

CONSUMER BITES

The newsletter of the Health Care Consumers' Association Inc.

Volume 7 / Issue 7 / 9 April 2020

UPDATE FROM THE OFFICE

A Clinical Health Emergency Coordination Centre (CHECC) was stood up yesterday to bring together health services across Canberra to deliver a coordinated and unified response to COVID-19. Bernadette McDonald is leading CHECC as the Deputy Health Controller Clinical Services and is working closely with representatives from across the public and private health system. Darlene Cox is a member of this group.

Temporary ED announcement - Canberra Health Services

The ACT Government, along with partners Aspen Medical, will build a temporary COVID-19 Emergency Department (ED) on the Garran Oval adjacent to Canberra Hospital. Construction is expected to be completed in May. A significant piece of work is being done around the Model of Care which will help shape how the facility will operate and how we will use the service to support our community. More information is available on the ACT Government [COVID-19 website](#).

ICU capacity and system-wide planning

This week the Federal Government announced they are expanding Australia's ICU capacity to over 7000 beds. Planning is underway to meet the potential demand for ICU beds. Based on the population of Canberra and the Capital Region and using the national modelling, this means we will need up to 170 beds.

Through the ACT Clinical Health Emergency Coordination Centre (CHECC), our health system across the Territory is preparing to meet this target.

Reducing foot traffic and access to National Capital Private Hospital

To minimise the risk of transmission, foot traffic through clinical and other areas should be reduced through departments that are not required for work.

Access to National Capital Private Hospital (NCPH) has been restricted to medical and authorised staff working there. Staff from NCPH will also not attend Canberra Hospital unless for business reasons.

HCCA EVENTS

All HCCA events have been cancelled until 30 June 2020 at this stage.

HCCA COVID-19 survey 4

- [Click link here](#). The survey will be open till 8am on 14 April 2020.

HCCA COVID-19 survey 3 results

- [Click link here](#)

Update on Calvary Public Hospital

In response to the COVID-19 pandemic, Calvary Public Hospital has:

- established a COVID Response Management Team
- established a COVID-19 Fever Clinic for staff assessment and diversionary pathway for non-acute COVID-19 presentations to the ED. The Clinic operates 9am to 4pm daily
- relocating the Older Persons Mental Health Unit (OPMHU) to the old Ward 2N setting
- opening a 14 bed Respiratory Assessment Unit located in the Keaney Building behind the Fever Clinic – with 14 single rooms
- the Coronary Care Unit service has been transferred to Calvary Private Hospital to create additional ICU capacity

- surgery has been restricted to Category 1 patients and urgent Category 2 procedures are considered on a case by case basis
- the new reception, triage and waiting area of the ED was opened on 1 April 2020
- the three Calvary Hospitals in the ACT, Calvary Public, Calvary Private and Calvary John James, are working together and in partnership with ACT Health and Canberra Health Services. In the past fortnight the Executive and other key staff from all facilities have been meeting every day to take decisions, adjust responses and continue to refine their plans

COVID-19 UPDATE

The ACT Government has established a new helpline to assist the Canberra community through the challenges of COVID-19. The new helpline helps you stay informed as well as access services related to COVID-19, including for businesses. **Phone 6207 7244 (8am and 8pm daily).** More info is at www.covid19.act.gov.au/contact-us

Flu Vaccinations and FluTracker

The Commonwealth Minister for Health, Greg Hunt MP is encouraging all Australians to get a flu vaccination through your GP, pharmacist or aged care provider. The vaccination does not protect against COVID-19 but is critical to protecting the general health of Australians from influenza which can cause added complications with COVID-19.

Everyone aged over six months should be vaccinated against influenza to protect yourself and others. The National Immunisation Program provides free vaccines to those most at risk, including:

- All pregnant women
- all Aboriginal and Torres Strait Islander people aged over six months
- people aged 65 years and older
- people aged six months and older with certain medical risk factors
- children aged between six months and five years

Some pharmacies and GPs are currently over booked for vaccinations. If you have a chronic condition you might be able to get on a waiting list, more likely with your doctor than at a pharmacy.

Deputy Chief Medical Officer Paul Kelly is also urging all Australians to sign up to the FluTracking website to record respiratory symptoms each week. The website records postcodes and it can act as an early warning system for virus hotspots for health authorities. FluTracking is a simple online survey taking less than 10 seconds each week during flu season. The main aims of FluTracking are to develop a system that can provide:

- community level influenza-like illness surveillance
- consistent surveillance of influenza activity across all jurisdictions and over time
- year-to-year comparison of the timing, attack rates, and seriousness in the community.

Expanding Services at Weston Creek Respiratory Assessment Centre

Services at the Weston Creek Walk-in Centre Respiratory Assessment Centre (RAC) have been expanded to provide clinical support for COVID-19 patients who do not require hospital admission. This will reduce the number of patients presenting at emergency departments or being admitted to hospital by providing expert medical support quickly and conveniently. Patients who need support will participate in a telehealth consultation with a health care worker who will determine what care they need. This may include:

- a physical assessment
- reassurance and advice
- an appointment with a RAC GP
- a referral to an in-reach service, such as *Hospital in the Home* or community nursing

Post hospital support and follow up for positive cases will also be available. The services will be provided by Advance Practice Nurses, Nurse Practitioners and General Practitioners who will be supported by the Infectious Diseases and General Medicine Specialists at Canberra Health Services (CHS). They will liaise with the patient's regular GP, if they have one, to ensure a smooth handover and appropriate sharing of relevant information.

Quarantine Versus Isolation - What's the Difference?

It can be confusing trying to tell the difference between isolation and quarantine. The ACT Government helps to make this clear especially regarding the different requirements that need to be followed. In simple terms:

- **Isolation** is used to separate people who are **unwell** and have a communicable disease from those who are healthy.
- **Quarantine** is used to separate and restrict the movement of people who are **well** but may have been exposed to a communicable disease, to see if they become unwell.

You can read more detailed information on the [ACT Government COVID-19 page](#)

The Bar Necessities – 5 Ways to Understand Coronavirus Graphs

Wrapping your head around the scale of a global pandemic is not easy, and the volume of statistics and data can be bewildering. Which statistics are most useful in making sense of the situation?

[The Conversation](#) has a great article to help you interpret and understand the volume of COVID-19 data, showing five commonly used methods, and the pros and cons of each. You can find it [here](#).

New Deputy Chief Medical Officer

Nick Coatsworth, Director of Infectious Diseases at Canberra Hospital and lecturer in medicine at the ANU, has been appointed as one of four Deputy Chief Medical Officers of Australia. There's no doubt that the skills and experience gained from his time with Médecins Sans Frontières, where he worked in Congo-Brazzaville, Chad and the Darfur region of Sudan, equipped the University of WA medicine graduate to deal with fast-paced emergency medicine.

As a practicing clinician, his role involves dealing with hospitals and health services. Dr Coatsworth said while Australia has probably reached the peak of its travel-related COVID-19 cases, we still have a long way to go to reach our peak of community transmission. Dr Coatsworth is also undertaking a part-time PhD on how infectious diseases affect foreign policy. He already has a Masters in International Public Health from the University of Sydney.

Ethical Triage – a Consumer Conversation

We have seen overseas that COVID-19 can place huge pressure on health systems, including on intensive care units. If the need for intensive care resources is greater than what's available, how should health care professionals decide who gets what resources? How do they make ethical triage decisions?

This is the question asked by an online Consumer Forum on Ethical Triage convened last week by the Health Issues Centre (HCCA's equivalent organisation in Victoria). Speakers included Professor Charlie Corke (intensive care specialist), Paul Komesaroff (ethicist) and Vasi Naganathan (geriatrician), Cathi Mead (COTA Victoria), and Sophy Athan (Health Issues Centre). More than 200 people from around Australia representing many consumer and chronic conditions groups participated in the audience and discussion.

There was general agreement that decisions about COVID-19 intensive care should be made based on the circumstances of the individual, the risks and benefits of treatment, and the person's preferences for care. In other words – shared decision-making between people and the professionals caring for them.

Participants and speakers were clear that blanket categories that make some people ineligible for care are never acceptable. The forum will inform the Health Issues Centre's development of guiding principles for ethical triage in the context of COVID-19. This is an important conversation happening across Australia and it's important that consumers are involved in it. A [video of the plenary session is online](#) to watch here.

Heart Foundation Consumer Campaign

The Heart Foundation has a consumer campaign that advises heart disease patients that in addition to good hygiene and social distancing, people should maintain their current treatment and medication plan; get a flu vaccine; stay physically active and eat healthily; and seek medical help if their heart condition becomes severe or worsens quickly.

Heart disease patients should follow the advice of government and call the Heart Foundation Helpline (13 11 12) or visit the [Heart Foundation COVID-19 website](#) for specific heart related information. A [Cardiovascular Disease and COVID-19 Consensus Statement](#) recently published in the Australian Medical Journal, advises:

- People with heart disease are at higher risk of severe COVID-19 complications
- People with heart disease should continue taking their regular medicines including blood pressure lowering medicines
- All efforts should be made to minimize risk of exposure to COVID-19 by safely reallocating cardiac patients and prioritizing those at highest risk
- Healthcare workers exposure to COVID-19 during cardiac imaging and stress testing should be minimized
- Telehealth for outpatient consultations should be employed

In addition, the [Cardiac Society of Australia and New Zealand](#) have released three position statements regarding Cardiovascular Disease and COVID-19. You can read them [here](#).

Changes to Breast, Bowel and Cervical Screening

BreastScreen ACT is part of the national breast cancer screening program. It has temporarily suspended services due to coronavirus and is not currently taking appointments for mammograms. You can contact BreastScreen ACT on 13 20 50 or email breastscreen@act.gov.au.

The National Bowel Cancer Screening Program is continuing. The Program is continuing to email invitations, test kits and reminder correspondence to eligible people aged 50 to 74. You can take the test if you have been sent a home test kit. The only exception is if you have symptoms or are confirmed to have COVID-19. In this case you should phone your General Practitioner for advice. If you have received a result and have questions you should contact your GP. You can request to discuss your test results by telehealth. You can also contact the National Bowel Cancer Screening Program on 1800 627 701 if you have questions.

If you have received a reminder about **cervical screening** it is best to contact your usual provider of this service to discuss your circumstances. Some providers have suspended cervical screening due to coronavirus.

Taming Our Anxiety – WHO Practical Tips

The World Health Organisation has some practical tips for dealing with your difficult feelings during the pandemic including:

- accept that it's normal to feel sad, stressed, confused, scared or angry during an outbreak
- find ways to talk about how you feel with others, especially if you are in quarantine
- remember to keep an eye out for your children and for loved ones who already have mental illness. They may need help dealing with this added anxiety
- if you feel overwhelmed, seek support from a health professional
- don't use smoking, alcohol or other drugs to deal with your emotions
- keep your body healthy by eating well, exercising and getting enough sleep
- limit worry by limiting media exposure to a few trusted sources
- draw on skills you have used in the past that have helped you to get through difficult times.

POLICY AND RESEARCH UPDATE

Our policy focus at the moment continues to be on COVID-19 (Coronavirus). Over the past three weeks we have released a survey from Friday-Monday. The results from this survey are helping us, and our health system, to provide consumers in the ACT (and surrounds) with the information we need during the COVID-19 (Coronavirus) pandemic.

The survey aimed to find out:

- where people are looking for information about COVID-19
- whether you are finding the information you need
- whether your questions are being answered, and
- what questions you have that are not being answered

We have analysed the results to feed into ACT Health, Canberra Health Services and Capital Health Network. Reports from Survey 1, 2 and 3 can be found on our website and we are also sharing our research with our friends at ACTCOSS, Women's Centre for Health Matters, Women with Disabilities ACT and COTA ACT. Some more detailed analysis has been done on three subgroups also available on the HCCA website:

- People aged 65+ysr
- Women
- People with Disabilities

Our Health Policy and Research Advisory Committee have been invaluable in providing support for this work. They have helped to develop the survey and analyse the results.

Survey Findings

It has been interesting to see a change in focus of information needs between Survey 1- 3. This has been reflected in the kind of questions people are asking about COVID-19.

- In Survey 1, respondents emphasised risks, data, what to do and when, specific health conditions, as well as children and schools.
- In Survey 2, respondents demonstrated more of a focus on the confusion around conflicting information and approaches to COVID-19. There were more questions about testing and community transmission, as well as next stages of restrictions and timeframes.
- In Survey 3, respondents showed concern about the longer-term strategy and how long we would need to stay at home, face masks (particularly why we aren't using them in the community, and where they should be used). There were also lots of questions about how to apply the lockdown rules, and issues around food safety and cleaning various surfaces.

Survey 4: 9-14 April 2020

The survey will run once more, and will be live again this Thursday, from 9-14 April 2020 (it will close at 8am on Tuesday, allowing for the Easter long weekend). We have been asking people to complete the survey each week if they can.

We would really appreciate you sharing the survey with friends, or through your networks. The link will be sent out to our members and be available on our webpage and Facebook page. We know that communication is critical to how we will deal with the coronavirus. We need to know what information people need, to feel they can make good decisions in response to this challenging time.

*Kathryn Briant
Policy Officer*

HEALTH LITERACY UPDATE

Telehealth: What Do I Need, How Do I Do it, What if it Doesn't Work for Me?

Medicare now covers consultations with GPs and many other health providers via phone or video. If you've never had a telehealth appointment it can be daunting. The Centre for Online Research at the University of Queensland has some excellent fact sheets:

- What is telehealth and is it right for you - explains the basics of telehealth and describes how to find telehealth services.
- Attending your video consultation - explains how you should prepare so you can get the best out of your video consultation.

To see what a video consultation might be like, try searching Youtube for 'telehealth tutorial'. Providers may not use exactly the same technology and may be new to this style of consultation, so ensure you are well prepared with your questions, medical history and description of your symptoms. We will have more information on preparing for your appointment in the next Consumer Bites.

Translated ACT Updates on COVID-19 (Coronavirus)

Do you have a friend, family, neighbour or someone you know that doesn't speak English as their first language? Let them know there is translated information available at the [ACT Government COVID-19](#) page. This can translate (powered by Google translate) the whole page (including all tabs) into 107 languages. The website contains the latest information for the ACT which is critical for our community to be aware of, especially the groups who have very limited or non-English language. See screenshots below to find the function to translate by Google translate.

Yelin Hung

Multicultural Liaison Officer

The screenshot shows the ACT Government COVID-19 website. At the top, there's a banner about a Public Health Emergency due to the COVID-19 pandemic. Below it, the ACT Government logo and 'COVID-19' are visible. A navigation bar includes 'Home', 'Updates', 'Protecting yourself and others', 'Help and advice', 'Economic Support', 'Resources', and 'Contact Us'. A search bar is also present. A red arrow points from the left towards the 'Resources' dropdown menu, which is highlighted with a red circle. The 'Select Language' dropdown menu is open, showing a list of 107 languages.



ACT Health App – Another Tool for Your Health Toolbox

This ACT Health app includes information about COVID-19 and the Weston Creek Walk-in Centre - the preferred location for testing in the ACT. It can help you plan when to attend the centre to avoid potential community transmission of the virus as well as waiting and travel times to the other Walk-in Centres.

You can also find out what to expect during and after a stay in hospital, with inpatient guides for all three public hospitals in the ACT – Canberra Hospital, Calvary Public Hospital and the University of Canberra Hospital. Download from the apple store or google play. Or go to <https://health.act.gov.au/digital/consumerapp>



*Claudia Cresswell
Health Literacy Officer*

HEALTH INFRASTRUCTURE UPDATE

SPIRE Project Update

Major Projects Canberra has advised that because of the COVID-19 pandemic, all in-person community engagement activities for all their infrastructure projects, including the SPIRE project will be postponed. This is effective immediately and will continue until guidance from health authorities advises that activities can be resumed.

The Consumer Reference Group and the Local Community Reference Group will continue to meet online each month. If you have any questions or concerns about the SPIRE project, please email annemeuronen@hcca.org.au.

Inquiry into the Planning of SPIRE and the Canberra Hospital Campus

On the 2 April 2020, the Standing Committee on Planning and Urban Renewal advised that it will extend the reporting date for its report into Planning for the Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE) and the Canberra Hospital campus and immediate surrounds. Due to altered Legislative Assembly operations in the context of COVID-19, the Committee will seek to report before the end of the Ninth Assembly. You can find more information on the inquiry at the [Committee webpage](#).

Demolition of the Former CIT Woden

The ACT Government has commenced demolition work on Block 17 Section 1 Phillip, the site of the old Woden High School and more recently, the CIT Woden campus. This site will provide temporary car parking for Canberra Hospital staff and contractors during the construction of the SPIRE project from 2021.

Demolition works commenced in March 2020 and measures have been put in place to limit any impact on residents, including; defined working hours, management of dust, restricting all contractor parking to the site, and managing truck movement routes. During demolition, the car park on the eastern side of the site will continue to be used for parking. More information on this project can be found [here](#).

Anne Meuronen
Community Participation Coordinator, Health Infrastructure

CONSUMER REFERENCE GROUP REPORTS AND INFORMATION

Health of Older People – COTA Australia Survey – Aged Care and Health System Interface

[COTA Australia](#) recently invited older Australians to share their lived experiences of aged care and the interface with the health systems. The project [survey](#) is now available. The importance on the need for coordination and collaboration between the aged care and health systems was clear.

Input from older Australians and their carers reflected a good understanding of the diversity of cultures, experiences and circumstances that exists within Australia's older population. The feedback has ensured the survey questions have been kept to a minimum, are plainly stated and the survey can be completed in 10 to 15 minutes. You are invited to complete the [survey](#) by **Thursday, 16 April 2020** (the submit button is at the end of survey).

Health of Older People - Vulnerable Australians, Social Distancing and Shopping

Some of our members have been concerned about going to supermarkets where they feel like too many people are in close contact. ACTCOSS has provided us with the following information:

According to the Public Health (Non-Essential Gatherings) Emergency Direction 2020 – Direction 11 i. supermarkets are excluded from the 2-person non-essential gathering directive. However, many supermarkets have social distancing guidelines in place for their consumers.

If you are concerned, Coles and Woolworths are helping vulnerable people access shopping services through food boxes and dedicated times for certain shoppers. The government is also working with community groups to provide food via the Canberra Relief Network. Contact them on 1800 431 133.

Woolworths - have introduced quiet time from 7am - 8am to support the shopping needs of the elderly and people with a disability. Access during this time will require a Government issued Pensioner Concession or a Seniors Card. Woolworths have partnered with Meals on Wheels in the ACT to help with the delivery of essential items. Woolworths have also introduced a Basics Box (\$80.00) for the vulnerable and elderly, delivery is free.

Coles - have a dedicated Community Hour between 7am - 8am. This is an ongoing initiative. Please check their website for updated information. Customers need to present a Government issued Concession Card or Seniors Card.

The Fyshwick Markets – has a seniors' shopping hour, every Thursday and Friday between 7am - 8am, for those over 60 and their carers. Please note that some stall holders now provide a home delivery service.

COTA ACT (ph 6282 3777) are issuing ACT Seniors Cards to ensure all Seniors have access to these services.

ITEMS OF INTEREST

Consultation Open: Draft National Safety & Quality Digital Mental Health Standards

The Australian Commission on Safety and Quality in Health Care (ACSQHC) is conducting an online survey to address safety and quality risks for digital mental health service users. The Commission is seeking feedback on the draft standards from consumers and carers, clinicians, service providers and any other interested stakeholders.

If you would like to participate in the online survey there is a link provided here Feedback can be provided by email to DMHS@safetyandquality.gov.au, or by post to Ben Prest, Australian Commission on Safety and Quality in Health Care, GPO Box 5480, Sydney NSW 2001.

The commission is also running webinars and consultation forums. You can register for these via the link above and find out more information about the consultation process. The Canberra consultation forum will be held on **Thursday 23 April 2020** from 10am to 12.30pm.

Useful Newsletters

The Sleep Apnoea Association

- April edition [here](#)

Public Health Association of Australia

- April edition [here](#)

Winnunga Nimmityjah

- Latest edition [here](#)

Health Consumers NSW

- April edition [here](#)

ACT Health COVID-19

- Latest update [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 and 8pm or go to www.covid19.act.gov.au/contact-us

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 also call the Australian Government **Coronavirus Health Information Line** on [1800 020 080](tel:1800020080). It operates 24 hours a day, seven days a week.

CONSUMER PARTICIPATION

HCCA has cancelled all events that were planned until 30 June. We will review this decision at that time. We advise consumer representatives not to attend face-to-face meetings of the committees that they are members of. Consumer representatives can continue to contribute to committee work remotely.

HCCA Consumer Participation Training was due to be held this May. It has been cancelled and we will schedule it later in the year. Please contact Karen James at karenjames@hacca.org.au or 6230 7800 to be notified when the training is to be held again.

Communicating for Safety: Clinical Handover Working Group – CHS

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. The Terms of Reference are [here](#).

Update: *Please note that this position previously had a closing date of Tuesday 21 April 2020. This has been postponed until at least May 2020. If you are interested in this role for later in 2020, please let Karen James (karenjames@hcca.org.au) or Kate Gorman (kategorman@hcca.org.au) know.*

Clinical Review Committee – CHS

Canberra Health Services (CHS) is seeking a consumer member on its Clinical Review Committee. This high-level committee oversees clinical review and audit processes, and critically assesses, reviews, reports and makes recommendations for assessment and action as required.

This position will suit an experienced consumer representative with an interest in quality and safety and clinical practice. For the foreseeable future, meetings are likely to involve videoconferencing. The successful consumer representative for this role will need a willingness and ability to read and consider a range of meeting papers before meetings occur.

More information about this opportunity and terms of Reference are available [here](#). You can nominate for this opportunity [here](#). This opportunity closes on **Tuesday 21 April 2020**.

OTHER COMMITTEE VACANCIES

Embrace Multicultural Mental Health Project

This project funded by the Australian Government Department of Health will focus on mental health and suicide prevention for people from culturally and linguistically diverse (CALD) backgrounds in Australia. It aims to improve mental health services for people from CALD backgrounds by helping organisations and workers to better understand and respond to the needs of Australia's CALD communities.

[Mental Health Australia](#), the [Federation of Ethnic Communities' Councils of Australia \(FECCA\)](#) and the [National Ethnic Disability Alliance \(NEDA\)](#) will work together with people from CALD backgrounds who have experienced mental health issues and their carers to achieve the aims of this national project.

As part of this National project, a CALD Mental Health Consumer and Carer Group will be formed to provide advice based on members' personal experience and connections to their communities. They are looking for applicants from the ACT. This is your unique opportunity to apply to be a member of the Carer and Consumer Group where your experiences and insight into this process will be valued.

Click here for the [Application Form](#), [Draft Terms of Reference \(TORs\)](#) and [Frequently Asked Questions](#). For role related queries or questions about the application process, contact Lauren Stark at lauren@fecca.org.au or ph 6282 5755. For more information on the project visit www.embracementalhealth.org.au

The Australian Commission on Safety and Quality in Health Care (ACSQHC) - General Practice Accreditation Coordinating Committee

Accreditation of general practices is voluntary; the Royal Australian College of General Practitioners (RACGP) develops standards for general practices and assessment criteria intended to improve quality of care for patients.

The National General Practice Accreditation Scheme has been developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC) in collaboration with the RACGP and supports the consistent assessment of general practices against the standards.

The General Practice Accreditation Coordinating Committee oversees the accreditation process and provides input on issues relating to the implementation and assessment of the RACGP Standards as part of the National General Practice Accreditation Scheme.

Expressions of Interest are sought from suitably qualified and experienced consumer representatives to join the Co-ordinating Committee for the remainder of its' term to December 2020, with an expectation of a new two-year term to follow. The work consists of three teleconferences, to be held on 23 June, 17 September and 10 December 2020. The Commission will pay sitting fees, accommodation, travel and related expenses.

To apply, please complete a CHF nomination form available online [here](#). In addition, attach a letter of endorsement from HCCA and a PDF CV of no more than two pages.

For more information contact Ghislaine Martin at Consumers Health Forum on 02 6273 5444 or email g.martin@chf.org.au Expressions of Interest close at midnight on **Sunday 26 April 2020**. Please call Karen James on 6230 7800 or email karenjames@hcca.org.au to request a letter of endorsement from HCCA.

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Consumer Bites is the 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.

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