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From next Monday (27 April 2020) consumers requiring outpatient services in the public health system will be able to use telehealth during their appointment. This means that people will be able to have their consultation with their doctor from home using a Telehealth Service video call. This is a platform used by HealthDirect Australia and meets security requirements under Australian privacy law.

This service will be rolled out initially at outpatient appointments at Canberra Health Services and Calvary Public Hospital Bruce will follow soon after (date still to be finalised).

Since the start of the pandemic in mid-March and the introduction of social distancing measures in the ACT, many consumers have already spoken with their doctors on the telephone for their appointments. There will still be face to face appointments for people who need them so the use of telehealth will not replace that.

At the launch on Wednesday, the Minister for Health Rachel Stephen-Smith MLA said that “telehealth allows patients to stay home, protecting themselves from potential exposure to COVID-19”. And this is a good thing. It means that people who are older, or immune suppressed, can still get access to the care they need.

I tried the system on Wednesday, and it seems to be easy to use and it does not need consumers to download a special app. You will click on a link sent to you and it opens in your internet browser. Initially you enter a virtual waiting room while your details are verified and then you connect with the doctor via a video call. The Chief Information Officer, Peter O'Halloran, said that in the session the clinicians can share scans and x-rays with consumers and talk through the results.

We know that the digital divide is a significant issue and not everyone will have the equipment to do this. It requires a smart phone, tablet or computer with access to the internet. Consumers will be given the option to move to either a telephone, video or face-to-face appointment. More information is available online [here](#).

We are looking at how we can get HCCA staff trained in how the system works so we can help people use this. For the next couple of months, we will be focussing on consumer experiences of telehealth. If you use it, please let us know as would really like to talk to you about your experience.

HCCA EVENTS

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

HCCA COVID-19 survey 4 results

- [Click link here.](#)

Last week Michael De'Ath resigned as Director-General (DG) of ACT Health. I have worked with Michael since he joined the ACT public service in 2016, as the Director-General of the Community Services Directorate. Michael was a steady pair of hands following the chaotic period at ACT Health from 2015-2018. I wish him well as he resettles into life in Melbourne. Kylie Jonasson is acting as DG for the next six months. Kylie is relatively new to the ACT Government, coming from the Commonwealth Department of Health. Kylie has been overseeing the area of research, policy, contracts and government relations. I look forward to working with Kylie as DG.

Finally, a special thanks to Kathryn Briant and the Health Policy and Research Advisory Committee. They have done some excellent work on the analysis of the surveys in the past months. We are fortunate to have such strong support from capable and gorgeous members. You can read the reports they have prepared here.

*Darlene Cox
Executive Director*

COVID-19 UPDATE

Updated Testing Criteria

The ACT Government is expanding its COVID-19 testing criteria for the next two weeks to get an even better view of the situation in our community. Expanded testing of all symptomatic people will begin on Friday 24 April until 8 May 2020. The increased testing will provide valuable information about the prevalence or absence of COVID-19 in the ACT. You will no longer need to have travelled overseas recently, be a close contact of a confirmed case or meet the other previously expanded criteria. You still need to have COVID-19 symptoms in order to be tested. These symptoms are:

- **Fever of 38 degrees or greater (or recent history of fever such as chills or night sweats);**
or
- **Respiratory infection (such as shortness of breath, cough, or sore throat).**

People who are tested under the new arrangements will still be required to self-isolate until they receive a negative test result.

People who have COVID-19 symptoms are encouraged to call their general practitioner or attend one of the designated testing services - the Weston Creek Walk-in-Centre or the EPIC drive through testing site.

Combatting COVID 19 Misinformation – Radio National

The World Health Organisation has warned that the world is not only fighting a pandemic but also an 'infodemic', with fake news spreading as fast or faster than the virus and equally as dangerous.

Crisis Infomatics is the study of how we behave and communicate during a crisis, and the COVID-19 pandemic is the latest example of a crisis in which misinformation has proliferated.

Kate Starbird is Associate Professor of Human Centred Design & Engineering at the University of Washington and founder of the Centre for an Informed Public. She discusses the rumours, misinformation and disinformation and their intersection with scientific expertise around Covid-19 broadcast on ABC Radio National Sunday Extra. You can listen to it here.

Home Medicines Service

The Australian Government has also introduced a Home Medicines Service. This service is available for people in home isolation and for vulnerable patient groups who wish to limit their potential exposure to novel coronavirus (COVID-19) in the community.

The Home Medicines Service supports the use of home medicines delivery options available through pharmacies, enabling patients to have their Pharmaceutical Benefits Scheme (PBS) and

Repatriation Pharmaceutical Benefits Scheme (RPBS) prescriptions delivered to their home.

Consumers who are eligible to receive this free delivery service can use it once a month, through participating pharmacies. You can also order other items from the pharmacy to be delivered to you, if it is part of the same order that includes at least one PBS or RPBS prescription medicine. Find out more about your eligibility and the [Home Medicines Service here](#).

Getting Your Medicine if You're Staying at Home

After a telehealth appointment the doctor may prescribe medicine for you. If you are staying at home, or in isolation, there are some options available for getting your prescription filled.

- You can ask your doctor to send you the paper copy of your prescription in the mail or have someone pick it up for you. You, or a friend or family member then needs to take that script to a pharmacy to get the medicine dispensed.
- You can ask your doctor to send an electronic copy of your prescription directly to your preferred pharmacy. Some pharmacies are now able to organise delivery of your medicine to you at home. You may want to check with your preferred pharmacy, before your telehealth appointment, to see if this is a service they offer, and whether there is a cost involved. It might also be good to ask your pharmacy to confirm that they have the medicine you need in stock, and to confirm with your doctor that your address is current on their system. This will be the address that is used for delivery of the medicine to your home.

For more information, check out the [Australian Government Fact Sheet](#) on getting your medicines if you've had a telehealth appointment:

The information sheet includes:

- How do I get medical services if I can't leave my house?
- How do I get a prescription if I have a telehealth consultation?
- How do I get my medicines if I'm confined to home?
- How do I fill an existing prescription or repeat if I am confined to my home?



Helping you get your medicine if you are confined to your home

As part of the National Health Plan, telehealth can now be bulk-billed and Electronic Prescribing is being fast-tracked, with work to upgrade the doctor and pharmacy software well underway. It is expected to be ready by May 2020 (refer to the fact sheet [here](#)) but there are options immediately available to support telehealth services so you can get medicine sent directly to you at home.



[How do I get medical services if I can't leave my house?](#)

Doctors, nurses and mental health professionals are able to deliver bulk-billed services via telehealth until 30 September 2020 via phone or video conferencing. More information on telehealth can be found [here](#).

[How do I get a prescription if I have a telehealth consultation?](#)

Your doctor will still create a paper prescription during your telehealth consultation. They can also create a clear copy of the entire prescription (a digital image such as a photo or pdf) to send to your preferred pharmacy via email, text or fax for delivery of your medicine to your home.

If you prefer, your doctor can send your paper prescription to you in the mail, allowing you, a family member or friend to obtain your medicine from the pharmacy of your choice. *Prior to your telehealth consultation, you may wish to consider the following:*

HCCA COVID-19 Consumer Issues Register Reports

HCCA established a COVID-19 Consumer Issues Register in March 2020. The Register summarises issues raised by consumers and the HCCA actions in response. They are published weekly.

You can find the weekly reports that summarise the issues raised [here](#).

COVID-19 Consumer Information Hub

The [Consumers' Health Forum](#) have created an information hub to give people guidance on how to access health care during the COVID 19 pandemic. You can find it [here](#).

POLICY AND RESEARCH UPDATE

Our policy focus continues to be on COVID-19 (Coronavirus). Last week we released the final report on Survey 4 from our series of surveys to help us, and our health system, to provide consumers in the ACT (and surrounds) with the information we need during the COVID-19 (Coronavirus) pandemic. All our survey reports have been shared, each week, with a range of stakeholders to help improve information and communication for consumers at this time.

We have now completed more detailed analysis from Survey 4 for three subgroups (people aged 65+yrs, women and people with disabilities). [These reports, along with all reports from the four surveys, can now be accessed on the HCCA website.](#)

A big thanks to HCCA's Health Policy and Research Advisory Committee in their support for this work. They have been invaluable in assisting with analysis and helping us make these reports available quickly to everyone.

Survey Results: Consumer Experiences of Looking for Information About COVID-19 (Coronavirus)

Summary of Findings from Surveys 1-4

Generally, the surveys demonstrated a small improvement in consumers feeling informed by the information they are finding about COVID-19. There were also some indications that information access and quality has been improving. Consumers still have a lot of questions about COVID-19, but the issues that consumers need information about continue to change rapidly in the current environment.

Issues that are important to consumers that were identified across the four surveys include:

- Clear and consistent messaging to prevent confusion
- Evidence based advice from health experts
- Timely data and daily press conference updates help inform and provide confidence
- The use of AUSLAN interpreters and captioning for health updates and messaging.
- Information being available in a range of languages
- Understanding more about the virus:
 - Transmission, symptoms and infection
 - If you can catch COVID-19 more than once
 - Role of face masks
 - How long virus lasts on surfaces
 - Hotspots and testing criteria
 - Treatment and potential vaccines

- Understanding and applying rules relating to lock-down, essential services and social distancing
- Reaching those in our community who are more vulnerable with targeted information:
 - Those with compromised immune systems
 - Consumers without easy access to online information
 - Aboriginal and Torres Strait Islander people
 - People whose main language is not English
 - Young people
- Communication about changes to NDIS support services under COVID-19, along with strategies for safely working with support workers
- Changes to the health system and health services at both local and national levels
- Considering the future – what happens next, when will restrictions be lifted?
- Recognising that there is still much we don't know about COVID-19

Overall, consumers are finding information about COVID-19 mainly through websites, television and radio. Other common sources include newspapers (hard copy and online), social media, health professionals, and family/friends. In terms of websites, many people are using the ACT and Commonwealth COVID-19 websites, particularly in the last few weeks as updates, resources and usability of these sites has increased.

*Kathryn Briant
Policy Officer*

HEALTH LITERACY UPDATE

Outpatients Appointments at Canberra Health Services

All non-urgent and non-essential activity is being reduced in Outpatients and clinicians are working through their booked appointments to decide:

- if the patient needs to be seen face to face
- if a phone call would be possible
- if a telehealth (video) appointment is possible
- whether to postpone/reschedule the appointment.

Some patients may have received a phone call telling them that their appointment has been postponed or rescheduled to a later date. A letter with the details always follows.

Patients will receive a phone call to book their face to face, phone or telehealth appointment and are being booked one week in advance.

Canberra Health Services are still accepting referrals from GPs, triaging them and putting them on the waitlist. When COVID-19 is over, appointments will be booked according to the waitlist, with the possibility that some appointments will continue to be taken over the phone or by telehealth.

Medical Appointments: Phone, Video or in Person – Preparation Still Vital (Pt 2)

As shared in the last Consumer Bites, until the end of September, appointments with your GP, specialist and many other health providers can be by telehealth (video or phone). Commonwealth concession card holders, children under 16 years and patients who are more vulnerable to COVID-19 are eligible for a free bulk-billed consultation. Here are more tips to support you to have a good appointment with telehealth (or any health appointment).

At the appointment:

1. Explain your concerns and describe your symptoms as briefly as you can without missing out on essential details. Add information about when/if it changes e.g. a throbbing pain that only gets better if I lie down
2. Be honest about your concerns, the symptoms and your lifestyle. Most health practitioners have heard everything before from someone. Their aim is to diagnose and treat you so you can manage your health
3. Be prepared to physically move if you are on a video call to show your symptoms or area affected
4. Speak up if you don't understand, or are having trouble using the phone or video
5. Ask for more information if you don't understand the instructions given to you
6. Ask if there is an alternative treatment if you are not comfortable with the one suggested
7. Ask what, if any, the side effects might be
8. Ask your health provider if they can bulk bill you (give the appointment to you for free) or charge less than normal if you can't afford to pay
9. Take notes or ask if you can record the appointment if you think you may forget (consent from your practitioner is important)
10. Ask if a follow up appointment is needed and book it then

After the appointment:

1. You may still need a face to face appointment if your practitioner can't diagnose you using telehealth
2. If you need tests or investigations done, book them straight away as there can be long waiting times
3. If your appointment was with a doctor and they have prescribed medicines, write down the active ingredient in the medicine (so you don't double up with other medicines) and be clear about how to take the medicine. Call your pharmacist or call the Medicines Line (1300 MEDICINE) (1300 633 424) if you need more information
4. Update your list of medications and keep it in your wallet or on your phone. Update it again when you stop taking medications
5. Monitor your health. Is the treatment prescribed working? Do you have concerns? Call your health practitioner or [HealthDirect](#) which is available 24 hours on the phone **on 1800 022 222**.

There are tips compiled from consumers here [telehealth tips](#) and here [Commonwealth Fact Sheet on telehealth for consumers](#).

Flu Vaccination – How to Get it if You Are Isolating or Immunocompromised

If you're isolating from all contact but the advice from government and your specialist is to get the flu vaccine, how and where do you do this safely, especially if your GP is now only doing telehealth appointments? This was a question posed to us from a member. Canberra Health Services provided this advice:

- request a recommendation from your GP for another GP within the practice or elsewhere who see clients face-to-face.
- request a home visit or an early appointment (prior to the practice filling up with people). Many GPs will provide a home visit for homebound consumers if needed and some might open 20-30 minutes early to get you in before crowds.
- phone other practices or pharmacies to ask if home visits or other safe options are available.

Walk-in Centres

Dickson Walk-in Centre is still due to be open in August. The barrier fence is up and work on demolishing some internal structures to the old community health centre has started. This is a spot of good news in with the gloom of the pandemic.

Weston Creek Walk-in Centre is only available for testing for COVID-19 and for clinical support of COVID-19 patients. All other walk-in centres

remain open to treat minor illnesses and injuries. Opening hours are from 7.30am to 10pm daily, including public holidays. No appointment is needed, and all services are free. To find out the current wait time and the drive time from your home, check the ACT Health app. Go to <https://health.act.gov.au/digital/consumerapp> for the description and the links to Google Play and the App Store.

Health Literacy to Improve Pandemic Communications

Croakey has published an article calling for governments to improve pandemic communications and address health literacy. The COVID-19 crisis is highlighting an urgent need to improve the health literacy of our institutions and the public. Millions of Australians do not have sufficient health literacy to understand complex COVID-19 communications, and this problem is exacerbated by the failure of governments to enact best practice in communications You can find the article [here](#).

A Conversation for Everyone – Advance Care Planning

COVID-19 underlines the need for all of us to have an Advance Care Plan (ACP) that can guide medical staff and family on our wishes for end of life care. We hope that social distancing measures will reduce our risk and ultimately a vaccine and a cure will be found. But the reality is that some of us may end up in hospital with life threatening symptoms.

Have you got an ACP? Have you identified who might speak for you if you were unable to do so due to illness or injury? Do you want to know the steps in creating a Plan? Check these websites to start or continue the process of reflecting on

your wishes for end of life care; talking to your Enduring Power of Attorneys (people you choose to speak on your behalf) and doing the paperwork for an Advance Care Plan. For relevant ACT documents and advice [click here](#). For general information and advice go to www.advancecareplanning.org.au

Contact Claudia at claudiacresswell@hcca.org.au or Yelin at yelinhung@hcca.org.au if you would like to speak about ACP or be part of an online discussion.

*Claudia Cresswell
Health Literacy Officer*

Health Translation Library

Health Translations is an online library which enables health practitioners and those working with culturally and linguistically diverse communities to easily find free translated health information. Health Translations provides direct links to free reliable translated health resources produced in Australia. There are over 21,000 multilingual resources available.

The Centre for Culture, Ethnicity and Health has been contracted to manage and improve Health Translations. You can find the information [here](#). For COVID-19 specific information click [here](#).

HEALTH INFRASTRUCTURE UPDATE

REMINDER: Developing a Consumer Centric Principle for the SPIRE Project

As mentioned in last week's Consumer Bites, Major Projects Canberra (MPC) has asked the SPIRE Project Consumer Reference Group (CRG) to help them develop a consumer-centric infrastructure principle for the project. This principle will be included in a framework that has been developed to guide the development, design and implementation of the SPIRE Project. MPC has contracted Lineaire Projects to work with the CRG and facilitate the development of this principle.

The CRG is seeking your views on the Canberra Hospital and the consumer principle and ask that you complete a feedback form to record your insights and comments (this should only take about 5-10 minutes). You can participate by either:

1. Click on the link [here](#) to complete an electronic form that will record your responses; or
2. Request a Word-version Feedback Form by calling HCCA on 6230 7800 or emailing annemeuronen@hcca.org.au. Send your completed form to enquiries@lineaireprojects.com.

Feedback is due by **cob Thursday 30 April 2020**. NOTE: In response to the first question, "Which consumer reference group do you represent and/or belong to?" please enter 'HCCA'.

*Anne Meuronen
Community Participation Coordinator, Health Infrastructure*

CONSUMER REFERENCE GROUP REPORTS AND INFORMATION

Quality & Safety - Resources for Medication Management in Cancer Care

The Australian Commission on Safety and Quality in Health Care has released a range of resources to support cancer care services to implement the National Safety and Quality Health Service (NSQHS) Standards. The resources include:

- [NSQHS Standards User Guide for Medication Management in Cancer Care](#)
- [NSQHS Standards User Guide for Medication Management in Cancer Care for clinicians](#)
- [Fact sheet on Clinical Governance for pharmacists in cancer care](#)
- [Fact sheet on Clinical Governance for medical oncologists and haematologists in cancer care](#)
- [Fact sheet on Clinical Governance for nurses in cancer care](#)
- [Fact sheet on Clinical Governance for managers and clinician managers in cancer care](#)
- [Fact Sheet for Consumers: What to expect when receiving medication for cancer care](#)

These resources focus on key safety and quality areas in medication management in cancer care. They have been designed for use by governing bodies, safety and quality managers, clinical leaders, medical oncologists, haematologists, nurses and pharmacists working in cancer care and provide practical strategies to implement safe and effective cancer care services.

Quality & Safety - Clinical Communique on Best Practice

In the latest publication of [Clinical Communique](#), it is recognised that the health sector is working hard to train and prepare staff for the predicted surge in patient numbers due to COVID-19. This communique seeks not to add to the current arsenal of policies and protocols, but to share knowledge and expert advice to help clinicians reflect best-practice in systems thinking and patient safety to mitigate the potential for risks and errors in unfamiliar situations. These lessons include:

- good communication and decision-making
- working in rapid response teams
- avoiding cognitive bias-related errors
- optimising the management of transfers for critically unwell patients
- planning for respiratory pandemics

You can read the [article here](#).

ITEMS OF INTEREST

ACT Government Response to COVID-19 – Select Committee Hearings

The Select Committee on the COVID-19 pandemic response held its third public hearing into the ACT Government’s health and financial response and other matters relating to the COVID-19 pandemic on 17 April 2020. The Select Committee was established by the ACT Legislative Assembly on 2 April 2020 to provide oversight to the ACT Government’s response to the COVID-19 public health emergency. The resolution establishing the Committee is available on the Committee’s [website](#).

The Committee will hold weekly public hearings, alternating between ACT Government officials and community groups which will be held virtually via Zoom and live streamed to the public. The hearings can be viewed from the [Assembly on Demand](#) website. For further information please contact the Committee Secretary on 6205 0129 or by email at: LACCommitteeCOVID19@parliament.act.gov.au.

Kirby Institute Seminar – Raina MacIntyre

The COVID-19 pandemic is rapidly evolving. A seminar from the Kirby Institute provided an update on the epidemiology, pillars of public health disease control, health workers as a high-risk group, and emerging evidence around asymptomatic and aerosol transmission. The lockdown, social distancing, schools, universal face mask use and the herd immunity myth were discussed in the context of an exit strategy. Other topics such as duration of immunity, reinfection potential and latest drug treatment data were also touched on. You can listen to the [seminar here](#).



Professor Raina MacIntyre is head of the Biosecurity Program at the Kirby Institute and NHMRC Principal Research Fellow.

SURVEY: Living Well in the ACT in Challenging Times

In late 2019, University of Canberra Regional Wellbeing researchers asked residents of the ACT and surrounding parts of NSW about their quality of life. **A lot has changed since then.** The University is now conducting a survey about the impacts of COVID-19, bushfire and hailstorm. It also seeks views on the ACT region more generally, the liveability of your local area, your health and wellbeing, your access to health services, social connections, work and caring responsibilities. [Read more and complete the survey here](#). If you complete the survey by **4 May 2020**, you may win a gift card.

SURVEY: How Has COVID-19 Impacted Women in the ACT?

In the ACT there have been a lot of changes to our lives as a result of COVID-19, and we know that these changes are impacting women in particular. The [Women’s Centre for Health Matters \(WCHM\)](#) is keen to understand the experiences of ACT women and how you are coping with the impacts of COVID-19, how your daily life is different, and the impacts on your physical and mental health. This will help WCHM to better inform their advocacy to Government and to better understand women’s needs in the current environment.

The survey will take about 10 minutes to complete and all responses are anonymous. Share your experience [here](#).

Useful Newsletters

Australian Council on Healthcare Standards

- COVID-19 Issue [here](#)

Choosing Wisely Australia

- April Update [here](#)

ACT Health COVID-19

- Latest update [here](#)

Australian Commission on Safety & Quality in Health Care

- Autumn e-news [here](#)

Australian Institute of Aboriginal and Torres Strait Islander Studies

- Last edition [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

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.

RECENT APPOINTMENTS

- Heather Warfield – Occupational Violence Prevention and Management Committee, Canberra Health Services.
- Karin Calford – NPS MedicineWise Consumer Advisory Committee.

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.

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 5 May 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. Please contact Ghislaine Martin at CHF by email g.martin@chf.org.au for more information. This opportunity closes at midnight on **Sunday 26 April 2020**.

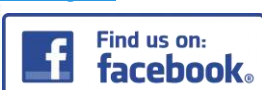
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Consumer Bites is the newsletter from **Health Care Consumers' Association ACT**

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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