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UPDATE FROM THE OFFICE

We are greatly saddened to hear of the sudden death of Sue Salthouse on Monday night. For almost thirty years, Sue passionately advocated for women and for people living with disabilities. She was ACT Senior Australian of the Year in 2020.

HCCA worked with Sue on a range of shared advocacy projects over the years. This photo shows Sue speaking at HCCA's 40th birthday celebration/conference in 2018. In addition to being the Board Chair for Women with Disabilities ACT, other prominent roles include being co-chair of the ACT Disability Expert Panel advising on the National Disability Insurance Scheme, influencing the United Nations Convention on the Rights of Persons with Disabilities, and being president of Women with Disabilities Australia from 2009-2012.



Sue was an HCCA member, a friend, and mentor to many of our staff and the broader HCCA family. Her leadership and tireless service to the community, here in the ACT and nationally, will be greatly missed. Her courage and insight in speaking up for human needs and especially those of women with disabilities, will continue to inspire our work. Vale Sue.

As a consumer organisation we do not have public health expertise but rather see our role to share the information provided by the ACT Chief Health Officer as changes are made to Public Health Directives. In recent weeks we have sent you emails to update you on changes to the public Health Directives around COVID-19.

In our regular newsletter we share information from public health experts, the Public Health Association and Departments of Health. We look to include diverse views, as we did for the COVIDSafe app. The Public Health Association has some good advice about how to reduce the impact of COVID-19. They encourage people to:

HCCA EVENTS

Health Issues Online Forum – Walk-in Centres

- 12-1pm, Tuesday 11 July 2020 by Zoom

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

- [Click link here](#)

- Listen to the experts
- Practice physical distancing, avoid mass gatherings, and wash your hands.
- Take care of your mental health

With increasing outbreaks, the COVIDSafe app has been in the media recently. HCCA's position on the app can be found in Issue 11 of Consumer Bites here. It is disappointing that the app has not appeared to make contact tracing easier.

There is also discussion about the virtues of elimination strategy compared with the suppression strategy. You may have seen an interesting piece in the ABC on 17 July 2020 from a doctor who was in hotel quarantine. You can read this here. He argues that the suppression strategy has failed and we need to change our approach to an elimination strategy. Here is an article from *The Conversation* that explains the difference between suppression and elimination. I will be interested to hear your thoughts on this.

In May and June, we raised the need for specific information for people over 70 and those with compromised immunity with easing restrictions. The ACT Chief Health Officer advised:

While there is no evidence of community transmission in the ACT and very few cases, people who are vulnerable to COVID-19 can leave their home and attend public places. To reduce the very low risk of acquiring and spreading COVID-19 everyone, including people who are at increased risk from COVID-19, are being advised to practice physical distancing, carry out frequent hand hygiene and avoid contact greetings, like hugs or handshakes. We would also strongly recommend that people who are vulnerable to COVID-19 avoid large gatherings or crowded places, where it might be difficult to maintain physical distancing.

This was useful for stage 2.1 restrictions, but we need this to be updated for stage 2.2 which we are currently in and for stage 3. The information so far is very focussed on able bodied, well people doing exercise, going out for dinner, meeting at cafes, drinking at a pub etc. Older people and people with immune compromised conditions have specific information needs and with the easing of restrictions these needs are not being met. Every transition point needs to include messaging for them.

Also, I want to share this preprint article. It sets out the results of a rapid review to identify and synthesise evidence relating to: a) What characterises effective public health messages for managing risk and preventing disease during public health crises? and b) What influences people's responses to public health messages about health risk communication? It can be read here. The key messages are:

- Engage communities in the development of public health messaging, using credible and legitimate sources
- Address uncertainty immediately and with transparency
- Unify content and style, with consistency of delivery across sources
- Develop messages to increase understanding, induce social responsibility, and empower personal control

I am particularly interested in their views on how public health messages communicate risk. They say these messages "should be designed as a multi-component strategy to support peoples' capability (the knowledge/skills), the opportunity (societal norms/physical resources) and the motivation (the desire/habit) to act accordingly in the face of changing risks."

*Darlene Cox
Executive Director*

COVID19 UPDATE

Canberra Health Services - Visitor Restrictions

From 13 July 2020, hospitals, and community health centres across the ACT returned to tighter visitor restrictions.

The new arrangement allows for only one visitor per patient, on site per day.

- Admitted children aged 17 and under may have one parent or carer present at all times, with an additional visitor able to join them for up to an hour a day.
- Women who are admitted for care related to birthing may have up to two support persons present. This arrangement needs to be pre-planned with the relevant midwifery and obstetric staff during antenatal care.
- Patients attending an outpatient and/or a community health clinic should, wherever possible, attend alone. If patients do require a support person, they should be asked to limit this to one person only.

Compassionate exceptions to the visitor policy will continue to be determined on a case by case basis however each case must be in consultation with the relevant clinical staff. Social distancing principles apply to all carers and visitors, and children are not to visit the hospital where possible.

Public Health Direction - Travel From Victoria

Individuals who entered the ACT **before 12:01am Wednesday, 8 July 2020**, who have been in Victoria in the last 14 days, and who are seeking compassionate grounds for visiting patients, will need to liaise directly with the health facility whereby a risk assessment should be conducted.

Individuals who entered the ACT **after 12:01am on Wednesday, 8 July 2020**, who have been in a Victoria in the last 14 days, who are seeking compassionate grounds for visiting patients, must remain in quarantine and will need to seek an exemption to enter a high-risk setting by emailing covid.exemptions@act.gov.au.

You can find more information about the changes [here](#). You can find more information about the ACT Government response to the COVID-19 Public Health Emergency [here](#).

Public Health Direction – NSW Locations

A Public Health Direction remains in place for a number of affected locations in NSW. This Direction legally requires anyone who has been in some of the affected locations identified by NSW Health, to self-quarantine for 14 days from the date they were there, even if they do not have any symptoms. At this time, these locations are:

- **Bateman's Bay Soldiers Club** – Monday 13 July, Wednesday 15 July to Friday 17 July
- **Crossroads Hotel in Casula** – between Friday 3 July to Friday 10 July
- **Planet Fitness in Casula** – between Saturday 4 July and Friday 10 July
- **Picton Hotel in Picton** – Saturday 4 July, Sunday 5 July, Thursday 9 July or Friday 10 July.

People who visited these locations on the specified dates are asked to get in contact with ACT Health through the COVID-19 Helpline on 6207 7244 so we can support individuals through their quarantine. These people are also encouraged to get tested for COVID-19 – even if they have no symptoms.

This Public Health Direction is available on the [ACT COVID19 website](#). For travel advice to and from the ACT [click here](#).

Quarantine Versus Isolation - What's the Difference?

Isolation is used to separate people who are **unwell** who have confirmed COVID-19 or who have been tested for COVID-19.

Quarantine is used to separate and restrict the movement of people who are **well** and have no symptoms of COVID-19 but may have been exposed to a communicable disease, to see if they become unwell.

You can find detailed information on the [ACT Government COVID-19 website here](#). If you are looking for quarantine information and advice in NSW, please visit the [NSW Government's COVID-19 website here](#).

Update on COVID-19 Testing Clinics

In response to a surge in demand for COVID-19 testing, more free testing clinics have opened to make it easier for Canberrans to be tested. A new drive-through testing clinic will also open at Kambah next week. The new clinics are:

- COVID-19 Surge Centre on Garran Oval Walk-in clinic (9.30am - 5pm, 7 days)
- West Belconnen Child and Family Centre in Kippax (9.30am - 5pm, Mon to Fri)

Canberra Health Services – Digital Screening Tool for Canberra Health Facilities

A new digital screening tool is now available to make it easier to determine if it is safe for someone to enter a health facility.

In line with visitor restrictions tightening, visitors, (and staff and students from 28 July) must now fill in the screening tool before entering a health facility in the ACT. The screening tool involves answering a series of simple questions. A green tick or red cross will indicate whether it is safe to enter. Those using the tool can show the screening staff the 'green tick' before they enter the facility.

If you do not have a mobile phone or do not wish to download the form, you will need to answer the same questions at the screening desk before

being allowed to enter a facility. To access the online screening tool, simply:

- Scan the QR code on the health screening posters as you enter the hospital **OR**
- Fill in your details online at screening.covid19.act.gov.au **OR**
- Fill in a form at the screening desk.

The screening tool will be available on the ACT Health App soon. You can get interpreter help by calling the Telephone Interpreter Service (TIS) on 131 450.

Update on Stage 3 Easing of COVID-19 Restrictions

Following a 'COVID Safe check point' and advice from the ACT Chief Health Officer, Dr Kerryn Coleman, we **will not** move forward with the implementation of Stage 3 restrictions in the ACT for a further two weeks.

No new changes outlined in Stage 3 of Canberra's Recovery Plan will proceed tomorrow, Friday 24 July 2020. We will remain in Step 2.2.

Hearing Loss and Mask Use - COVID-19 Challenges

An article in the British Medical Journal (BMJ) explores the difficulties people with hearing loss have had during COVID-19 trying to communicate with people who are wearing masks, especially in the medical care setting. Wearing a mask covers up the nose and mouth, inhibiting two key tools people with hearing impairment use to understand conversation: lip movements and facial expressions. Without these tools, people with hearing loss struggle even more to communicate their needs, putting them at further risk of worse health outcomes.

While masks are a barrier, there are simple solutions to help preserve communication whilst maintaining a safe distance from others. Some include the use of face masks with clear windows, captioning on a screen for telehealth, and Smartphones and tablets that offer real time speech-to-text transcription. To read the full article, [click here](#).



POLICY AND RESEARCH UPDATE

Our Health Policy and Research Advisory Committee (HPRAC) met recently. We spent some time talking about research priorities and plan to discuss these again at the next HPRAC meeting.

It is essential for consumers to be able to provide input to setting the research priorities for health in the ACT. Do you have any ideas for research that should be done in the ACT, or even a research question you would like to share with us? You can email kathryn.briant@hcca.org.au or call Kathryn Briant on 6230 7800 to let us know about your ideas for health research priorities in the ACT.

Closing the Gap - PBS Co-Payment Measure

The Closing the Gap (CTG) Pharmaceutical Benefits Scheme (PBS) Co-payment Measure improves access to PBS medicines for eligible Aboriginal and Torres Strait Islanders living with, or at risk of, chronic disease. This program provides low-cost or free PBS medicines to consumers who are eligible for this support.

Aboriginal and Torres Strait Islanders living with, or at risk of, chronic disease, are eligible if:

- You would experience setbacks in preventing or managing chronic disease without taking the prescribed PBS medicine
- You will find it difficult to continue your treatment without assistance through this measure.

For eligible consumers to access the co-payment relief, you will need to be registered through your general practice or indigenous health service and be provided with a CTG annotated script. These scripts can be presented to your pharmacist to receive co-payment relief under this measure:

- For eligible *general patients* with a CTG PBS prescription, you will be charged the current concessional rate for each PBS item.
- For eligible *concessional patients* with a CTG PBS prescription, you will not need to pay a patient co-payment for each PBS medicine.

Consumers will still need to pay any additional mandatory charges such as brand premiums. Visit [CTG PBS Co-payment measure](#) to find out more or call Kathryn Briant on 6230 7800 if you have any questions about accessing this program.

Obesity Study: Improving Health Through Online Weight Loss Program

The Australian National University (ANU) are seeking participants to take part in an online weight loss program, targeted at people who are 18 years or over and have a BMI ≥ 30 . The program consists of 12 skills-based online modules that will be performed over 15 weeks with ongoing text messages and email support.

There is an opportunity to provide feedback to ensure that the program is tailored to the needs of individuals looking to lose weight. If you are interested or would like to find out more, contact Laura Stiff at u6048223@anu.edu.au or call 0458 633 113. This research has been approved by the ANU Human Research Ethics Committee (Protocol 2019/596).

Research: Accessing Medical Records

Consumers Health Forum of Australia (CHF) are conducting a research project into Australian health consumers' experiences in accessing medical records and your views on appropriate ways to gain and retain consent for secondary usage of your health data. The project is being funded by the Australian Department of Health.

For the first stage of the project, they want to speak to people with varying levels of contact with medical records and health data sharing. Specifically, they will conduct one-hour interviews with:

- Consumers who have accessed or attempted to access your personal medical records

- Consumers who have given or been asked to give your consent to share your health data for secondary purposes e.g. health research, population databases
- Carers of the abovementioned consumers.

The interviews will take place over the phone between 8am and 8pm on any day up to 16 August 2020. You will be given a \$50 gift voucher in return for your time. If you are interested in participating please [complete this form](#). Please contact James Ansell at j.ansell@chf.org.au if you have any queries.

*Kathryn Briant
Policy Officer*

HEALTH LITERACY UPDATE

The Best COVID-19 and Other Health Information:

We want information that is reliable and based on the best available evidence. National and international sources for COVID-19 and general health are below:

- **[ACT Health](#)** - for the latest local information and advice on Covid-19 symptoms, testing, alerts and social distancing.
- **[NSW Health](#)** – for the latest NSW information and advice on Covid-19 symptoms, testing, alerts and social distancing.
- **[Commonwealth Department of Health](#)** - For national information. You can also call the National Coronavirus Helpline on 1800 020 080.
- **[Health Direct Australia](#)** – has a free online Covid-19 Symptom Checker to find out if you need medical assistance. It also has information for older Australians on why they are more likely to develop severe symptoms from the virus, how to improve your health, social distancing and avoiding infection.

- **NPS MedicineWise** - a good source of COVID-19 information on how to get the most from your medicine in times of a pandemic, including whether to stock up on supplies.
- **World Health Organization (WHO)** - has lots of information from symptoms and prevention to who is most at risk and whether you should wear a mask to protect yourself. WHO also has the latest health updates as well as MythBusters in relation to COVID-19 information.
- **Centers for Disease Control and Prevention (CDC)** - has lots of information on how to protect yourself and others.

My Health Record Questions Answered

Capital Health Network have answered some consumer queries on My Health Record.

Do I have to ask all doctors individually to record all my visits, tests and conditions?

- My Health Record isn't compulsory for either patients or GPs to use. It is important to ask your GP to upload information on your behalf.
- My Health Record is summary level data. It is not supposed to record every visit, but important information on medications, current medical conditions, immunisations, allergies and reactions.

I could only see some of my medications from the chemist (on my record).

- It is also important to ask your pharmacy if they are uploading to My Health Record as again, it is not compulsory for pharmacies to participate.

How can I navigate, interpret and understand the whole system, and, is there a short cut (less procedures and ways to avoid going through MyGov)

- You can download Apps to use on your phone which bypass MyGov after the initial set up. See more information [here](#)
- There are numerous [Youtube videos here](#) on how to use and navigate My Health Record.

Signs and Safety at the Canberra Hospital

Claudia and Anne met at Canberra Hospital at night last week to discuss proposed signage changes and to identify any safety issues. Angie Drake, Director, Strategy & Communications at Canberra Health Services had already conducted an online session for consumers to comment on signage. Being on campus and trying to imagine yourself in a night-time journey with an ill family member by your side was very different. As we walked from the carpark to Emergency, as well as to the Main Entry via either Building 3 or Hospital Road, we noticed some lights not working and some dark, bushy spaces along the way that might pose safety risks.



Expect to see improved signage at the carpark, in the entrance to Building 3, on the route to Emergency and at the Main Entry. Amber Hutchinson from the Women's Centre for Health Matters who accompanied us will provide Canberra Health Services with a safety audit report.

Anne Meuronen (HCCA), Amber Hutchison (Women's Centre for Health Matters) and Angie Drake (CHS)

Claudia Cresswell
Health Literacy Officer

HEALTH INFRASTRUCTURE UPDATE

SPIRE Project Update

On 21 July 2020, the Minister for Health, Rachel Stephen-Smith MLA gave an update on projects currently underway at the Canberra Hospital in preparation for building the new emergency, surgical and critical care facility (the SPIRE project). For more information see the Minister's [media release](#).

The Minister advised that the construction of the temporary carpark for Canberra Hospital staff, located adjacent to the hospital campus off Hindmarsh Drive, is expected to begin in October 2020 and is scheduled for completion in early 2021. The carpark will free up public carparking on the hospital campus and help alleviate parking and traffic pressures within the Canberra Hospital during construction. The [Request for Tender](#) for design and construction of the carpark is currently underway. The successful contractor is expected to be appointed in September.

Other projects currently underway across the Canberra Hospital campus include:

- The construction of a new four storey building on the site of the demolished Building 8. This will house the Canberra Sexual Health Centre, Staff Development Unit, Surgical Training Centre and training and teaching rooms for the University of Canberra and Australian National University (ANU).
- Reconfiguration of Building 4 to accommodate an updated library and refurbished ANU teaching and training facilities. Contractors are currently on site to start works.
- Refurbishment of Building 3 to accommodate the Child at Risk Health Unit. Works are scheduled to commence in September 2020. The Child at Risk Health Unit will have more space, providing an optimal environment for care. A refurbished courtyard and children's play area will also be built next to building 3.



Anne Meuronen
Community Participation Coordinator, Health Infrastructure

MULTICULTURAL CORNER

How to Communicate COVID-19 Advice to Multicultural Communities

As COVID-19 cases began spreading across many multicultural communities in Melbourne last month, Victoria's Chief Health Officer said it was essential for the government to properly engage with linguistically diverse communities.

From a behavioural science perspective, we know working in partnership with a target audience helps to understand what drives their behaviours and how best to communicate health messages that people respond to.

To find out how the government could better communicate with culturally and linguistically diverse (CALD) communities, The Conversation embarked on a research project to ask them. You can read about it here.

COVID-19 Organisations Supporting Culturally and Linguistically Diverse (CALD)

Does your organisation support culturally and linguistically diverse communities and service users? Or do you know someone from a CALD community who may need some help during COVID-19? If so, please share this information. Let's reach as many people as we can. The services below help all people, including temporary visa holders:

- [Help for Multicultural Communities \(pdf\) / \(docx\)](#)
- [Legal Help - Canberra Community Law \(pdf\)](#)
- [Visa Holder Support - Red Cross \(pdf\)](#)

Free food and hygiene products - the Canberra Relief Network gives free boxes of food and hygiene products to Canberrans in need during COVID-19. This is a confidential service for people who need it.

To find out about getting a box call 1800 431 133 (Monday to Friday, 9:30am to 2:30pm). Choose the type of box you need. They will tell you where to collect it. For more information visit www.canberrarelief.com.au or email info@canberrarelief.com.au

Help for temporary visa holders - the Red Cross is giving one-off payments to temporary visa holders in need during COVID-19. These payments can help with food, medicine and housing. You can [apply online here](#), phone 6234 7695 or email hspcanberra@redcross.org.au

Help for International Students - you must contact your institution first. If your institution cannot help you, they will refer you to Red Cross.

COVID-19 legal help - [Canberra Community Law](#) can help you find legal information and support during COVID-19. The new Canberra COVID Legal Help website has information on housing, Centrelink, criminal law, going to court, family law and employment in relation to COVID-19. The website also has videos, fact sheets, frequently asked questions and links to legal services.

For more information please call (02) 6218 7900 or visit www.canberracovidlegalhelp.org.au

*Yelin Hung
Multicultural Liaison Officer*

CONSUMER REFERENCE GROUP REPORTS AND INFORMATION

Quality and Safety – Community Protection by Wearing Masks

The Australian Commission on Safety and Quality in Health Care has developed guidelines for consumers on the use of face masks to protect from COVID-19 transmission. This resource supports the Australian Government and Victorian Government recommendations to wear face masks in areas where there is high community transmission of COVID-19.

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



Correctly wearing a face mask can help protect against exposure to droplets when a person with COVID-19 coughs, speaks or sneezes, if you are less than 1.5 metres away. Wearing a mask will also help protect others if you are infected with the virus. The resources are:

- Fact sheet on COVID-19 and face masks for consumers
- FAQs on community use of face masks

Currently, the ACT is not considered to be an area of high community transmission, and so this guidance is not yet recommended in the ACT. For more information, visit the Commission's COVID-19 page or email COVID19@safetyandquality.gov.au if you have any questions.

Quality and Safety - AIHW Report: Indigenous Primary Health Care

Comprehensive and culturally appropriate primary health care services play a key role in improving the health and wellbeing of Indigenous Australians. This is through prevention, early intervention, health education, and the timely identification and management of physical and psychological issues. The Australian Government provides funding through the Indigenous Australians' Health Programme (IAHP) to organisations delivering Indigenous-specific primary health care services. These organisations, designed to be accessible to Aboriginal and Torres Strait Islander clients, are administered and run by:

- Aboriginal community-controlled health organisations (ACCHOs)
- state/territory/local health services
- non-government organisations (NGOs), such as women's health services (a small proportion of services)

Information on organisations funded under the IAHP is available through two data collections - the Online Services Report (OSR); and the national Key Performance Indicators (nKPIs). This Australian Institute of Health and Welfare (AIHW) report presents the latest results from these collections.

Health of Older People - Masks

We had a request for information about whether there is a program to provide masks at a discounted price to older people. We followed up with ACT Health and they have provided the following response:

At this stage as masks are not mandatory and there is currently no program providing masks or discounts on masks to various groups such as elderly people.

The current advice regarding masks in the ACT can be found here. If there is a change to this, ACT Health will let us know and we will update you via this newsletter.

ITEMS OF INTEREST

HCCA SURVEY: Long-Term Conditions Survey REMINDER!

Time is running out to complete HCCA's survey about looking after your health with a long-term condition. The survey will close at the end of July. It takes about 15 minutes and is [online here](#).

The survey 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.

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 – we'll post you a survey along with a pre-paid return envelope. You're also invited to 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.

HCCA Sponsorship Opportunity: Australian Public Health Conference 2020

Public Health action: Response to bushfires, climate and coronavirus

Date: Monday 19 to Friday 30 October 2020

Venue: Virtual Conference

HCCA will sponsor two consumer representatives to attend the Australian Public Health Conference 2020. Please note that due to COVID19 this is a virtual conference which will be held online over a two-week period. This means there is plenty of time to attend all seminars of interest!

The program this year is still being finalised but will focus on Australia's response to bushfires, climate and coronavirus. You can view the draft program [here](#), and the keynote speakers [here](#).

Sponsorship includes the cost of registration. HCCA asks that consumer representatives who are sponsored to attend events by HCCA share their knowledge with other HCCA members by writing a short post for inclusion in our newsletter and online or speak about the event at an HCCA forum.

If you are interested and need extra assistance to attend this online event, please call and discuss your needs with us. You can complete an expression of interest [here](#), by **6 August 2020**. If you have further queries please call us on 6230 7800.

HCCA: Position Vacant

HCCA has a vacancy for an Administration Officer to provide support to the Consumer Participation and Health Literacy Teams. You can find the [position details here](#). Applications close at 3pm on 5 August 2020.

HCCA Health Issues Online Forum: Walk-in Centres

HCCA invites you to our Health Issues Online Forum. We plan to run these monthly to keep you updated on health issues that are important to consumers in the ACT and surrounds.

Our next update is with Cathie O'Neill who will speak about the Walk-in Centres; how effective the model is, changes due to COVID-19, plans for more, and how consumer feedback is gathered and shared. Cathie is the Executive Director, Cancer and Ambulatory Support at Canberra Health Services. The details are as follows:

Date: 12 – 1pm, Tuesday 11 August 2020

Where: by Zoom

RSVP: to sandraavila@hcca.org.au by 7 August 2020. Login details will be emailed to you.

SURVEY: LGBTIQ+ Health Scoping Study

The ACT Health Directorate is currently undertaking a community survey to better understand the needs, priorities and potential barriers to the LGBTIQ+ community when accessing public health care. If you identify as an LGBTIQ+ person, you are invited to complete this 15-minute survey on your experiences with accessing health care in the ACT and region. Please [click here to access the survey](#). You can email diversity.socialpolicy@act.gov.au with any queries.

SURVEY: Women's Health

The Annual Women's Health Survey is one of the country's most revealing insights into the health concerns and needs of women in Australia.

National not-for-profit organisation Jean Hailes for Women's Health has launched one of Australia's biggest surveys on women's health, on a wide range of health issues including the physical and mental health effects of COVID-19 and our summer bushfires.

It focusses on women's health behaviour and information needs.

Please visit go.jeanhailes.org.au/survey2020 to complete the survey which will take around 15 minutes. All responses are anonymous. Any survey participant can also opt in to have the final survey results sent to them later in the year.

WORKSHOP: Free Online Pelvic Floor Exercises

Women of all ages are invited to attend a free online workshop presented by physiotherapists from Canberra Health Services on pelvic floor exercises. This workshop is targeted to women who are experiencing continence or pelvic floor concerns as well as those who are wishing to prevent them.

The workshop will provide education and practical self-help strategies that may be implemented in the comfort of your own home. It will cover issues relating to:

- Pelvic floor muscles
- Bladder and bowel control/incontinence.
- Bladder and bowel prolapse.
- Concerns pre/post gynaecological surgery

Date: 2-4pm, Tuesday 4 August 2020

Bookings: essential – phone Community Health Intake Team on 5124 9977 - an email with the online link will be sent to you.

SURVEY: Are You Impacted by Childhood Heart Disease?

HeartKids are creating new resources for individuals and families impacted by childhood-onset heart disease. Childhood heart disease includes congenital heart disease and heart disease acquired during childhood.

If you are impacted by childhood heart disease (this includes parents, carers, siblings and other relations), you can help by completing this survey about your health information needs and preferences. The survey is open from **27 July to 17 August 2020**.

Please email HeartKids to receive a link to the online survey: ask@heartkids.org.au

SURVEY: National Pain Week: 27 July – 2 August 2020

National Pain Week addresses the 20 per cent of Australians, including adolescents and children, living with chronic pain. More than 80 per cent of people with chronic pain are missing out on treatment that could improve their health and quality of life.

The theme for this year is 'Faces of Pain' with a video series from Australians living with various chronic pain conditions sharing their personal insights and challenges. The videos aim to educate the public about chronic pain and show medical professionals what people in the pain community need from them.

Each year Chronic Pain Australia undertakes a comprehensive survey of Australians living with chronic pain. On 27 July the 2020 National Pain Survey results will be published relating to all aspects of life, including the impact of the COVID-19 pandemic on pain and health.

Pain Support ACT (Arthritis ACT's Pain Support Group) promotes the health and well-being of people in the Canberra region living with persistent or chronic pain, including their family and carers. It also advocates for better services for people with pain and better understanding of this debilitating condition. For local information and support, visit their website.

Useful Newsletters

ACTCOSS

- July e-Notice [here](#)

Consumers Health Forum of Australia

- December edition [here](#)

Public Health Association of Australia

- July edition [here](#)

ACT Health COVID-19

- Latest update [here](#)

Health Issues Centre Vic

- Latest issue [here](#)

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

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

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.

COMMITTEE VACANCIES

Medical Imaging Services Project Control Group – Canberra Health Services

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 5 August 2020**. You can nominate for this [here](#).

Clinical Governance Committee – Calvary Public Hospital

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 5 August 2020**. More information about this opportunity is available [here](#). You can nominate for this opportunity [here](#).

Medical Services Group Quality and Safety Executive Committee – CHS

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 5 August 2020**. More information about this opportunity is available [here](#). You can nominate [here](#).

Canberra Hospital Cancer Ward Refurbishment Project Control Group – CHS

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 5 August 2020**. You can nominate for this [here](#).

Expanding Pharmacy Services Project Control Group – Canberra Health Services

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 5 August 2020**. You can nominate for this [here](#).

Contact Us

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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.

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