who need urgent medical care for non-life threatening conditions. It is not for emergencies. For emergencies, call 000.

The service is from 6pm weeknights, 12 noon Saturday, all day Sunday and public holidays. Note: the service is triaged meaning there may be people with more urgent needs who will slip ahead in the list. It is also important to confirm your suburb is covered. A consumer recently found they didn't service her suburb and she had limited options for getting care. Check suburb locator for your suburb.

Phone 13SICK (that's 13 7425) for this after hours service. If you have used the service we are interested to hear about your experience.



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## Canberra Health Services - Comfort Care at the End of Life Program

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In November, Minister Rachel Stephen-Smith MLA and Canberra Health Services (CHS) launched the *Comfort Care at the End of Life Program*. CHS established an End of Life Care Working Group which has 43 members and HCCA played a significant role. We are represented on this Group by Adele Stevens. The End of Life Care Working Group aims to develop and lead implementation of an organisation wide approach to ensure safe and high quality care is provided to consumers approaching the end of life. This includes a person-centred care approach which enables the choice to accept or decline supports and services that suit their needs. Some of CHS services that may be helpful during this time include:

- Social Work Services –available to provide emotional and practical support to a person nearing the end of life and their family
- Spiritual Support Services – chaplains and pastoral carers available to support all religious traditions, beliefs and spirituality
- Palliative Care ACT – trained volunteers can be with a person when their family cannot be present
- Therapeutic Harpist – a certified therapeutic harpist to provide harp music at the bedside to soothe, comfort and support a person and their family.

Canberra Health Foundation and other volunteer groups provide both gifted and loaned care items for a person and family members visiting. The care team can also help with creating hand or fingerprints, moulds and memory boxes to keep precious items and memories. Providing comfort care at the end of life is an essential part of medical care. At the end of life, little things may not be so 'little'.

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## HCCA Indian Australian Association Award

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The Indian Australian Association of Canberra (IAAC) held its award night on 25 January 2020 and HCCA was recognised and awarded a Certificate of Acknowledgement. This was for the work we do with our Culturally and Linguistically Diverse Community (CALD) delivering workshops and information sessions that help people navigate the health system to become better informed.

HCCA connects with multicultural groups to increase health literacy regarding navigating the health system, understanding Medicare, after-hours primary healthcare options and Advance Care Planning.

Our sessions also collect comments, concerns and issues raised which we forward back to health services. Our work with these groups helps identify consumer needs around health services and infrastructure development, and to raise awareness of health infrastructure development in the community.



*Yelin Hung receiving Indian Australian Association of Canberra Certificate of Appreciation 25 Jan 2020*

*Yelin Hung  
Multicultural Liaison Officer*

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# HEALTH INFRASTRUCTURE UPDATE

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## SPIRE Project Consumer Reference Group

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Work on the SPIRE Project has been progressing. At the 11 December 2019 SPIRE Consumer Reference Group (CRG) meeting, Silver Thomas Hanley (STH), architects specialising in health care design, gave a presentation. They have been engaged by Major Projects Canberra to undertake early design work and assured CRG members that the design work was in the early stages and there are still many opportunities for consumer input.

STH sought CRG comments on proposed changes to the initial design to better integrate the SPIRE project with the main hospital building. This involves the inclusion of a covered or possibly enclosed walkway between SPIRE and Building 2 resulting in the closure of Hospital Road to through traffic. Changes are also proposed for the set down and pick up areas at the main entrance of the hospital and the new Emergency Department in SPIRE.

HCCA has concerns about these changes and is seeking further information. HCCA will keep members informed and seek opportunities for members to express their views on the changes.

At the 15 January 2020 meeting, Major Projects Canberra and Canberra Health Services provided updates on the SPIRE project and the work required to prepare the SPIRE site.

The CRG was advised that the construction of the new Building 28 adjacent to the multistorey carpark, to accommodate staff from Building 24, would be completed in 6-8 weeks.

CRG members raised concerns about patient and visitor access to and around the hospital particularly by public transport. Major Projects Canberra proposed to establish a working group to consider this issue.

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## HCCA Orientation Session for SPIRE Consumer Representatives

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On 6 December 2019, HCCA hosted an orientation session for the SPIRE Consumer Reference Group (CRG). Representatives from COTA ACT, Mental Health Consumer Network, Women with Disabilities ACT and Major Projects Canberra joined HCCA CRG members for an overview of the SPIRE project.

Participants identified issues that consumers consider important in health infrastructure and prioritised them. The issues of highest priority included:

- good access to and around hospital for people of all abilities
- public transport and parking
- signage and way finding
- concierge in the Emergency Department
- safe place for mental health consumers, and
- provision of family/group spaces.

HCCA developed resources for participants including a glossary of acronyms and terms used in health infrastructure projects. This document is on the [HCCA website](#).

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## SPIRE Project Schematic Design Phase Has Commenced

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Major Projects Canberra in partnership with Silver Thomas Hanley have commenced workshops with Departmental Planning Teams (DPT) to develop Preliminary Sketch Plans for each Department in the SPIRE project, for

example the Emergency Department, Intensive Care Unit etc. The DPTs comprise clinical stakeholders and a consumer representative/s. HCCA has a consumer and/or staff representatives on most of the DPTs.

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## Temporary Carpark at the Former CIT

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On 10 January 2020, the ACT Government announced it has endorsed the construction of a temporary carpark for the Canberra Hospital at the former CIT Woden campus to support the

delivery of the SPIRE Project. The new carpark will primarily be for hospital staff and will include appropriate security and shuttle bus services. For more information click [here](#).

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## Inquiry into Planning for SPIRE

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HCCA is preparing a submission to the Standing Committee on Planning and Urban Renewal for its inquiry into Planning for the Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE) and the Canberra Hospital campus and immediate surrounds.

**Submissions close on 23 February 2020.** For more information, including the Terms of Reference and how to make a submission to the Inquiry click [here](#).

*Anne Meuronen  
Community Participation Coordinator*

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## CONSUMER REFERENCE GROUP REPORTS AND INFORMATION

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### Quality and Safety - TGA Consultation on Access to Ingredient Information

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The [Therapeutic Goods Administration](#) have published the [outcomes](#) of the public consultation on increased online access to ingredient information. On this page they have published:

- all submissions and de-identified survey responses, where the respondents gave us permission for their publication, and
- a statement about the changes that will be made

Before excipient ingredient names are visible in public summaries, the legislative basis for the publication needs to be created under subsection 61(5D) of the *Therapeutic Goods Act 1989*. These will be on the TGA website in the first half of 2020. TGA will also need to change their IT systems.

TGA will collaborate with respondents to help communicate this information to consumers in the coming weeks to help with:

- confirming key messages for consumers (e.g. what can consumers expect to see in ARTG summaries and what information will not be displayed) and
- opportunities to raise awareness about the availability of this information through existing communication channels (e.g. social media, newsletters, publications).

Please contact Jolanta Samoc, at [ARTG.excipients@tga.gov.au](mailto:ARTG.excipients@tga.gov.au), if you would like to collaborate but did not originally express your interest in the consultation.

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### Quality and Safety - Patient Photo on Health Record Curtails Medication Errors

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The idea is simple — display a photo at the top of an electronic health record, visible at all times, alongside the patient's name, age and other ID, and health professionals are less likely to make "wrong patient" medication errors. This solution

is considered to be 'non-interruptive' to workflow but significantly effective in error prevention. [Click here](#) to read more about this research and the prevention of medication errors.

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## Quality and Safety - Potentially Preventable Hospital Admissions

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The potentially preventable hospitalisations (PPH) indicator is a proxy measure of primary care effectiveness. PPH are certain hospital admissions that potentially could have been prevented by timely and adequate health care in the community. There are 22 conditions for which hospitalisation is considered potentially preventable across 3 broad categories:

**Vaccine-preventable conditions** - Diseases that can be prevented by vaccination. These are grouped as pneumonia and influenza (vaccine-preventable) and other vaccine-preventable conditions such as chicken pox (varicella), measles, polio, whooping cough (pertussis) and more.

**Acute conditions** - Conditions that theoretically would not result in hospitalisation if adequate and timely care (usually non-hospital) was received. They can include cellulitis, dental conditions, pelvic inflammatory disease, pneumonia (not vaccine-preventable), urinary tract infections and more.

**Chronic conditions** - Conditions that may be preventable through behaviour modification and lifestyle change, but can also be managed effectively through timely care (usually non-hospital) to prevent deterioration and hospitalisation. These can include asthma, diabetes complications, nutritional deficiencies, angina and chronic obstructive pulmonary disease (COPD) and more.

This information can be used as an indicator of patients' access to primary health care services and the appropriateness or effectiveness of care, as well as preventive health interventions. It is intended to assist local health professionals to develop strategies for change where needed, in the context of their local area. You can read more [here](#).

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## e-Health – Patient Journey Platform

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The ACT Health Directorate has introduced new digital technology to improve the way it manages the flow of outpatients across its sites in conjunction with digital patient journey specialists, Intouch with Health.

Using the *Intouch with Health Patient Journey Platform*, patient self-check-in kiosks and digital patient calling boards have been introduced at Canberra Hospital, The University of Canberra Hospital, as well as in community health centres at Gungahlin, Tuggeranong, Phillip and Belconnen.

The digital kiosks allow patients to register their arrival minimising the requirement for a receptionist to manually administer a patient's arrival.

Patients can also electronically sign their Medicare form for billing authorisation. Electronic appointment outcome forms have also been introduced to reduce paper trails while increasing the collection of accurate data used by clinicians to capture the outcome of all patient appointments. All technology is integrated with ACT Health's local patient administration system, ACTPAS.

'A patient-centred approach is a core component of our Digital Health Strategy, and the introduction of digital kiosks that assist with queue management, electronic way-finding and patient check-in services improve the experience for health consumers', said ACT Health Chief Information Officer, Mr Peter O'Halloran.

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## Health of Older People - RADAR

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Rapid Assessment of the Deteriorating Aged at Risk (RADAR) is a Canberra Hospital avoidance program working in partnership with General Practitioners (GP's). The aim is to support the elderly at risk of unnecessary admission to hospital or prolonged stay in hospital due to health or functional decline. This service provides a timely response within 24-48 hrs Monday to Friday.

The RADAR team includes medical staff, registered nurses, occupational therapists, social workers and dieticians who remain in close contact with the client's GP. The team liaise with pathology, imaging, domiciliary allied health, Hospital in The Home and Aged Care Assessment Team services to ensure timely investigation and management for the older person in the most appropriate environment.

The service is available for:

- Persons aged 65 years or older (younger clients may be seen if already known to the aged care team or residential facility) or 50 years for Aboriginal and Torres Strait Islander people.
- The person has suffered a decline in function/ability which the referring doctor anticipates will result in an unnecessary hospital admission within the next two weeks.
- The person should not be acutely unwell and require immediate hospital admission.
- The person needs to be able to stay in their usual place of residence while the reason for deterioration is managed.

A GP referral is required prior to a patient being assessed. The phone number is 5124 8293 and a link for information is [here](#).

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## ITEMS OF INTEREST

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### ACT Government Preventive Health Plan 2020-2025

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The new *Healthy Canberra: ACT Preventive Health Plan 2020-2025* sets out a framework for preventing chronic disease and supporting improved health and wellbeing outcomes, with the aim of keeping Canberrans well and out of hospital. It shifts the focus from treating illness to preventing illness. The Healthy Canberra Plan has five key priority areas:

- supporting children and families
- enabling active living
- increasing healthy eating
- reducing risky behaviours
- promoting healthy ageing

The Plan will deliver tailored approaches to different population groups while addressing the leading lifestyle risk factors – tobacco use, dietary risks, physical inactivity and alcohol use – that contribute to over a third of the total burden of disease in Australia as well as on supporting families to set up a strong foundation for good health in the first 1000 days of a child's life.

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### Health Messages from ABC Australia Talks Survey

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The ABC's Australia Talks national survey showed how health issues impact on different age groups. 56 per cent of respondents named health as a problem personally affecting them or a family member, making it the third most-cited issue of concern after climate change and saving enough for retirement.

The **Australia Talks** survey findings should underline for all of us the importance of care in the community --- whether we are old or young, having a sense of support can lift our health.

Many people present to GPs and other services with concerns that are more to do with issues such as loneliness and other determinants of health rather than a medical problem. Addressing these would go a long way to promoting wellbeing and supporting chronic condition management. Social prescribing supports health professionals to connect and refer their patients with local services and community groups that could address the social determinants contributing to poor health. More is [available on the CHF website](#).



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## Great Expectations on Health Require Real Action

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The extensive reviews into Australia's health system currently underway indicate the Government recognises the need for real action and greater investment in health, but the next Federal Budget must show the Government is for real on health, the [Consumers Health Forum](#) (CHF) says.

“The fallout from the catastrophic bush fires highlights the need for resilient community health services and we specifically support the funding for additional mental health and community support services. The health impacts from the fires will be felt by many for years and there needs to be adequate provision for these now and in future Budgets.”

Australia has a high-quality health care system, yet... the Commonwealth Fund's international

comparisons rank Australia ... relatively poorly in terms of equity at seventh out of 11 countries.

“We call upon the Federal Government to take action on the *Uluru Statement from the Heart* to work to close the gap. There are a number of other key policy processes underway that could influence health reform such as the Medical Benefits Schedule review, reforms of private health insurance, addressing the pressing problem of out of pocket costs for specialist services and procedures and the National Women's Health Strategy. CHF calls on the federal government to provide funding to implement all these strategies. These plans are evidence that the Minister is prepared to act. We trust the Budget will make that possible,” Ms Wells said. You can read the whole CHF statement [here](#).

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## Change to Health Records Access Fees

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There has been an increase in fees and charges to The *Health Records (Privacy and Access) Act 1997* from 1 January 2020. These fees relate to the determined fees for a service which is payable to the health service provider or record keeper by the person to whom the service is provided. There are waivers and discounts available in certain circumstances. You can find the details [here](#).

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## 2019 Choosing Wisely in Australia Report: Partnering for change

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The [2019 Choosing Wisely Australia Report: Partnering for change](#), showcases work being undertaken across the health sector to reduce unnecessary healthcare.

Recognising strong partnerships are paramount to successfully growing an initiative like Choosing Wisely Australia. This year's report highlights key implementation work and insights from across a network of 88 members and supporters, all committed to influencing the national dialogue around unnecessary healthcare.



To date, almost 200 evidence-based recommendations around healthcare have been developed by Australia's health professional colleges, societies and associations and published under the initiative - a key starting point towards reducing inappropriate and unnecessary healthcare. The report is available [here](#).

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## NAIDOC Theme 2020

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The 2020 NAIDOC theme is *Always Was, Always Will Be*. This recognises that First Nations people have occupied and cared for this continent for over 65,000 years and are spiritually and culturally connected to this country.

NAIDOC Week 2020 acknowledges and celebrates that our nation's story didn't begin with documented European contact whether in 1770 or 1606 - with the arrival of the Dutch on the western coast of the Cape York Peninsula. It's about seeing, hearing and learning the First Nations' history of this country - which is Australian history.



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## Useful Newsletters

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### Canberra Lung Life

- January edition [here](#)

### ACT Seniors and Veterans Newsletter

- February edition [here](#)

### The Sleep Apnoea Association

- Feb/March edition [here](#)

### Health Consumers NSW

- February edition [here](#)

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## LOCAL EVENTS

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### ANU Climate Update 2020

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Australia's climate is already becoming hotter, more extreme and uncertain, and it's projected to become increasingly inhospitable and dangerous unless we take transformative, timely and positive action. Despite this, as a society, we are not acting with the urgency required to limit global warming to 1.5°C or even 2°C. Nor are we preparing climate adaptation responses to the degree needed to manage the emerging risks.

ANU Climate Update 2020 will present an overview of how our climate is changing and how we can respond to these changes. Part 1 will present the latest climate research. Part 2 will discuss how we can communicate effectively about climate change, the role of different groups in driving the transition to a low carbon future and climate action at a community level.

**Date:** 2.15pm – 6.30pm, 12 February 2020  
**Venue:** Manning Clark Hall, Kambri Cultural Centre, 153 University Ave, Acton

**RSVP:** Eventbrite [here](#). Currently booked out but more seats may become available. It will also be livestreamed.

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### Grace Under Pressure - Sydney Arts & Health Collective

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*We need to care for them. Beautifully staged this is a truly unique theatre experience.*

Health professionals are with us when we're born and when we die. They devote their lives to caring for us, but how do we care for them? Written by David Williams and Paul Dwyer and based on hours of in-depth interviews with doctors and nurses about their experiences of training and working in hospitals, *Grace Under Pressure* is a surprising, intimate, and deeply moving theatre experience ranging from wildly funny to utterly heartbreaking.

**Dates:** 3-5 April 2020, various times  
**Venue:** The Q Theatre, Queanbeyan  
**Tickets:** Ph 6285 6290 or see link [here](#)

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## UPCOMING HCCA EVENTS

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### Chronic Conditions Seminar Series: Managing Your Pain

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Find out:

- How chronic pain changes us emotionally and physically
- Up to date information and useful strategies to manage chronic pain.

**Date:** 7pm to 9pm, Thursday 20 February 2020

**Venue:** SHOUT, Building 1, Pearce Community Centre, Collett Place, Pearce  
Light refreshments provided.

**RSVP:** by Monday 17 February to [karenjames@hcca.org.au](mailto:karenjames@hcca.org.au) or call 6230 7800.

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## RECENT APPOINTMENTS

- Darlene Cox – Choosing Wisely Steering Group, Canberra Health Services
- Claudia Cresswell – Outpatients Transformation Working Group, Canberra Health Services
- Darlene Cox – Outpatients Transformation Steering Committee, Canberra Health Services
- Fiona Tito Wheatland - ACT Child and Adolescent Clinical Services Plan Steering Committee, ACT Health Directorate

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## CONSUMER PARTICIPATION: HCCA COMMITTEE VACANCIES

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### Occupational Violence Prevention and Management Committee CHS

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Canberra Health Services is seeking a consumer representative to participate in the Occupational Violence Prevention and Management Committee. The role of the OVPMC is to monitor implementation of the Occupational Violence Strategy and associated policies and procedures, review statistical reports and develop strategies in consultation with staff, management and other stakeholders.

The role would suit an experienced consumer representative with an interest in occupational violence prevention, work health and safety and policy implementation.

You can view the terms of reference for this committee [here](#). You can nominate for this committee [here](#). This opportunity closes on **Tuesday 18 February 2020**.

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### Governance Committee for Pharmacist in Residential Aged Care Facilities Program - Capital Health Network

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Capital Health Network and University of Canberra are seeking a consumer representative to join the governance committee for a project that aims to integrate a pharmacist into Residential Aged Care Facilities to improve resident safety and reduce medication-related effects and hospitalisation. The governance committee will provide advice to CHN on the service model, evaluation framework, strategies to attract and retain pharmacists and monitoring and evaluation of the program.

The position would suit an experienced consumer representative with an interest in pharmacy services and residential aged care facilities. The governance committee will be convened for the duration of the project from March 2020 to July 2021.

You can view the terms of reference for this committee [here](#). You can nominate for this committee [here](#). This opportunity closes on **Tuesday 18 February 2020**.

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# CONSUMER REPRESENTATIVE SPONSORSHIP OPPORTUNITIES

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## Better Care Everywhere: Healthcare Variation in Practice National Conference

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The Australian Commission on Safety and Quality in Health Care will hold its annual conference at the International Convention Centre in Sydney on 20 and 21 July 2020.

The conference is a forum to increase understanding of health care variation and to share successful initiatives to improve appropriateness of health care and improve patient outcomes. Led by national and international guest speakers, it is an opportunity to take part in plenary sessions, panel discussions and seminars to gain practical knowledge and skills to help deliver better patient outcomes.

More information about the conference can be found [here](#).

HCCA will sponsor two consumer delegates to this conference and is seeking expressions of interest from consumer representatives. Sponsorship includes conference registration, and transport and accommodation costs. HCCA has an expectation that consumer representatives who are sponsored to attend conferences will share their knowledge through contributing a written or spoken report for the benefit of other members and staff.

If you would like to attend this conference, please complete the expression of interest form [on the HCCA website](#). The closing date for expressions of interest for this forum is **Tuesday 10 March 2020**.

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### Contact Us

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Consumer Bites is the fortnightly newsletter from **Health Care Consumers' Association ACT**

Please note that Consumer Bites provides a small snippet of health related articles our members might find interesting to consider, ponder and analyse. The HCCA does not purport to endorse any opinions or the veracity of claims contained within the articles.

*Editor: Darlene Cox*