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## UPDATE FROM THE OFFICE

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Like many of you I am concerned about the developments in Victoria and have been watching the Government and health service responses, and the media coverage. The lockdown of the public housing towers is particularly concerning, and it must be frightening for the people who live there.

Awatif Taha, a resident in one of the tower blocks in Flemington, sets out some very practical steps that all Governments need to take to reduce transmission and keep people safe. You can read the Guardian Australia [article here](#).

[Western Health](#) has four public hospitals: Footscray Hospital, Sunshine Hospital, Williamstown Hospital and Sunbury Day Hospital. They have introduced a policy for everyone to wear masks as they enter their health services. On entry to Western Health all visitors, outpatients and support people will be provided with a surgical mask to wear throughout their visit. One of their nurses at Sunshine Hospital's Respiratory Assessment Clinic, Shabnam Tawfi, was featured on the ABC 7.30 program last week. [You can watch it here](#).

The Victorian Department of Health has translated information about COVID-19 into more than 50 community languages. This includes factsheets and promotional materials. They are available [online here](#).

We value a harm minimisation approach to alcohol and drug use. I have been following the policy responses as I am interested in how the pandemic has affected illicit drug use in Australia. I know members are interested in this. You may be interested in [this article by Amy Peacock](#), a Senior Research Fellow at the [National Drug and Alcohol Research Centre](#), University of New South Wales.

Thank you to those who have completed our Online Engagement Survey. The responses have provided useful insights. The survey is still open for a few more days so if you have not had the chance to complete it, please [do so here](#). It will take about 2 minutes.

I have reviewed the responses so far and there is variation – as you would expect. Some people only want to engage online with others preferencing face to face. Many want to continue a mix of face to face and online events. One person responded: “My responses are in the context of the current COVID situation and may be different if and when that improves! I do think HCCA needs to creatively embrace using online technology as much as possible without losing sight of

## HCCA EVENTS

### HCCA Online Engagement Survey

- [Click link here](#)

### HCCA Survey – Looking After Your Health with a Long-term Condition

- [Click link here](#)

the importance of face to face contact with consumers and health services (but not too close!)”. While people feel that they can access information via online events, they are missing the face to face contact, and the informal conversations that it enables.



The current situation with COVID-19 cases in the ACT is developing as we speak. We are planning for the ACT to move to Stage 3 and easing of restrictions later in July. HCCA are looking to recommence some face to face meetings but this will be dependent on health advice. We will have more details in the next newsletter.

I am pleased to announce that Anna Tito has joined HCCA part time as a Policy and Research Officer. Anna has worked on our recent project on the needs of children and families who access specialist care interstate. I am delighted that Anna has agreed to work with us for 2020-2021. Anna will support the facilitation of the “voice” of health care consumers and is looking at internal HCCA policies as well as providing input into health service policies. At the moment Anna has started by coordinating our response to the ACT Oral Health Program Review.

*Darlene Cox  
Executive Director*

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## COVID19 UPDATE

The ACT Government has a dedicated website for all information relating to COVID-19 in the ACT including the latest health updates and statistics, advice about protecting yourself and others, how to self-isolate or quarantine, details about economic support and much more. We encourage you to check out the site regularly [here](#).

### Canberra Health Services - Updated Visitor Restrictions

Anyone who has been in Victoria, including ACT residents, should not visit aged care facilities, hospitals, or other high-risk settings for a period of 14 days after leaving the state.

At screening stations at CHS locations visitors will now be asked if they have returned from **Victoria** in the last 14 days. Those who answer ‘yes’, will be excluded for a period of 14 days from their return.

Exceptions for visiting patients are still considered on compassionate grounds. Individuals who have been in Victoria in the last 14 days, and who are seeking compassionate grounds for visiting patients, will need to seek an exemption to enter a high-risk setting by emailing [covid.exemptions@act.gov.au](mailto:covid.exemptions@act.gov.au)

If an exemption is granted, the visitor will need to wear a surgical mask and adhere to strict infection control practices, specifically hand and respiratory hygiene.

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## Testing Criteria in the ACT

Here is a reminder of the COVID-19 testing criteria for the ACT for suspect case definition:

- Fever ( $\geq 37.5^{\circ}\text{C}$ ) or history of fever (e.g. night sweat, chills) in the absence of a clear alternative cause, such as a urinary tract infection or cellulitis **OR**
- Acute respiratory infection (e.g. shortness of breath, cough, sore throat) **OR**
- Sudden onset of loss of sense of smell or taste **OR**

- Sudden onset of runny nose, muscle pain, joint pain, diarrhoea, nausea, vomiting or loss of appetite can be tested in the absence of fever or respiratory symptoms if no alternative cause for these symptoms is apparent, at the discretion of the treating clinician **OR**
- Close contact with a confirmed COVID-19 case in the 14 days prior to illness onset **OR**
- International or interstate travel in the 14 days prior to illness onset (this does not include people who live in NSW close to the ACT and regularly travel to the ACT) **OR**
- Travel on a cruise ship (passengers and crew) in the 14 days prior to illness onset **OR**
- Healthcare, aged or residential care workers and staff with direct patient contact **OR**
- Hospitalised patients, where no alternate explanation of the patient's illness is evident.

You can read the details of [testing criteria here](#).

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## Public Health Directions for People Travelling from Victoria

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COVID-19 case numbers in Melbourne, Victoria are increasing. Canberrans are being advised **not to travel** to Victoria at this time for any but **absolutely essential** reasons. This is particularly important for any travel plans for the school holidays.

In response to the escalating COVID-19 situation in Victoria, a new [Public Health Direction](#) has been revised as the situation in Victoria has continued to evolve:

- **From 07:00am on Friday 3 July 2020:** Anyone who enters the ACT, and has been in a COVID-19 hotspot in Victoria (as defined at the time of their entry to the ACT), is required to quarantine in the ACT until 14 days after leaving the hotspot, **or** return to their home jurisdiction at the earliest reasonable opportunity.
- **From 11:59pm on Monday 6 July 2020:** Anyone who enters the ACT, and has been in the greater Melbourne metropolitan area, is required to quarantine in the ACT until 14 days after leaving Melbourne, **or** return to their home jurisdiction at the earliest reasonable opportunity.
- **From 12:01am Wednesday 8 July 2020:** Anyone (other than ACT residents) travelling into the ACT from Victoria will be denied entry unless they are granted an exemption. ACT residents will be able to return home, but they will be required to enter quarantine until 14 days after leaving Victoria, and **must notify ACT Health** of their intention to return through the COVID-19 Helpline on 6207 7244. Passengers on inbound flights from Melbourne will be asked to provide identification and details of their planned quarantine location when they arrive at Canberra Airport.

### People who have recently been in Victoria and who entered the ACT prior to the new Public Health Direction:

- Anyone who has been in Victoria should not visit or work in a high-risk setting for a period of 14 days after leaving the area.
- Staff who provide home-based aged care or disability services who have recently been in Victoria should exclude themselves from providing in-home care for a period of 14 days, unless their role is deemed essential.
- GPs and other community health practitioners who have recently travelled to Victoria should remain particularly vigilant for early symptoms, and immediately exclude themselves from work and get tested for COVID-19 if they develop symptoms

**If you have arrived in the ACT from Melbourne in the last two weeks**, please contact ACT Health via the COVID-19 Helpline on 6207 7244. ACT Health will provide you with advice and information about quarantine.

Anyone coming into the ACT from Victoria must closely monitor themselves for symptoms of COVID-19. It is important to get tested if you have even the mildest of symptoms. Seek testing via their GP or by visiting one of the ACT COVID-19 testing centres. Penalties and fines may apply to people who fail to comply with Public Health Directions. To view the Public Health Directions, visit the [Public Health Directions page here](#).

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## Accompanying Public Health Advice

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### Advice for high-risk settings

- People who have been in the Melbourne Metropolitan area, including ACT residents, should not visit or work in a high-risk setting for 14 days after leaving the area
- If people have been in the Melbourne Metropolitan area and are seeking to visit a high-risk setting on compassionate grounds, this should be considered following a risk assessment, in consultation with ACT Health if required. If deemed appropriate, the visitor should wear a surgical mask and adhere to strict infection control practices, including hand hygiene.

### Advice for staff providing home-based aged care, disability and other support services

- Staff returning from the Melbourne Metropolitan area, who provide home-based aged care and disability services that involves close physical contact with clients, should exclude themselves from providing in-home care for 14 days, unless the service deems it is essential for the staff member to continue in their role.
- In this scenario, the staff member's manager should undertake a risk assessment to determine whether it is appropriate for the staff member to return to work. Considerations include the staff member's risk of exposure to COVID-19, duration of close physical contact with clients and client vulnerability to COVID-19. ACT Health can assist with the risk assessment.

### Definition of a high-risk setting

A high risk setting is defined as a setting where there are a large number of people who are vulnerable to severe disease from COVID-19 (due to age or chronic medical conditions), and/or where there is a higher risk of COVID-19 transmission due to close proximity and difficulties maintaining physical distancing. These settings are:

- hospitals
- residential aged care facilities
- correctional facilities
- residential accommodation facilities that support people who require frequent, close personal care and who are vulnerable to severe disease

This information is available on the [ACT Health Website here](#).

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## Canberra's Recovery Plan: Community Recovery Roadmap

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The Canberra community has been hit hard in 2020 by smoke, bushfires, hail and now COVID-19. This has impacted our wellbeing in different ways, with the highest impacts felt by our young people, those experiencing social isolation, and those who have lost their jobs. The ACT Government, with our community partners, has responded immediately to deliver practical and meaningful support to Canberrans when they need it most. The Phase 1 snapshot in the Roadmap shows a range of continuing measures to promote wellbeing, support communities and reduce cost of living pressures.

Now in Phase 2 the government will continue to engage with community and community sector partners to establish the foundation for recovery and then build resilience into the future as part of Phase 3. The ACT Wellbeing Framework will help us measure outcomes and understand the impacts of COVID-19 and how the community is recovering. Through recovery and beyond we will strive to be a more inclusive community where all Canberrans feel they belong, are valued, and can contribute. You can find the Plan [here](#).

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## POLICY AND RESEARCH UPDATE

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### Electronic Prescribing – CHF Webinar

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The [Consumers' Health Forum](#) (CHF) recently ran a webinar on electronic prescribing (e-prescribing). Their expert panel looked at the current status of e-prescribing in Australia, including what consumers can expect and when. The topics covered in the webinar included:

- The current e-prescribing model
- The plan for rolling out e-prescribing
- Privacy concerns for e-prescribing
- Consumer choices for e-prescribing

If you have an interest in this emerging area of health care, this webinar will give you plenty to think about in terms of access, e-health and what the consumer experience might look like for e-prescribing in Australia. You can watch the webinar - [Script change: Electronic prescribing and consumers here](#).

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### Joint Call to Approve Effective Pregnancy Health Warning on Alcohol Labels

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Food Safety Ministers are being urged to put the health and wellbeing of families and communities first by approving the most effective pregnancy health warning label on alcohol products when they meet next month.

Health and community groups have commended the recent recommendation by [Food Standards Australia New Zealand \(FSANZ\)](#) that a pregnancy health warning label with three colours – black, white and red – is most effective and will achieve the greatest impact. The label should convey a message of warning to the community that alcohol use in pregnancy causes harm. FSANZ has confirmed that the cost of implementing a pregnancy health warning label will be significantly less than the ongoing human

and financial burden of [Fetal Alcohol Spectrum Disorder \(FASD\)](#) within the community.

Industry lobby groups, however, have been pushing for a watered-down version of the label and a longer implementation time of 3 years. On 17 July, the Forum on Food Regulation will make their decision on whether to endorse the FSANZ label.

The [Foundation for Alcohol Research and Education](#) is urging Ministers to listen to consumers and support an effective pregnancy health warning. So far more than 1,500 individuals and 150 organisations across Australia and NZ have signed Open Letters supporting the proposed new labelling. For information:

- see [more about the issues here](#)
- [sign an Open Letter to support a visible pregnancy health warning label](#)

*Kathryn Briant  
Policy Officer*

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## HEALTH LITERACY UPDATE

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### Survey on the Understanding and Impact of COVID-19 Health Advice

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A recent national survey of 4363 people shows large differences in knowledge, attitudes, beliefs, and behaviours related to COVID-19. These have the potential to undermine efforts to reduce viral transmission and may lead to further social inequalities in health outcomes in Australia.

The [Sydney Health Literacy Lab](#) reported that people with lower health literacy and who spoke a language other than English at home had poorer understanding of COVID-19 symptoms. They were less able to identify behaviours to prevent infection, and experienced more difficulty finding information and understanding

government messaging about COVID-19. They were less likely to rate social distancing as important and reported more difficulty remembering and accessing medication since lockdown. They were also more likely to endorse misinformation/conspiracy beliefs about COVID-19 and vaccination.

These findings hold implications for the future release of health messages about COVID-19. For optimal impact, health messages should be tailored to meet the needs of lower health literacy and culturally diverse groups. The [abstract of the research can be viewed here](#).

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### Public Pay Phones at Canberra Hospital to Remain

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The Telstra Payphones located within the main Foyer, Emergency Department and the Residences Foyer will **not be disconnected** as reported in the last Consumer Bites. This is a definite win for consumers as not everyone has access to a mobile phone. The phones in the foyer are often used and it would be difficult for some consumers to ask to use a staff phone.

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### Our End of Life Wishes

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We held our first Advanced Care Planning (ACP) session on Zoom in early July. The 11 participants gave the thumbs up in their Zoom windowpanes. While online seminars can present challenges, they are also very convenient for those who have the technology. We share some of the questions and answers below. An Advance Care Plan in the ACT consists of:

- an [Enduring Power of Attorney](#) - a legal document to nominate a substitute decision maker (attorney). This comes into effect when you can't speak for yourself
- an [Advance Care Plan Statement of Choices](#) - a guidance document that covers a person's wishes and choices around health care
- an optional [Health Direction](#) - a witnessed legal document that gives competent adults the legal right to refuse or withhold medical treatment.

#### 1) Are the forms only valid in ACT and NSW or will the rest of Australia recognize them?

While they should be recognized Australia wide, the legislation differs. The two legal documents should be recognized. If an ACP Statement of Choices document is not recognized, it will be used as a guide for the relevant document within the jurisdiction, if possible. If the person no longer has capacity, the conversation will be had with the chosen decision makers.

#### 2) If you do not want to be resuscitated is there a tag/bracelet that will be respected by all?

While there are bracelets, tags and even tattoos, it is difficult to tell if it is a current wish. Having a dated Enduring Power of Attorney or Health Direction stating 'Do not wish to be resuscitated' is the optimal way to document directions.

### **3) Will paramedics automatically resuscitate a person, or will they refer to an ACP?**

This is tricky and dependent on who attends. There is certainly no guarantee. It is most important to be able to produce a copy of the documents (have them located in a recognizable spot such as the fridge door, behind the front door etc.) Paramedics will review them if they can access a copy and at least take them to the hospital.

### **4) Will the ACT government do an ACT specific ACP video for their website?**

There is an interactive website called [BeMyVoice here](#), developed by [Capital Health Network](#) and ACT Government. This provides information and access to all the documents needed.

### **5) Why is there a recommendation that a Health Direction get a GP's signature as witness?**

Having your GP witness the Health Direction shows that the direction/s stated have been discussed with your doctor who is best placed to discuss and explain these choices with you. While it is not a requirement, it is encouraged by the ACP Program to ensure that a member of the individual's healthcare team have been involved.

If you would like to participate in future Advance Care Planning presentations or would like one for your group, please email [claudiacresswell@hcca.org.au](mailto:claudiacresswell@hcca.org.au) or phone 6230 6800.

*Claudia Cresswell  
Health Literacy Officer*

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## **HEALTH INFRASTRUCTURE UPDATE**

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### **SPIRE Project – Family and Carer Spaces at Canberra Hospital**

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HCCA, in partnership with the SPIRE Consumer Reference Group, is developing a paper on the need for appropriately designed spaces for family members and carers in the new SPIRE building.

I am interested to hear about your experiences as a family member or carer supporting a loved one in hospital and the things that made it easier or more difficult for you to provide that support. I am also looking for your views and ideas on the following:

1. What types of facilities and spaces would help family members and carers to better support their loved ones in hospital?
2. What features, furniture or equipment should be included in these spaces to make them welcoming, comfortable and useful?
3. Where should these spaces be located e.g. in the hospital ward, on the same floor as the ward, in the building but not necessarily on same floor etc?
4. Are you aware of any good (or bad) examples of family/carers spaces in other hospitals or health facilities?
5. Any other comments or ideas you have on family and carer spaces in hospital

Please email any comments you have to me at [annemeuronen@hcca.org.au](mailto:annemeuronen@hcca.org.au).

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## Temporary Carpark at the Former CIT Woden Campus

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The ACT Government has lodged the [Development Application](#) (DA 202037177) for a temporary carpark for Canberra Health Services (CHS) staff on the former CIT Woden campus, located off Hindmarsh Drive. This carpark will provide capacity for more than 1100 vehicles and will free up public parking on the hospital campus. Demolition works have already commenced to prepare the disused site for the temporary car park construction. Construction is expected to begin in October, with the car park ready for use in early 2021. The DA is now open for public comment via [www.planning.act.gov.au](http://www.planning.act.gov.au). Public comments close on **22 July 2020**.

*Anne Meuronen*  
*Community Participation Coordinator, Health Infrastructure*

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## MENTAL HEALTH AND WELLBEING

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### ACT Office for Mental Health and Wellbeing Newsletter

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In the Winter edition of the Office for Mental Health and Wellbeing newsletter Dr Elizabeth Moore notes that as restrictions ease for our community, we continue to find new ways of engaging and supporting one another through a very unusual time. The mental health and wellbeing impacts of the COVID-19 pandemic and its necessary restrictions will continue as we move out of the current phase and into recovery.

It's been a challenging year, but the Office is committed to providing mental health and wellbeing support to the community and, in partnership with ACT Government and key community organisations, a range of online information to support individuals and families. You can find the [Winter Newsletter here](#).

You can find information and advice on the [ACT Government Health website here](#). You can also find information in relation to [mental health and wellbeing during COVID-19 here](#).

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### COVID-19 Mental Health and Wellbeing Services

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As we are dealing with COVID-19 and some associated challenges, we might be overcome with emotions. We may be feeling confused, isolated, sad, anxious, depressed, frustrated, or may just not feel like ourselves and are struggling with negative thoughts. These feelings are normal and acknowledging how we're feeling is the first step to taking care of ourselves and looking after our mental health needs. The next step is getting the support that's right for you. If you have a friend, family, neighbour or someone you know that doesn't speak English as their first language, let them know the Translation and Interpreter Services (TIS) on 13 14 50 is available and is a FREE service when using ACT Health Services. For help you can call or visit:

- Your GP
- Lifeline Australia: 13 11 14 or visit [Lifeline crisis support chat](#)
- Beyond Blue: 1300 224 636 or visit [Beyond Blue online chat](#)
- Suicide Call Back Service: 1300 659 467 or visit [Suicide Call Back Service online chat and video chat counselling](#)
- Kids Helpline: 1800 551 800 or visit [Kids Helpline WebChat counselling](#)
- Headspace Canberra: 02 5109 9700
- MensLine Australia: 1300 78 99 78
- Canberra Health Services Access Mental Health: 1800 629 354 or 6205 1065
- Phone 13 14 50 for the Translating and Interpreting Service (TIS) this is a **free** service.

For more information visit [ACT Health COVID-19 website](#).

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## COVID-19 Mental Health and Wellbeing Innovation Grants Program

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Do you have great ideas on ways to improve people's mental health and wellbeing during the COVID-19 health crisis? As part of the ACT Government's COVID-19 Mental Health Support Package, organisations, community groups and individuals are encouraged to apply for the Mental Health and Wellbeing Innovation Grants Program.

There is up to \$350,000 in funding available to support initiatives of up to 12 months in length. There are two distinct grants streams:

- **The Organisation Grants Stream** - a total of \$300,000 available for eligible applicants that have the capacity and ability to reach larger numbers of people in the ACT community. Under this stream, organisations can apply for between \$10,000 and \$75,000; and
- **The Community Grants Stream** - a total of \$50,000 available for programs and activities for more localised groups such as neighbourhoods, local communities or groups that have common interests. Under this stream, eligible applicants can apply for up to \$10,000.

The ACT Government is committed to supporting innovative ideas and projects that will help Canberrans build resilience, create social connections, and support our community's mental health and wellbeing. Applications will be accepted until midday, **Friday 17 July 2020**. For more information on the grants please click [here](#).

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## CONSUMER REFERENCE GROUP REPORTS AND INFORMATION

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### Quality and Safety – Your Feedback Sought: ACT Oral Health Services Review of Model of Care and Governance Framework

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Canberra Health Services are currently reviewing the Oral Health Services Model of Care and Governance Framework. HCCA has been invited to comment and is seeking the views of interested community members to inform our submission. If you have knowledge or experience with the Oral Health Services (or

have accompanied someone who has) and would like to share your views and/or experiences with us, either with written comments or by having a chat on phone or video, please get in touch with Anna Tito at [annatito@hcca.org.au](mailto:annatito@hcca.org.au) by **17 July 2020**.

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### Health of Older People - Aged Care Navigation Information Hub

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COTA ACT has an [Aged Care Navigation Information Hub](#). They have volunteers who can provide you with free, individual advice and assistance on navigating the aged care system including:

- registering for [MyAgedCare](#) and using the My Aged Care website
- understanding types of assessments and residential aged care and home care package
- assistance with filling in forms

They also run community workshops and information sessions. This service will be taking in-person appointments from July 2020. Please note that appointments will be conducted in the Hughes Community Centre using COVID safe practices. Contact COTA ACT on 6282 3777 to make an appointment with a volunteer aged care navigator.

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## Health of Older People - Residential Aged Care Communiqué: Covid-19 Issues Facing Aged Care Homes

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Australia has one of the lowest rates of infection and deaths around the world from COVID-19. These very low numbers will lead to us underestimating the challenges awaiting us.

The May edition of the **Communiqué** explores the lessons that could be learned by reviewing Covid-19 outbreaks, the preferred options for clinical settings to manage residents infected with Covid-19, examines reasons contributing to RACS being a high-risk setting including why more than standard techniques are required for

prevention of infection, as well as, reflecting on past RAC Communiqués that are relevant to Covid-19 pandemic.

The Residential Aged Care Communiqué is an electronic publication containing narrative case reports about lessons learned from Coroners' investigations into preventable deaths in Residential Aged Care settings. Each edition of the RAC Communiqué focuses on a single theme relevant to the clinicians and care staff in aged care You can read the May edition here.

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## ITEMS OF INTEREST

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### HCCA SURVEY: Looking After Your Health with a Long-Term Condition

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If you have one or more long-term health conditions, HCCA would love to hear from you in an online survey. It asks about:

- how you usually look after your health
- any people and organisations that help you to do this
- anything that makes this difficult, and
- any ways that COVID-19 has changed how you look after your health.

You can take part if you have any health condition that lasts more than a year, and means you need ongoing medical care – for example you may take a prescription medication or see a doctor regularly. The survey is part of a HCCA project about consumer and carer experiences of long-term conditions. It's supported by the ACT Health Directorate and is part of our Community Health Literacy Project.

We estimate the survey will take about 15 minutes. You can [find it here](#).

There is also a survey for carers, parents and guardians of someone with a long-term condition [here](#). Please let us know if you'd prefer to complete a paper survey. HCCA will post the survey along with a pre-paid return envelope.

You can also take part in a telephone, Zoom or skype conversation about your experience – this will take about 30 minutes and no more than an hour. If you'd like to do this or have any questions about the project please contact Sarah Spiller on 6230 7800 or [sarahspiller@hcca.org.au](mailto:sarahspiller@hcca.org.au).

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## Documentary: 'In My Blood It Runs' on ABC iView

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The life and voice of Dujuan Hoosan is showcased in this documentary, 'In My Blood It Runs' now available to [watch on ABC iView](#). Dujuan addressed the Human Rights Council in 2019, where he spoke about the high incarceration rates of Indigenous youth. He also advocates for raising the age of criminal responsibility in Australia from 10 to 14. [Read more in this news article](#).

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## National Diabetes Week 12 – 19 July 2020

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National Diabetes Week aims to raise awareness of the rapidly increasing preventable cases of diabetes in Australia. It is Australia's fastest growing chronic condition with around 280 people developing diabetes every day. Research shows that managing the daily challenges of diabetes can lead to anxiety, distress and depression for one in three people living with the condition. This year, National Diabetes Week will focus on supporting the emotional and mental health of people living with diabetes to:

- raise awareness of the mental and emotional challenges of managing diabetes
- highlight the services and support available to the diabetes community
- draw attention to gaps in diabetes service and care

For local information and support, visit the [Diabetes ACT website here](#).

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## Motor Vehicle Accident - Defined Benefit Information Service (DBIS)

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From 1 February 2020 people injured in a motor vehicle accident in the ACT are entitled to receive benefits under the Motor Accident Injuries Commission (MAI) Scheme to help them recover - no matter who was at fault.

The free DBIS service provided by Care Inc., through the Consumer Law Centre can assist you with information about the defined benefits

available to you, how to apply, how to have a decision reviewed and where to get more help.

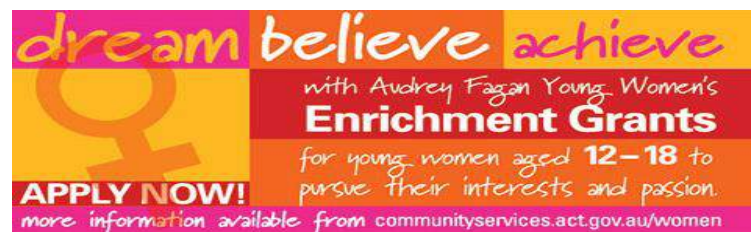
For more detailed information on the MAI scheme go to [www.act.gov.au/maic](http://www.act.gov.au/maic) or for the DBIS factsheet go here. You can also contact the Defined Benefits Information Service on 1300 209 642 (Mon to Fri, exc public holidays from 9am to 5pm). A Translating and Interpreting Service (TIS National) is available on 131 450.

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## The ACT Office for Women Audrey Fagan Young Women's Enrichment Grants

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The Audrey Fagan Young Women's Enrichment Grants highlight the ACT Government's commitment to the development of opportunities for young women. This supports the government's efforts in creating a community where women are safe, healthy, equally represented, and valued for their contribution to society.



Enrichment Grants provide young women aged 12 to 18 years with an opportunity to receive support to develop a project that will assist them to achieve their goals, and aim to inspire young women to enhance their skills and knowledge within their area of interest. The grant provides an opportunity for young women to make decisions, take responsibility, or initiate projects in collaboration with an experienced mentor of their choice.

For information visit <http://www.communityservices.act.gov.au/women/grants> and awards or phone the ACT Office for Women on 6205 1075. Applications close on **28 August 2020**.

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## Free Course – Coronavirus: What You Need to Know

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This free two-hour online course on the novel coronavirus (Covid-19) focuses on the history, transmission, symptoms, possible treatment and potential prevention of the novel coronavirus. Alison is one of the world's largest free learning platforms for education and skills training. It is a for-profit social enterprise dedicated to making it possible for anyone, to study anything, anywhere, at any time, for free online, at any subject level. You can find [the link here](#).

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## Useful Newsletters

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### ACTCOSS

- July e-Notice [here](#)

### SHOUT Newsletter

- latest edition [here](#)

### ACT Seniors and Veterans Newsletter

- June edition [here](#)

### ACT Australian Assoc of Gerontology

- July newsletter [here](#)

### ACT Health COVID-19

- Latest update [here](#)

### Aboriginal and Torres Strait Islander Health Workers

- June newsletter [here](#)

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## COVID-19 RESOURCES

For up to date information about COVID-19 check the following websites and social media channels:

**ACT Health:** <https://www.covid19.act.gov.au/>

**Healthdirect:** <https://www.healthdirect.gov.au/coronavirus> (This has information in other languages)

**Facebook:** <https://www.facebook.com/ACTHealthDirectorate/>

**Twitter:** <https://twitter.com/ACTHealth>

**ACT Government Helpline:** Ph 6207 7244 8am-8pm daily or [www.covid19.act.gov.au/contact-us](http://www.covid19.act.gov.au/contact-us)

**Disability Information Helpline:** Ph 1800 643 787 8am-8pm Mon to Fri and 9am-7pm Sat and Sun.

**The Older Person's Support Line:** Ph 1800 171 866.

**Commonwealth Department of Health:** <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

**ACT Communicable Disease Control (CDC) team:** Ph 5124 9213 or 9962 4155 after hours.

### Symptom checker:

[https://www.covid19.act.gov.au/data/assets/pdf\\_file/0003/1504974/CV\\_Identifying-symptoms.pdf](https://www.covid19.act.gov.au/data/assets/pdf_file/0003/1504974/CV_Identifying-symptoms.pdf)

If you are concerned and want further information you can call the Australian Government **Coronavirus Health Information Line** on [1800 020 080](tel:1800020080) 24 hours/day, seven days a week.

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## RECENT APPOINTMENTS

- Indra Gajanayake - National COVID Coordination Commission, Consumers Health Forum

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## COMMITTEE VACANCIES

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### Medical Imaging Services Project Control Group – Canberra Health Services

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Canberra Health Services (CHS) is working with Major Projects Canberra to undertake a capital works project to provide a new Interventional Radiology suite and upgrade the existing MRI scanner in response to the growing demand for medical imaging services from population growth, technology developments and advances

in clinical practice. CHS is seeking a consumer representative to participate in the project control group to ensure a consumer perspective is included in the project.

This opportunity will suit a consumer representative with experience of or an interest in medical imaging, and a knowledge of or

interest in the building design process. The role of a consumer representative in this project will be to ensure that the needs of consumers receiving medical imaging are seen and understood by the project group. Terms of

reference for this group will be provided when available.

This opportunity closes on **Tuesday 14 July 2020**. You can nominate for this opportunity [here](#).

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## Clinical Governance Committee – Calvary Public Hospital

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The Clinical Governance Committee (CGC) is the peak clinical governance committee for Calvary Public Hospital Bruce. Guided by the principles of the Clinical Governance Framework, the CGC drives systemic improvements in the quality and safety of clinical operations in the organisation.

This opportunity would suit an experienced consumer representative with knowledge of and interest in quality and safety issues and the inner workings of health service organisations. You will be contributing to a culture that monitors and

improves the provision of quality health care and the implementation of National Standards for Quality and Safety in Health Care. This opportunity would suit a consumer representative who is able to read and consider a volume of papers before each meeting, and who feels confident in building relationships and advocating for the needs of consumers at an executive level.

This opportunity closes on **Tuesday 21 July 2020**. More information about this opportunity is available [here](#). You can nominate for this opportunity [here](#).

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## Clinical Handover Working Group – Canberra Health Services

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Canberra Health Services (CHS) is forming a Clinical Handover Working Group under the NSQHS National Standard 6 Communicating for Safety. The aim of the working group is to ensure CHS has safe and reliable processes for the transfer of patient related clinical information at all points of transfer of care embedded in practice.

This position will suit a consumer representative interested in quality and safety issues and in contributing to ensuring consumers are involved in setting and implementing safe clinical handover procedures. All meetings will be held monthly, via remote link until further notice.

This opportunity closes on **Tuesday 21 July 2020**. More information about this opportunity is available [here](#). You can nominate for this opportunity [here](#).

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## Medical Services Group Quality and Safety Executive Committee – CHS

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Canberra Health Services Medical Services Group (MSG) is seeking a consumer representative to join its Quality and Safety Executive Committee. The MSG Quality and Safety Executive Committee is the peak clinical governance committee of the Division of Medical Services. Its role is to ensure the delivery of safe, high quality, effective and efficient care delivered by the Division. It reports to the Canberra Health Services Clinical Safety and Quality Committee.

It is the central accountability point for reviewing and monitoring quality and safety improvement activities from individual units. This position would suit a consumer representative with experience, knowledge and an interest in quality and safety issues and the development of clinical policies, protocols, and guidelines.

This opportunity closes on **Tuesday 21 July 2020**. More information about this opportunity is available [here](#). You can nominate [here](#).

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## Canberra Hospital Cancer Ward Refurbishment Project Control Group – CHS

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Canberra Health Services (CHS) is seeking a consumer representative to take part in the project control group managing the Major Projects Canberra refurbishment of Ward 14B which will provide assessment, diagnosis, treatment and management for cancer patients. Meetings will begin in late July and will be held monthly via teleconference.

This opportunity will suit a consumer representative with experience of or an interest

in cancer treatment, and a knowledge of or interest in the building design process. The role of a consumer representative will be to ensure that the needs of consumers receiving treatment and their families are seen and understood by the project group. Terms of reference for this group will be provided when available.

This opportunity closes on **Tuesday 14 July 2020**. You can nominate for this [here](#).

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## Expanding Pharmacy Services Project Control Group – Canberra Health Services

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The ACT Government has committed funding to undertake a project to expand pharmacy services so that people who are treated at Canberra Health Services can get access to their medications more quickly and easily. Canberra Health Services is seeking a consumer representative to participate in the project control group to oversee the project.

This opportunity will suit a consumer representative with experience of or an interest in pharmacy services, and a knowledge of or interest in the building design process. The consumer representative in this project will be to ensure that the needs of consumers using pharmacy services are seen and understood by the project group. Terms of reference for this group will be provided when available. This opportunity closes on **Tuesday 14 July 2020**. You can nominate for this [here](#).

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### Contact Us

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#### Health Care Consumers' Association Inc

100 Maitland St,  
HACKETT ACT 2602  
02 6230 7800

[adminofficer@hcca.org.au](mailto:adminofficer@hcca.org.au)

[www.hcca.org.au](http://www.hcca.org.au)



Consumer Bites is the newsletter of the **Health Care Consumers' Association**.

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*