



# ANNUAL REPORT 2021-2022

# Annual Report 2021-2022

This report reviews the activities and achievements of Health Care Consumers' Association of the ACT (HCCA) during the period 1 July 2021 to 30 June 2022.

The report is also available on our website at [www.hcca.org.au](http://www.hcca.org.au).  
If you would like a hard copy please contact the office at [adminofficer@hcca.org.au](mailto:adminofficer@hcca.org.au).

## Acknowledgement of Country

The Executive Committee and staff of HCCA acknowledge the Australian Aboriginal and Torres Strait Islander peoples of this nation and acknowledge them as Australia's First Peoples and as the Traditional Owners and custodians of the land and water on which we rely. We acknowledge the traditional custodians of the Ngunnawal land on which our organisation is located and where we conduct our business. We pay our respects to elders, past, present and emerging, and recognise the ongoing contribution of Aboriginal and Torres Strait Islander people to the life of this city and this region.

## Health Care Consumers' Association

100 Maitland Street, Hackett ACT 2602

ABN 59 698 548 902

Telephone (02) 6230 7800

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

Web: <https://www.hcca.org.au>



 Blog: <https://www.hcca.org.au/newsroom/news-media/>

 Twitter: @HealthCanberra

 [www.facebook.com/HCCA](https://www.facebook.com/HCCA).

ACT



This work is licensed under a [Creative Commons Attribution-NonCommercial-NoDerivs 4.0 International License](https://creativecommons.org/licenses/by-nc-nd/4.0/legalcode). The full license terms are available at: <https://creativecommons.org/licenses/by-nc-nd/4.0/legalcode>

# Contents

Our Purpose	4
HCCA Strategic Plan 2021-2024	6
Executive Committee	8
President's Report	9
Executive Director's Report	11
Treasurer's Report	14
Financial Resources	15
HCCA Members	16
Communication and Promotion	17
Health Policy Highlights	19
Health Policy Submissions	22
Consumer Reference Groups	24
Research Projects Highlights	27
Health Literacy Program	31
Consumer and Community Participation Highlights	34
How to get Involved	35
Consumer and Community Participation Program	36
Consumer Representatives 2021-2022	40
Sponsored Conference Attendance	41
List of Consumer and Organisational Representative Positions 2021-2022	42
HCCA Organisational Chart 2021-2022	54

## Health Care Consumers' Association of the ACT

# Our Purpose

The Health Care Consumers' Association of the ACT (HCCA) was incorporated in 1978 and is both a health promotion charity and the peak consumer advocacy organisation in the Canberra region.

HCCA amplifies the voice of health care consumers on health issues and provides opportunities for consumers to participate in all levels of health service planning, policy development and decision making.

### HCCA involves consumers through:



Supporting consumer representation and promoting the consumer perspective in health care



Undertaking consumer and community consultations



Disseminating information on behalf of member organisations and health services



Facilitating training and education for consumers, carers and service providers



Delivering community forums and information sessions about health services



Conducting and participating in research into consumer experiences of human services.



## Our Vision

Consumers in control of our own health.

---



## Our Mission

Improve the safety and quality of health care to meet the needs of consumers and communities.

---



## Our Values

We value our members' knowledge, experience and involvement in our organisation and the consumer movement. The values of Integrity, Collaboration, Equity and Inclusiveness underpin our work.

# HCCA Strategic Plan 2021 - 2024

Our Strategic Plan sets out the priorities the organisation will pursue over the 2021-2024 period. The Executive Committee uses this document as the foundation of its work. The Strategic Plan acts as a contract between the Executive Committee and HCCA's members. A copy of the Strategic Plan can be found on our website at:

<https://www.hcca.org.au/publication/strategic-plan-2021-2024/>

## Priority Action Areas:

The Executive Committee has identified five issues of strategic importance for the 2021-2024 period. They are:



Quality and  
safety of  
health services



Infrastructure



Digital  
health



Environmental  
sustainability  
of health care



Value based  
health care

In addition to these Priority Action Areas the organisation will continue to focus on the key areas of self-management of chronic conditions, out-of-pocket costs for consumers and the health of older people.

HCCA is committed to being both focused and flexible, being clear about the long-term goals of the organisation while recognising the importance of responding to the environment in which we operate.



## Goal 1

A strong and credible voice for consumers on health care



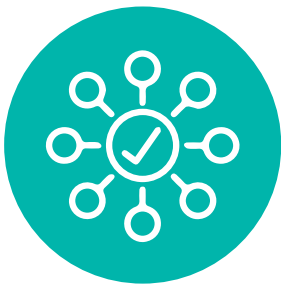
## Goal 2

Effective consumer participation in health policy, research, and health service planning, design, and governance



## Goal 3

High levels of health literacy in Canberra communities



## Goal 4

A strong and responsive organisation

# Executive Committee

The Executive Committee are responsible for the governance, financial and risk management, and strategic direction of the organisation. This includes ensuring that the work of HCCA meets the aims and objectives outlined in the organisation's Constitution and achieving the goals outlined in the Strategic Plan.

The Executive Committee consists of a President, Vice-President, Treasurer and six (6) other Members, who are elected by the membership in accordance with the Constitution of the Association.

## Key Achievements in 2021-2022



In 2021-2022 HCCA met all governance obligations and contractual requirements.



The Executive Committee continued to review HCCA organisational policies to ensure they remain up-to-date and relevant for the organisation. The Executive Committee reviewed and endorsed 26 organisational policies.



Eight Executive Committee meetings were held between July 2021 and June 2022.

## Executive Committee Members for 2021-2022:

**President:** Alan Thomas

**Vice President:** Dean Hewson

**Treasurer:** Tony Krizan

### Other EC Members:

Bea Vann

Linda Trompf

Emma Baldock

Karen McKernan

Isabel Moss

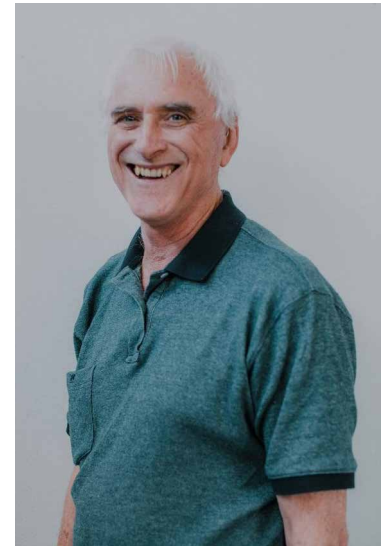
Peta Harbour

Full biographies of the EC are available on the HCCA website at [www.hcca.org.au/about/executive-committee/](http://www.hcca.org.au/about/executive-committee/)



# President's Report

Once again HCCA has been significantly affected by the ongoing COVID pandemic. Members and staff have had to curtail activities as a result of COVID. Nevertheless we continue to represent a strong consumer voice that delivers on consumer rights and engagement with the ACT Health system and overall the organisation is strong and healthy as evidenced by a steady stream of new members joining our organisation.



Many of these new members are well qualified and experienced with the health system which augurs well for the future of HCCA. It is important that we involve these new members in our activities.

Our Executive Director, Darlene Cox, has successfully negotiated a Peak Body Funding Agreement with the ACT Government which secures funding for HCCA for the next five years. We will also receive funds to continue to engage with Major Projects Canberra on the Critical Services Building at Canberra Hospital. We are currently working with the ACT Health

Directorate to explore how HCCA can provide consumer perspectives on the many health infrastructure projects being undertaken across Canberra, including the new Northside Hospital.

Darlene has continued as a member of the ACT Health Clinical Health Emergency Coordinating Committee. Other staff have also continued as members of various ACT Health COVID committees. These appointments are a recognition of the respect that HCCA has within the wider community.

## We had a few wins in this year's ACT budget, viz.



\$50.8 million is to be committed over four years to support the implementation of the ACT's Digital Health Record



A dedicated palliative care unit is to be established at the Canberra Hospital



An increase in mental health pathways to help reduce demand on acute mental health services



Developing and implementing a Disability Health Strategy in the ACT.

In terms of the governance of the organisation, the Executive Committee continues to function smoothly. We have a robust risk management strategy, which includes IT security. The relevant policies and strategies are regularly reviewed by the Executive Committee. The organisation's finances remain sound, as can be seen from the Treasurer's report. There is no risk of insolvency or a failure to meet our obligations as and when they fall due.

The EC has discussed the organisation's level of equity which historically has been relatively high. Part of these funds had been set aside for possible relocation of HCCA's offices had Blue Gum's application to purchase Maitland House been successful. Blue Gum's application was not supported and consequently these particular funds can be used for other purposes.

The EC has decided to use a proportion of the equity funds to self-fund projects, namely: establishing an ACT Chronic Conditions Network, and supporting the HCCA Consumer Research Program. These will be reported on in the Annual Report for 2022-23

HCCA is also self-funding the development of a monitoring and evaluation project. This is a difficult area but it is necessary for any organisation to have the tools to evaluate how successful they are in achieving their goals. It is particularly apposite now as the ACT Government Deed of Grant requires regular evaluation of the outcomes agreed between the Government and HCCA as a requirement of the funding

provided to HCCA. This new project will equip HCCA well in our discussions with the ACT Health Directorate.

This is my last year as President as my six year term on the EC expires this year. It has been a privilege to serve on the Executive Committee, including as President for four years. My goal as President was to help ensure that HCCA remained a strong and vibrant organisation so that the voices of consumers would continue to be heard by ACT Health. I believe this is true, not just because of my work but because of the hard work and dedication of our members and staff.

I thank all members of the Executive Committee for their work and support during the year. The EC works very well and all members contribute to the productive and smooth operation of the Committee.

As ever Darlene Cox and our staff have continued to do the important work of supporting our members and delivering on the Strategic Plan. Their support for our members and the work of the organisation has been outstanding and has kept the organisation running smoothly. While reluctant to signal out any particular staff member, the partnership I have had with the Executive Director, Darlene Cox, was very important to me in my work as President and I thank her for her support, wisdom and humour during my time as President.

Dr Alan Thomas  
**President**

*Three Presidents - Sue Andrews, Adele Stevens, and Alan Thomas*



# Executive Director's Report

2021-2022 was the year that the reality of COVID hit. Looking back it is clear that 2019-20 was about responding to the challenges of the bushfires and air quality and then the pandemic. 2020-2021 was about consolidating our response to the public health emergency brought about by COVID-19 and planning for an increase in community transmission. 2021-22 was putting the planning into practice.



We have worked hard to ensure a consumer-centred public response to COVID-19. This has included work on visitation to health facilities, involvement of family, telehealth, and identifying issues of concern to consumers that needed a response. Living with this level of uncertainty has been very difficult for people and there is a level of fear and confusion we need to acknowledge and address.

I continued in a Community Liaison role as a member of the Clinical Health Emergency Coordination Centre (CHECC). This role started in March 2020. The CHECC provides advice to the Chief Health Officer on the clinical response to COVID-19 in public and private hospitals, as well as services delivered in Walk-in Centres and community health centres. It is chaired by Dave Peffer in his role as Deputy Health Controller. Professor Imogen Mitchell, as COVID-19 Clinical Director, is a key member. Kathryn Briant has represented consumers on the COVID-19 Primary Care Emergency Response Working Group this year. This has met regularly and considers important issues of concern for consumers about testing, vaccination and accessing health care during a pandemic.

On 12 August 2021 I was to start three weeks of recreation leave. I had been working extended hours since March 2020 and was starting to show signs of wear and tear. I was 45 minutes into my leave when I took a call from Dave Peffer, CEO of Canberra Health Services letting me know the first positive COVID case had been identified in the ACT. That day I made 47 phone calls to community leaders and colleagues letting them know so they could put their COVID plans into action. I then worked seven days a week for nearly three months in my role of Community Liaison with CHECC. Kate Gorman, Sarah Spiller and Kathryn Briant did a stellar job in supporting me in this work and kept HCCA on track. One of our members, Wendy Armstrong, was a key support for me during that time and I am extremely grateful to her for sharing her experience in public health, and general life advice.

COVID-19 was a significant strain on our health system in 2021-22. As consumers we experienced it firsthand. Many of you shared stories with us about the impact this had on the accessibility and experience of health care. The pandemic also puts pressure on the wellbeing of health care staff and their ability to



provide the standard of care they would like for patients and families. Colleagues in community services also sustained an enormous workload, focussing on the needs of people and communities most at risk of infection and poor outcomes. The response to COVID-19 has truly been a community effort.

The response by the ACT Government has been excellent, although Omicron and the significant change in direction how to respond to the pandemic changed that. Members and people across our networks have shared with us their frustration with the Government's decisions. The Executive Committee raised this issue with the ACT Health Minister.

Our role as a trusted partner with Government means that we have played – and continue to play – an important role in the COVID-19 response. This has clearly reinforced the importance of powerful partnerships and trusted relationships between consumers and those working in our health system, for the benefit of us all. We are well placed to provide key insights at such a critical time in our community's history.

We have also contributed to a number of priority projects of the ACT Government, including the expansion of Canberra Hospital, the configuration of the Digital Health Record, as well as participating in high-level governance and advisory committees across the ACT health system. Our achievements are outlined throughout this report.

Two of our members died this year, Andy Prowse and Alexa McLaughlin. I want to pay my respects to them and their contribution to the consumer movement. Andy was an experienced consumer who shared his insights on living with cystic fibrosis and his ongoing challenges in care after his double lung transplant. We will continue to advocate for the issues of importance to Andy and his wife, Heidi, to improve the system for others. Alexa McLaughlin was a long time member of HCCA. Alexa was a driving force behind the work on Multiple Chemical Sensitivities policy in the ACT and an articulate voice for people living with chronic conditions and disability. Alexa contributed to HCCA activities over many years and we acknowledge her commitment and focus to improve health care.

**“ Our role as a trusted partner with Government means that we have played – and continue to play – an important role in the COVID-19 response.”**

I want to thank the Executive Committee for their ongoing support and guidance. I particularly want to thank Alan Thomas, a calm and consistent presence during a challenging year. Alan has been President for the last four years and I have greatly enjoyed working with him. Alan is a strong supporter of the establishment of individual advocacy services in the ACT. We have not been able to deliver on Alan's goal but we will continue to press for this essential service. I also want to thank Tony Krizan in his role as HCCA Treasurer. Tony's experience and guidance is greatly valued and he is working with us to develop the way we report our financial performance to the EC and members.

I also want to thank the HCCA staff team for their professionalism and passion for the work we do. They consistently perform at a high level and their work makes a difference. We met almost all of our contractual obligations which is remarkable given the additional pressure work and life in a pandemic has placed on all of us.

The staff team have adapted really well to a hybrid working model, with their hours spread across working from home and the office. We have all missed the face-to-face time, sharing food and stories. Online catch ups just aren't the same.

We have also missed seeing our members. The online environment can't replace the face-to-face meetings that so many of us value. It is a much more transactional approach and while we can get the business done, our connection to each other is not as strong. The staff team have missed talking with members, listening to your stories and experiences of health care.

We have had quite a bit of change in the staff team in 2021-22. This is unusual for

us. We saw the departure of three highly valued and respected staff members - Claudia Cresswell, Sandra Avila and Monica Stonebridge. All these people left their mark on HCCA and are missed.

We had new people join and they have brought strong consumer perspectives, and excellent skills in community development, research and policy. We welcomed C Moore, Darcy Whitmore, Caitlin Welsh, Ivapene Seiuli, Nadia Owuor and Shivana Chandra. It was interesting to settle in new team members remotely. In fact, the first time I saw Pene in person was on Dickson Oval walking our dogs several weeks after she started working with us. Interesting times indeed.

It continues to be an honour and privilege to work at such a wonderful organisation.

Darlene Cox  
**Executive Director**



*Darlene has been in her role since January 2008*



## Treasurer's Report

HCCA continues to spend public and member funds soundly in accordance with the Strategic Plan. While COVID-19 continued to impact operations through some slowing down in progress toward planned achievements, overall delivery of services to members and the public, and engagement with government and the health sector, continued effectively.

One positive COVID-19 spillover effect was that distributed HCCA operations (ie staff working from home) is proven, and while the previous accommodation-related uncertainty is resolved for the immediate future, there is a justifiable confidence in HCCA's agility responding effectively to accommodation and health related matters that could impinge upon operations. One flow on benefit of that is that financial reserves, previously held to cover unavoidable accommodation related changes, have been reduced from \$200,000 to \$80,000; thereby enabling additional funds to be mobilised for the benefit of consumers, members and government.

In May 2022 HCCA's bookkeeper, Lesley Porroj, handed over the reins after many years – another step in her transition to life in Queensland. Successful Alliances, a local accounting business that specialises in the community and not-for-profit sector, is now providing our accounting and bookkeeping services. This has been a complex transition, but the new systems and processes are working well.

HCCA ended the 2021-22 financial year with a surplus of \$153,795 after the auditor's adjustments for depreciation, the right of use for the lease, and accrued income and expenses. This surplus transfers to the balance sheets and is reflected as an

increase in net assets (or members' equity). The audited financial statements show that members' equity at 30 June 2022 was \$843,728. The Executive Committee has committed to using some of the members' equity to support work to achieve key goals outlined in the Strategic Plan. This includes funding staff positions to progress work on establishing a Chronic Conditions Network and continuing our research program.

While net assets have increased, liabilities remain comparable to previous years. Increased liabilities on the balance sheet relate to an increase in grant funds received in advance and a new three year lease. Predictably, the majority of assets are in the form of cash and equivalents, with \$449,190 in operating accounts and \$397,400 in term deposits, ready to be used in line with HCCA's core objectives.

The Association remains financially sound and is able to pay out its debts and appropriately close down operations in the unlikely event of being wound up.

**\$1,387,537**

Total  
Income

**\$843,728**

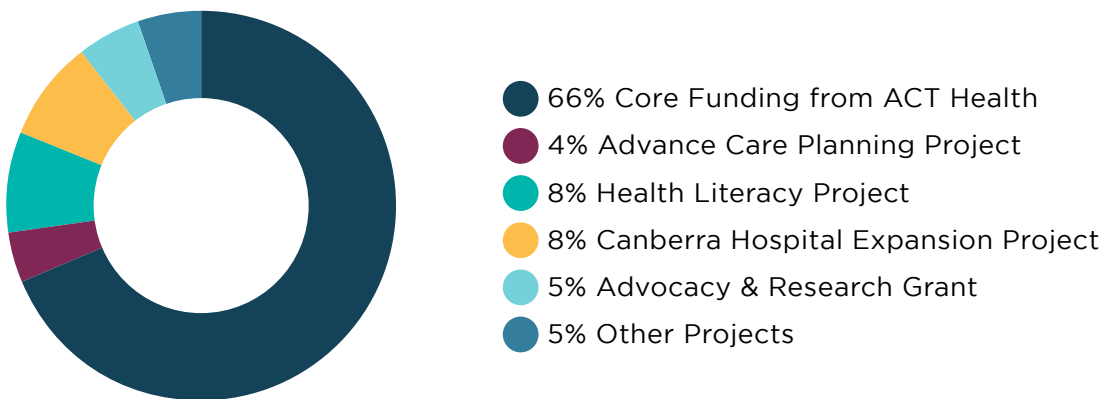
Members'  
Equity

## Income

Total income for the 2021-22 year was \$1,387,537. This represents an 8% increase compared to the 2020-21 year (\$1,285,913).

The Service Funding Agreement with the ACT Health Directorate (core funding) remains HCCA's main source of income, comprising around 66% of total income. In addition to its core funding, HCCA received additional funding from the ACT Health Directorate on a number of projects: Community Health Literacy, Advance Care Planning, Patient Navigation, Advocacy and Research, and Digital Health. HCCA also continued to work with Major Projects Canberra to provide consultancy services to the Canberra Hospital Expansion Project (\$106,116). The chart below summarises HCCA's funding sources.

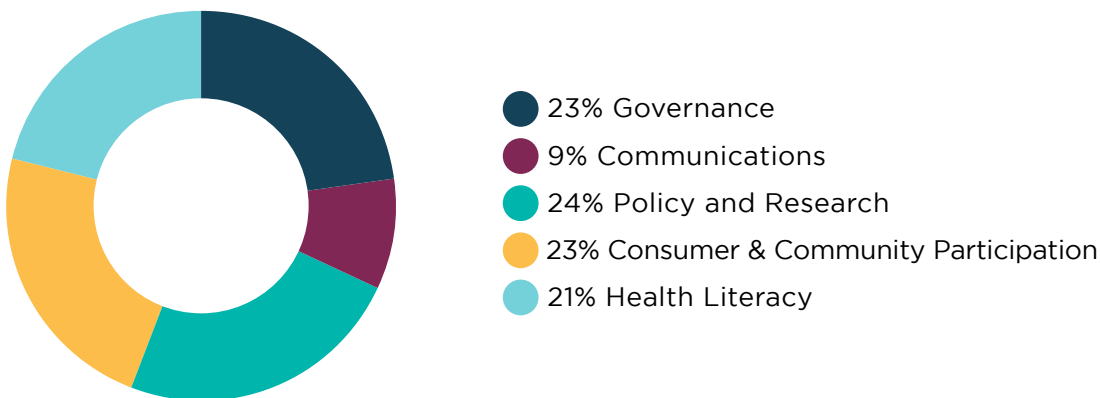
### HCCA Funding Sources in 2021-22



## Expenditure

Total expenditure for the year was \$1,233,742, a 9% increase compared to the 2020-21 year (\$1,133,712). HCCA operational costs continue to be predominantly staffing related (75%) with relatively minor costs relating to public engagement (2%). Administrative overhead costs continue to be low (10%). The chart below summarises the application of resources across key HCCA activities.

### Areas in which HCCA spent income 2021-22



In summary, HCCA remains financially viable to service the needs of the community, members and government.

Tony Krizan, **Treasurer**

# HCCA Members

In 2021-22 HCCA had 145 individual and 16 organisational members. 72% of our individual members were actively engaged with the programs and activities run by the organisation.

145

Individual members

16

Organisational members

72%

Individual members actively engaged

## HCCA strongly values the support of our colleagues in the following organisations:

- A Gender Agenda
  - ACT Disability, Aged and Carer Advocacy Service
  - ACT ME/Chronic Fatigue Syndrome Soc.
  - ACT Mental Health Consumer Network
  - ACT Lymphoedema Support Group
  - ACT Council of Social Services
  - ACT Down Syndrome Association
  - Advocacy for Inclusion
  - Alcohol, Tobacco and Other Drug Association
  - Arthritis ACT
  - Asthma Foundation ACT
  - Australian Catholic University
  - Australian National University
  - Bosom Buddies ACT
  - Canberra Alliance for Harm Minimisation and Advocacy
  - Canberra Lung Life Support Group
  - Canberra and Queanbeyan Attention Deficit Support Group
  - Canberra Region Kidney Support Group
  - Carers ACT
  - Canberra Multicultural Community Forum
  - Capital Health Network
  - Companion House
  - Council of the Ageing ACT
  - Dementia Australia
  - Epilepsy ACT
  - Heart Support Australia
  - Hepatitis ACT
  - Key 2 Learning College
  - Mental Health Community Coalition ACT
  - Mental Illness Education ACT
  - Meridian
  - mHub (Multicultural Hub)
  - Palliative Care ACT
  - Parkinson's ACT
  - Pain Support ACT
  - People with Disabilities ACT
  - Self Help Organisations United Together
  - Sexual Health and Family Planning ACT
  - Stella Bella Little Stars Foundation
  - Stroke Foundation
  - Tresillian
  - University of Canberra
  - Women with Disabilities ACT
  - Women's Health Matters
  - Youth Coalition of the ACT
- ACT Government**
- ACT Health Directorate
  - ACT Office for Mental Health
  - ACT Human Rights Commission
  - Canberra Health Services
  - Calvary Health Care ACT



# Communication and Promotion

HCCA has continued to strengthen its engagement with the community through its social media accounts and other communication channels.

## Newsletter

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

Our newsletter, Consumer Bites, is the main form of communication with our membership and networks. HCCA published 24 issues in 2021-2022.

## HCCA Website

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

**In 2021-22 our website had:**



15,677 page views compared to 19,470 in 2020-21



8,041 sessions compared to 10,179 in 2020-21



5,857 users compared to 7,562 in 2020-21

## Canberra Health Literacy website

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

The Canberra Health Literacy website shares practical resources and information on health literacy for consumers and carers, and health and community professionals. It was developed by HCCA as part of the Community Health Literacy project and we continue to manage the site.

**In 2021-22 the Canberra Health Literacy website had:**



13,428 page views compared to 4,371 in 2020-21



10,289 sessions compared to 2,141 in 2020-21



8,398 users compared to 1,614 in 2020-21



## Facebook

<https://www.facebook.com/HCCA.ACT>

In 2021-2022 we had 841 followers

We had 1,199 people visit our page, and a reach of 4,597  
(Reach is the number of people who saw any content from our page)



Page visits



Reach



Followers

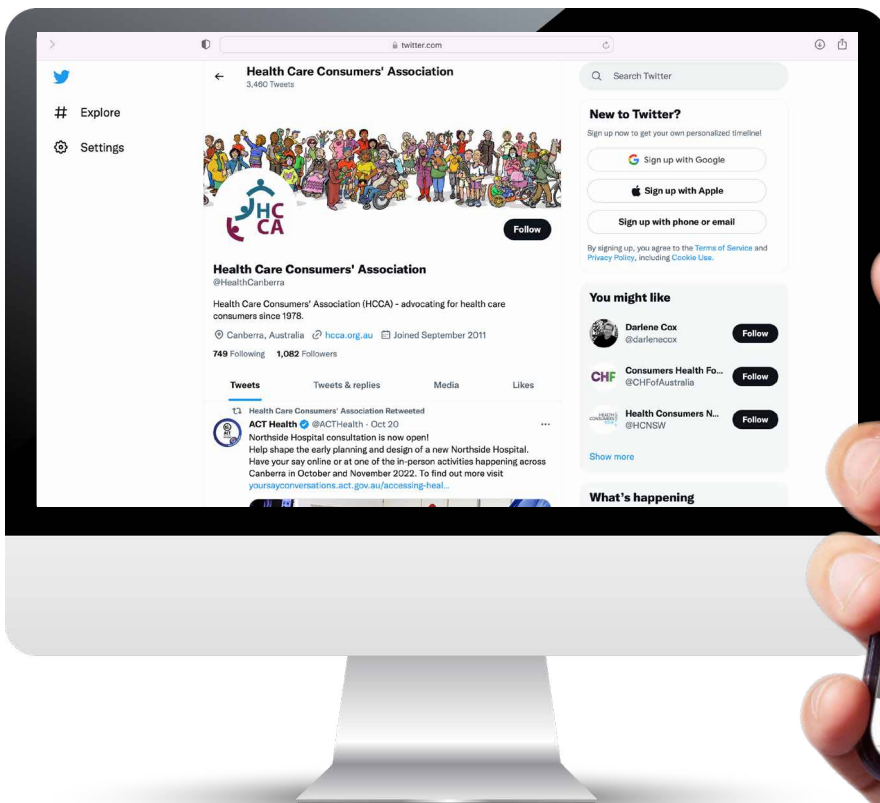


## Twitter

<https://twitter.com/healthcanberra>

In 2021-2022 we had 1,071 followers.

We posted 24 tweets, and had 8825 impressions (the times a Tweet from us has been seen), 3851 profile visits (number of different users who visited our profile page) and 97 mentions (number of times our @HealthCanberra username was mentioned in other people's Tweets).



# Health Policy Highlights

## HCCA Position Statements

During 2021-22 HCCA reviewed and updated two key strategic documents. This review was guided by the Health Policy and Research Advisory Committee (HPRAC) and the Consumer Participation Committee (CPC).

**1** Health Policy Development Framework

**2** Consumer Centred Care Position Statement

### Input to the COVID-19 Pandemic Response in the ACT - Membership of the Primary Care Emergency Response Working Group

Since February 2020, HCCA has had a staff member providing consumer input to the Primary Care Emergency Response Working Group - currently focused on COVID-19. The purpose of the group, convened by the Capital Health Network, is to help inform and support primary care providers during an emergency response. This has been, and continues to

be, a valuable avenue for HCCA to raise issues important to consumers. HCCA has enabled a wide range of communication issues to be addressed, provided advice and examples of consumer queries about a range of processes relating to COVID and healthcare access, along with questions and concerns about COVID vaccination in the ACT.

*research* *health service governance*  
PLANNING & DESIGN **INFRASTRUCTURE**  
**WORKFORCE** *own care*  
*digital health* **health policy**  
**COMMUNICATIONS**  
**QUALITY & SAFETY** *service delivery*

## Digital Health Record

The ACT Digital Health Record is under development and due to go-live in November 2022. The ACT Digital Health Record will record all services and care provided by ACT public health services. This includes Canberra's major hospitals, community health centres and Walk-in Centres. The ACT Digital Health Record will be a personal record that can be accessed by the health care team at any service location. This will allow staff to have faster and more complete access to information which will help to improve care, and reduce errors and duplication. The goal is for health service staff to have more time to focus on the person requiring care, rather than searching for key health information stored in different places and systems.

Consumers will be able to access their own Digital Health Record (DHR) through a secure website or a mobile app called MyDHR. The plan is for consumers to be able to access and update our own information, manage future public

health service appointments and access telehealth for services that make these functions available.

The DHR should also give us access to patient education materials, information about prescribed medicines, and to complete pre-appointment or pre-admission surveys within our record. In the future we expect that capability will increase, and consumers will be able to do things like talk to our care team through messaging capabilities and book a wide range of public health service appointments online.

HCCA is involved in the development of the ACT Digital Health Record at several levels through representation and input on a range of committees including the Digital Health Record Program Board, Clinical Steering Committee, Consumer Experience Steering Committee and the Digital Patient Flow Program Board.

We hope that the introduction of the Digital Health Record will help to transform and streamline health care for consumers in the ACT.



*DHR Go-Live readiness workshop. September 2022*

## Health Policy and Research Advisory Committee

HCCA's Health Policy and Research Advisory Committee (HPRAC) provides oversight and advice on HCCA policy submissions and position statements. Members of HPRAC are HCCA members with personal and professional expertise and experience across a wide range of policy issues and health care settings.

The Committee met five times during 2021-2022.

Members of the Health Policy Advisory Committee are: Linda Trompf (Chair), Fiona Tito-Wheatland, Margaret Norington, Marion Reilly, Indra Gajanayake and Wendy Armstrong.

### **HPRAC provided advice on a range of ACT Health policies, including:**

- Feedback on Draft Territory Wide Health Services Plan
- Consultation on the ACT Health COVID Clinical Care Standard

### **During this reporting period, HPRAC was extensively involved in the following work:**

- Community Health Literacy Project
- Review of HCCA Health Policy Development Framework
- Input to COPD Project Report "Breathing Easier"
- Review of HCCA Consumer Centred Care position statement
- Evaluation of the HCCA 2022-23 Budget Submission
- Review of Labor party and Greens Agreement
- HCCA's Integrated Care Project
- HCCA 'Looking after your health with a long-term condition' project
- Input to health sector research strategies in the ACT
- HCCA Health Literacy Projects for 2022
- Budget Submission 2022/23
- ACT Legislative Assembly inquiry into the COVID-19 pandemic response



*Professor Imogen Mitchell from CHS presenting at the HCCA consultation on ACT Health COVID Clinical Care Standard in March 2022*

# Health Policy Submissions

In 2021-2022 HCCA provided comment on a range of strategic and clinical policies at both local and national level.



In 2021-2022 our policy team have been busy providing feedback on 51 health policies that are priorities for consumers at an ACT and national level.

HCCA members - look out for emails from our policy team for opportunities to help shape our policy submissions!

## Local Policy Submissions or Input

### ACT Health Directorate

- Territory Wide Maternity Services Plan
- ACT COVID-19 Clinical Care Standard
- Territory-Wide Health Service Plan (TWHSP) and consumer information pamphlet
- ACT Government Data Sharing Policy
- ACT Health Review Immunisation Program (consultation interview)
- Consumer Reimbursement policy and procedure
- Joint Maternity Project
- ACT Real Time Prescription Monitoring implementation planning
- Canberra Maternity Options Service Evaluation - Consumer Questionnaire

### ACT Legislative Assembly Inquiry

- Public Health Amendment Bill ACT (January 2022)
- Changes for Nurse Practitioners Legislation Bill (February 2022)
- COVID-19 Inquiry
- Budget Submission 2022/23

### Canberra Health Services

- Discharge Liaison Nurse Guidelines
- Treat and Go Service
- Delirium, Dementia Procedure
- My Health Record Policy and Procedure Consultation
- Chronic Disease Management Unit
- Child Health Targeted Support Services - Chaperones

- Consumer Privacy Policy Consultation
- TCH Master Planning Round 2
- Telehealth Guideline
- Disability Access and Inclusion Plan for Canberra Health Services (survey)
- Adolescent Model of Care
- Spinal Pain Service (Adult Outpatients) Guideline
- Homeless Persons' Support Services Guideline (Adults and Children)
- High Risk Medicines Policy
- Older Persons Mental Health Community Team Model of Care
- CARE Clinical Procedure
- Child Protection Policies
- Mental Health Seclusion Guidelines
- Access and Inclusion Plan
- Service Animal Policy
- Home Visits in Labour Procedure
- Unplanned Pregnancy after Sexual Assault handout
- COVID Treatment Postcard
- Clinical Records Management Policy and Procedure
- Adult Colonoscopy Procedure
- Weston Creek Medical Imaging Service

### Capital Health Network

- Capital Health Network Needs Assessment
- Input to CHN for Department of Health Primary Health Care 10 Year Plan 2022-2032 Consultation Draft

**HCCA policies, position statements and submissions, support effective advocacy to ensure that the health system is better able to meet the needs of all health care consumers and communities in the ACT.”**

## National

### Australian Commission on Safety and Quality in Health Care

- Update to the guiding principles for medication management
- Diagnostic Imaging – consultation into safety and quality issues

### Department of Health (Australian Government)

- Primary Health Care 10 Year Plan 2022-2032 Consultation
- Medical Research Future Fund (MRFF) Consultation
- National Medicines Policy (NMP) Review

### Therapeutic Goods Administration

- Medical Devices Adverse Events Reporting
- Medicine Adverse Events Reporting - website
- Australian Register of Therapeutic Goods (ARTG) Search functions

*HCCA members at the 2021 Annual General Meeting*



# Consumer Reference Groups

Consumer Reference Groups bring together members, consumer representatives, and nominees from support groups and health service organisations to inform HCCA's position on health policy and research, and identify issues of importance to consumers.

The goal is for the consumer voice to shape the health services we use. These groups also help ensure that future health strategies and policies are, in fact, consumer driven.

**During 2021-2022 HCCA had four active Consumer Reference Groups:**

**1** Health of Older People

**2** Quality and Safety

**3** Accessibility and Design

**4** Digital Health

## 1 Health of Older People Consumer Reference Group

The Health of Older People Consumer Reference Group was chaired by Adele Stevens and met five times during the 2021-22 period.

### This group meets to:

- Identify and advocate for the health needs of older people in the ACT and surrounding region
- Share information and foster relationships between consumers and health services
- Ensure consumer participation on issues relating to the health of older people across the ACT and region
- Provide a reference point for the development of consumer centred care within health and community services

### In this period the group has provided input on:

- iSupport project - education framework for the carers of people with dementia
- Pharmacists in Residential Aged Care Facilities
- Use of digital health in Residential Aged Care Facilities
- Palliative Care services in the ACT
- Research underway at University of Canberra into recognising and responding to delirium in hospital



Back row: Jenny Mobbs, Chin Wong, Bea Vann, Indra Gajanayake, Kaye Powell  
Front Row: Pam Graudenz, Marion Riley, Adele Stevens



## 2

### Quality and Safety Consumer Reference Group

The Quality and Safety Consumer Reference Group was chaired by Darlene Cox and met six times and during the 2021-2022 period.

#### This group meets to:

- explore quality and safety issues in health care
- provide consumer input on those issues and related projects
- inform HCCA advocacy work
- provide support to the consumer representatives who sit on quality and safety committees.

During this period the group met in either an online or hybrid format allowing people to either join meetings in person or online.

#### In this period the group has provided input on:

- Canberra Health Services Clinical Procedure - Patient & Family Escalation Process - Call And Respond Early (CARE) for Patient Safety
- Positive Patient Identification
- Accreditation of Canberra Health Services
- Involving Patients in their Care
- Patient Safety Issues and COVID
- CHS Governance Review
- ACT Quality Strategy Review
- ACT Health Culture Review
- Canberra Health Services Accreditation

## 3

### Accessibility and Design Consumer Reference Group

The Accessibility and Design Consumer Reference Group was chaired by C Moore and met three times during the 2021-2022 period with the majority of input from members being undertaken out of session. Canberra Health Services (CHS) staff presented information about Walk-in Centres, telehealth, master planning, content and design for the new CHS website, and carparking and transport.

#### The group meets to:

- Provide a forum to raise consumer issues and share information on the accessibility and design of health services
- Work collaboratively with health services to address accessibility issues
- Inform our advocacy on accessible services and evidence-based design for new infrastructure projects and existing facilities
- Identify issues around accessibility of digital solutions, communication systems and consumer access to information
- Provide feedback to health services regarding consumers experiences.

**In this period the group has provided input on:**

- User testing for the new Canberra Health Services website - [www.canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au)
- CHS master planning and the Canberra Hospital Expansion Project
- Signage across the TCH precinct
- Bus stops and transport at the Canberra Hospital Campus.

Access issues due to changes across the Canberra Hospital site are of great concern to members. These issues include the closing and then partial re-opening of Hospital Road and the relocation of bus stops, the difficult gradients from bus stops on the roads that border the hospital, and the closure of the electronic door under Building 3.

Access and design continue to be hot topics among HCCA members due to ongoing changes at the Canberra Hospital.

## **4 e-Health / Digital Health Consumer Reference Group**

In August 2021 the e-Health CRG, which ran from 2009-2020, was replaced by the Digital Health Consumer Reference Group (DHCRG). The DHCRG focuses on the implementation of the ACT Digital Health Strategy, the ACT Digital Health Record, and other digital health initiatives in the ACT and nationally. The DHCRG is chaired by Mainul Haque and met 3 times in 2021-2022.

**This group meets to:**

- Provide a forum for publicly funded health services, ACT Health Directorate and Capital Health Network to discuss digital health issues with consumers
- Provide informed advice on consumer experience and expectations of digital health to ACT Health Directorate and publicly funded health services
- Monitor progress of the implementation of the ACT Digital Health Strategy
- Provide input into the ongoing evaluation and review of the Digital Health Strategy 2019 - 2029

- Engage with the national digital health agenda and consult with and advise national bodies relating to programs and infrastructure including My Health Record, the National Immunisation Register, National Real Time Prescription Monitoring System (expected 2021) and projects of the Australian Digital Health Agency as it applies to the ACT.

**In this period the group has provided input on:**

- Telehealth evaluation and research
- ACT Digital Health Record and MyDHR, including using the Digital Health Record for telehealth
- Digital vaccination records
- E-script, Active Scripts List and Real Time Prescription
- Join Us Register for health and medical research
- Covid Care @Home

# Research Projects Highlights

## Looking after your health with a long-term condition

This year we continued our two-year program of work (2020-22) on long-term conditions self-management. Our Research and Projects team welcomed Bilingual Community Researchers Bing Luo and LeHoa Lam, who worked with HCCA to promote and conduct conversation with members of the ACT's Vietnamese, Cantonese and Mandarin speaking communities who have one or more long-term health condition. Bing and LeHoa also worked with us on analysis and review of the two final reports from this work, which are: **“I try not to see a doctor unless I really have to”: Perspectives of older Chinese migrants to the ACT about long-term conditions self-management** (January 2022) and **Looking after your health with a long-term condition: Perspectives from Vietnamese Seniors in the ACT**. The

second of these reports was finalised in July 2022. You can read these reports at: [www.hcca.org.au/publications/](http://www.hcca.org.au/publications/)

We also progressed work on a third and final report in this series, exploring the experiences of international students in the ACT who have long-term conditions. This year, Research Officer Nadia Owur focused on establishing the design of the project, and building connections with international student's organisations, tertiary education institutions and community health services that connect with international students.

This work is supported by the ACT Health Directorate and is part of HCCA's Community Health Literacy Project (2019-22). HCCA values the advice that the Community Health Literacy Steering Group has provided to this work during this time.

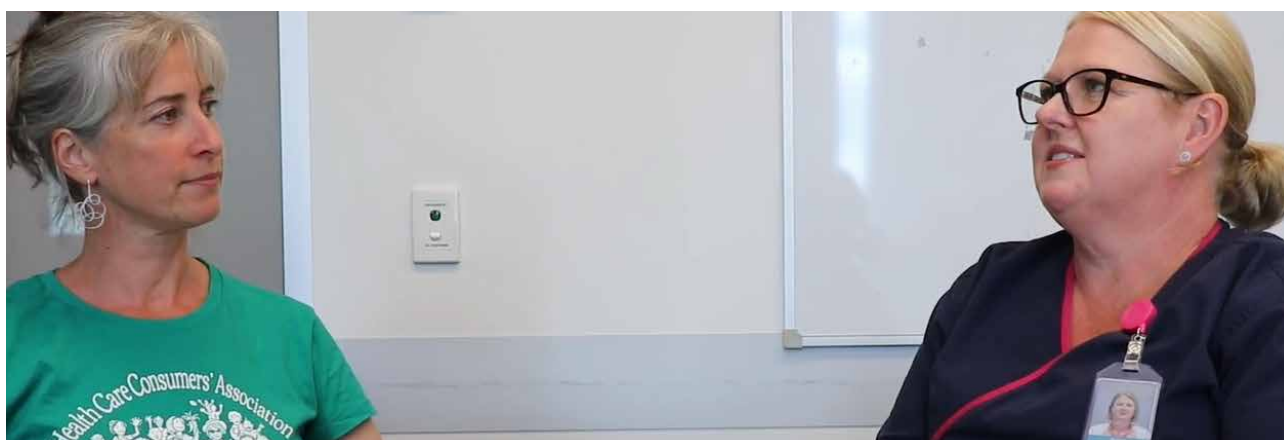


LeHoa Lam and Ivapene Seiuli

## Integrated Care: Consumer and Provider Perspectives in the ACT region

This year we commenced a new project exploring experiences and expectations of integrated care in the ACT and region. Research Officer Shivana Chandra spoke with more than 25 consumer representatives, specialist health services and community organisations to understand their perspectives on opportunities and challenges for the provision of

integrated care in the ACT. A final report from this project will be finalised later in 2022. Work has also started on the design of a companion project exploring the perspectives of people with chronic conditions and/or complex health circumstances. The Health Policy and Research Advisory Committee has provided invaluable advice on this work.



*Kate Gorman and Kerryn Ernst, McGrath Breast Care Nurse, Canberra Region Cancer Centre*

## Consumer participation in research

We have continued to recruit, nominate and support consumer representatives participating in a range of research projects conducted by universities and other research organisations in the ACT this year. This has included consumer review of research grant proposals, participation as members of advisory groups for particular research projects and in the governance of research programs.

This year saw continued work toward the finalisation of two important documents that will set the strategic framework for consumer participation in research in the ACT. These are the ACT Health Directorate Research Strategy and the Canberra Health Services Research Strategic Plan and Research Strategic Plan – Implementation Plan.

HCCA has supported consumer representatives to the ACT Health and Wellbeing Partnership Board's Research Working Group which has continued to oversee work toward the finalisation of the ACT Health Directorate Research Strategic Plan (launched in July 2022), and the Guiding Group which has supported and advised on development and implementation of the CHS Research Strategy 2021-2025. HCCA also supported Sue Andrews as Co-Chair of the CHS Research Strategic Plan – Consumer and Community Partnerships Implementation Working Group. HCCA members Linda Trompf, Wendy Armstrong and Sue Andrews have made significant contributions to this work.

## Paediatric Navigation Project

This year HCCA has worked with members of the Paediatric Navigation Service Consumer Reference Group and staff in the Canberra Health Services Integrated Care Program team to co-design a new Paediatric Liaison and Navigation Service (PLaNS) for children and families in the ACT and region. This work progresses several of the recommendations made in HCCA's 2020 **Kids Interstate Shared Care Report: Consumer and Family Experiences and Expectations of Accessing Interstate Specialist Care**, which called for the establishment of a Paediatric Navigation Service to support children with complex health needs who travel interstate for specialist care, and their families.

HCCA has provided secretariat support to the Paediatric Navigation Consumer Reference Group, which brings together parents of children who travel interstate for specialist medical care, and representatives of Arthritis ACT, the Stella Bella Little Stars Foundation, ACT Down Syndrome Association and Diabetes NSW and ACT. Reference Group members have advised on the development of the Model of Care for the service, consumer information about the service, design of job descriptions for the professionals who will work in the new service, recruitment processes, and the development of a monitoring and evaluation framework to make sure the service is making the right difference for children and families.

We appreciate the generous time and contribution of all the members of the Reference Group, and the trust they have placed in the process of working together with HCCA and with Canberra Health Services:

- Bec Davey, Arthritis ACT
- Suzanne Tunks, Stella Bella Little Stars Foundation
- Fiona Tito Wheatland
- Jemma Irving
- Patricia Murray, ACT Down Syndrome Association
- Sally-Anne Clarke
- Kat King, Diabetes NSW and ACT
- Jess Lamb (HCCA Policy Officer)



**“HCCA undertakes consumer-based research so that consumer priorities are better understood by researchers, decision-makers and the public. It also promotes and normalises involving consumers in decisions and research that affects them.”**

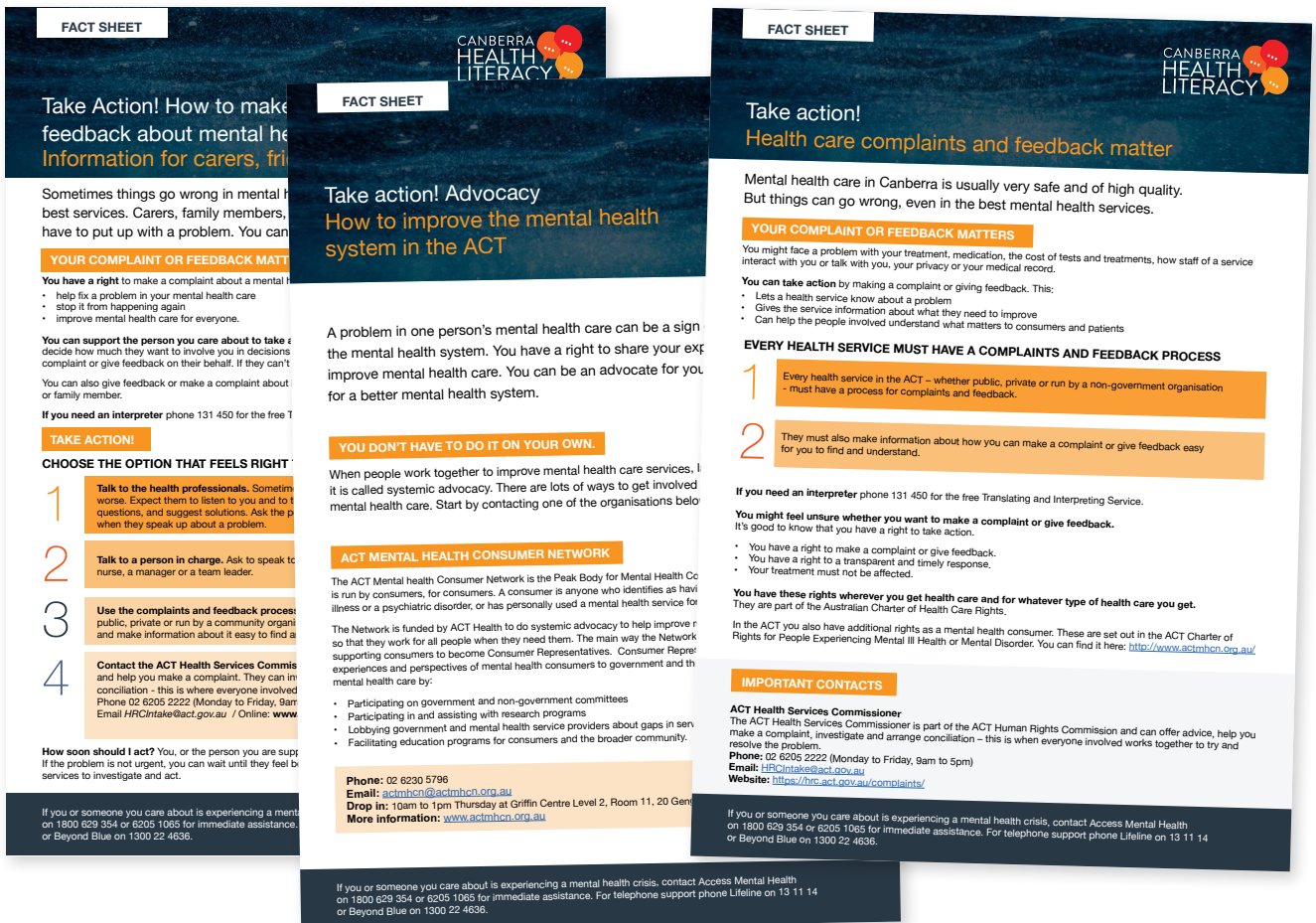
# Community Health Literacy Project

HCCA has continued to operate and update the Canberra Health Literacy website this year with additional resources and information to support health literacy for consumers, and health and community professionals. You can visit the website at: [www.cbhrl.org.au](http://www.cbhrl.org.au).

We were very pleased to launch **Take Action! A Guide to Health Complaints and Feedback in the ACT** this year, along with the companion guide, **Take Action! A Guide to Mental Health Complaints and Feedback in the ACT**. You can read the guides here: [www.hcca.org.au/publications/resources](http://www.hcca.org.au/publications/resources). Many people and organisations have shared their time and advice to make these Guides as useful as possible to people who are considering what to do when something goes wrong in their care, or the care of a loved one.

Particular thanks to the members of the Community Health Literacy Steering Group, and the Mental Health Complaints Guide Advisory Group whose members were:

- Bianca Rosetti, Mental Health Community Coalition Lived Experience Advisory Group
- Jen Nixon, Mental Health Consumer Network
- Priyanka Rai, HCCA member and consumer representative
- Karen McKernan, Mental Health Foundation and HCCA member
- Catherine Vonarx, Carers' ACT and Mental Health Carers' Voice
- Ajar Sana, HCCA member and consumer representative



# Health Literacy Program

## Increasing Health Literacy Among Consumers

During this period, HCCA delivered 25 information sessions for consumers on health system topics to a total of 413 people. These included standard HCCA seminars to help consumers understand

and learn how to use our health system, such as **Getting the most out of your appointment, Managing your medicines, and Navigating the health system.**



Sessions



People

## Increasing Health Literacy in the Health Environment

HCCA staff and consumers are regularly asked to comment on signs, website content, and written communication from Canberra Health Services (CHS) to make them easier to understand. We have given lots of input to CHS to help consumers find their way to and around Canberra Hospital.

The CHS Wayfinding Working Group includes the HCCA Health Literacy Project Officer and is largely driven by consumer issues. HCCA can take some credit for wayfinding being firmly on the CHS agenda for improving their services.

### HCCA staff and members contributed to the improvement of:

- CHS Parking information
- CHS Transport Guide
- CHS website content and design
- Outpatient letters
- Signs and maps across the TCH precinct
- CHS social media



*C Moore with new signage at Canberra Hospital. June 2022*

## Managing Your Health Seminar Series

In 2022 the Chronic Conditions Seminar Series morphed into the Managing Your Health Seminar Series. They are evening seminars for people with chronic conditions who may not be able to attend daytime sessions. HCCA took over the running of these seminars in 2018 from Pain Support ACT and the RSI and Overuse Injury Association, who continue

to be involved in the planning of these sessions.

The seminars feature registered health professionals presenting on a range of topics relevant to people living with chronic conditions. Occasionally non-health professionals speak on topics about consumer advocacy or health literacy.

**During this reporting period, 9 sessions were delivered to 154 participants. Topics during this period included:**



**Looking  
After Your  
Feet**



**Stretching  
Your Health  
Dollar**



**Living and  
Exercising  
with a  
Long-Term  
Condition**



**Getting  
a Good  
Night's  
Sleep**



**Advocating  
for  
Yourself**



**Meditation  
and  
Mindfulness**

HCCA is grateful to the health professionals who volunteer their time to present these sessions and answer questions from participants.



*Looking After Your Feet Seminar. April 2022.*





Adele Stevens, Pene Seiuli, Emma Awizen, Minister Rachel Stephen-Smith, Anne Knobel. March 2022.

## Advance Care Planning Program

HCCA continued to provide information to the ACT and region about Advance Care Planning with funding from the ACT Health Directorate.

HCCA delivered 13 sessions on Advance Care Planning during this period to 223 people, including multicultural communities, seniors, people with chronic conditions and the general public.

Our presentation, **A Conversation for Everyone**, covers why someone would want an Advance Care Plan, the steps involved and where people can go for help. A comprehensive fact sheet on all

aspects of Advance Care Planning was finalised in this period. A staff member from the CHS Advance Care Planning team now often attends the online presentations to share information. Consumers gave extremely positive feedback, including *'de-mystified the process'* and *'don't feel confused about it now.'*

HCCA now offers these sessions to the public via the online platform Zoom. Many groups, such as Rotary and multicultural groups, prefer face-to-face sessions. When COVID-19 restrictions permit, HCCA staff present sessions in person.

# Consumer and Community Participation Highlights

- 1** HCCA's first online consumer representative training was run in October 2021.
- 2** In-person training was run in March 2022
- 3** A condensed version of HCCA's consumer representative training was run in June 2022 to support consumer representatives involved in the advisory body for an ATODA research project.
- 4** HCCA completed a series of videos featuring our members and consumer representatives speaking about health care advocacy and consumer representative work. These have a number of uses in HCCA work, including supporting consumer representative training by providing 'real life' examples and tips for people who are considering this role.
- 5** The consumer participation team finished a new resource for consumer representatives - **A Guide for Consumers: Partnering with Health Organisations in the ACT**. This is a 'how to' guide for people who are thinking about becoming, or already are, consumer representatives. We are grateful to Health Consumers Queensland who allowed us to adapt their work for the ACT, and our members and supporters who provided the quotes used in the booklet, and guidance for the content.
- 6** HCCA staff, consumer representatives and members have participated in a number of health service awards, grants and recruitment panels during this reporting period.
- 7** HCCA members, staff and project partners have spoken at webinars, meetings, podcasts and videos during this year to present consumer perspectives on health care. We're grateful to everyone who has given their time and sometimes shared part of their story to do this.
- 8** Members' Forums were held in March 2022 and June 2022. Members' Forums were not held in the second half of 2021 due to COVID restrictions.



# How to Get Involved

**HCCA PROVIDES MEMBERS AND OUR CONSUMER REPRESENTATIVES WITH DIFFERENT OPPORTUNITIES TO GET INVOLVED IN OUR WORK. THESE INCLUDE:**



Sponsorship to attend conferences and workshops to network and gain skills and knowledge



Training opportunities to increase skills and knowledge as a consumer representative



Consumer partnership roles and opportunities advertised on our website ([www.hcca.org.au](http://www.hcca.org.au)) and in our newsletter, Consumer Bites



Consumer reference groups focused on different topics of interest to healthcare consumers, which can provide consumer representatives with networks and information related to their roles



Member forums, with speakers of broad relevance to healthcare consumers and consumer representatives



Providing input into health policy at a local and national level



Opportunities to present consumer perspectives and knowledge at a wide range of forums



Providing input to HCCA submissions, consultations, surveys and policy work



Participate in our research projects



Heather Wallace, Kate Gorman and Heidi Prowse at ACT Nurses and Midwives Awards. Nov 2021.

## Consumer and Community Participation Program

This year, consumer representation was quiet as a result of the ongoing pandemic. There was limited health staff capacity for new projects (and therefore limited new opportunities for consumer representatives) and many areas of health service work were on hold as staff were redirected to front line pandemic work.

Many HCCA members were, understandably, diverting their energies into managing the challenges of the pandemic and were not able to commit to advocacy work during this time. Despite this, consumer representation continued online and our members honed their online participation skills and began to appreciate some of the benefits of participating in this way. We also completed several projects which will have ongoing benefits for consumer representatives into the future.

### Consumer Participation Committee

The Consumer Participation Committee is made up of a small number of HCCA's experienced consumer representatives. Its work is to guide and review matters

relating to consumer participation at HCCA. Regular tasks include:

- Review HCCA and external policies relating to consumer representation, including HCCA's Consumer Participation Framework
- Consider and advise the Executive Committee on risks associated with consumer participation activities
- Make endorsements of consumer representatives to committee roles, considering the best fit for each appointment.

The CPC also advises on consumer representation issues, considers innovative ways to support and promote consumer participation in health, and oversees consumer representative training. HCCA would like to thank the following

members for their work in the Consumer Participation Committee in 2021-22:

- Alan Thomas (chair)
- Lou Bannister
- Miriam Pavic
- C Moore
- Sue Andrews
- Wendy Armstrong

HCCA staff supporting the Consumer Participation Committee were:

- Kate Gorman
- Darlene Cox
- Monica Stonebridge

## Health Infrastructure

Health infrastructure has been one area of consumer participation that has not slowed with the pandemic.

### Canberra Hospital Expansion Project

The Canberra Hospital Expansion Project (CHEP) is the biggest health infrastructure project HCCA is involved in. CHEP will provide a new, 7-storey critical services building on the Canberra Hospital campus. It will house an Emergency Department, intensive care units, and a number of specialist surgical and inpatient areas. HCCA is funded to source consumer input across the project, advise on consumer participation strategies, chair the consumer reference group for the

project, and collaborate in hosting a number of focus groups each year to invite consumers to provide input.

A breaking ground ceremony was held in October 2021 to mark the official start of building work. Over the course of this project, HCCA staff and consumer representatives have been involved in many rounds of clinical user groups which, in an iterative process, refine and finalise the design of specific clinical areas. Additionally, there are user groups for non-clinical areas, some of which HCCA members and staff also participate in. The new critical services building is on track to open in mid- 2024.



*HCCA members on a tour of Canberra Hospital Expansion site. June 2022*



*C Moore, Miriam Pavic, Pene Seiuli, Monica Stonebridge, Gev Khambata, Denise Mott, Bianca Rosetti and Matthias M at TCH. June 2022.*

Several times a year, HCCA works with Major Projects Canberra and their contractors Multiplex, to hold consumer focus groups on aspects of the project. A diverse range of community representatives are invited. These groups are designed, facilitated and supported by HCCA and have provided a rich source of consumer knowledge to advise the work.

A separate Mental Health Short Stay Unit will also be delivered as part of the Canberra Hospital Expansion Project. HCCA has been involved in the initial proof of concept work for this unit.

**In this period, topics have included:**



**main entrance/  
welcome hall**



**the family  
and carer  
lounge**



**waiting spaces  
in general**



**outdoor  
landscaping  
and terrace  
areas**



**wayfinding  
and signage**

## Master Planning for the Canberra Hospital Campus

Consultation for the Canberra Hospital Master Plan continued in the second half of 2021. HCCA held a community consultation on this work and provided a submission as part of the second phase of consultation. HCCA had a staff member on the Project Control Group of this work. The Canberra Hospital Campus Master Plan was signed off in December 2021.



*Kate Gorman, Dave Peffer (CHS) and Minister Stephen-Smith at the launch of the Master Plan.*

## Bus stop upgrades

In March 2022 HCCA facilitated a focus group on bus stops on the Canberra Hospital campus, with staff from CHS and Transport Canberra. HCCA members from the Accessibility and Design Consumer Reference Group, and members of the Ministerial Disability Reference Group attended.

This work resulted in commitments to a series of projects which will improve the accessibility, lighting, shelter, signage and placement of bus stops on the Canberra Hospital campus.

## Other infrastructure work

In this period HCCA staff attended a number of infrastructure project control groups (PCGs) for different infrastructure projects being undertaken by CHS and ACT Health including:

- Northside Elective Surgery Centre Feasibility Project
- Health Hubs Feasibility Project,
- Endoscopy Suite Expansion
- the Northside Hospital Land Planning and Design
- Executive User Group for Northside Clinical Services Planning



*HCCA members and staff tour the new Critical Services Building at TCH. July 2022.*

# Consumer Representatives 2021-2022

Adele Lewin  
Adele Stevens  
Adina Jordan  
Alan Thomas  
Beatrice Vann  
Bianca Rossetti  
Chris Bowman  
Dean Hewson  
Emma Baldock  
Fiona Tito Wheatland  
Fran Parker  
Gev Khambata  
Heather Warfield  
Helen Tayler  
Indra Gajanayake

Jason Willmot  
Jenny Berrill  
Jo Bothroyd  
John Meyer  
Karin Calford  
Katrina Muir  
Kaye Powell  
Kerry Snell  
Leia Earnshaw  
Linda Powell  
Linda Trompf  
Louise Bannister  
Lyn Morley  
Margaret Norington  
Marion Reilly

Michelle Banfield  
Miriam Pavic  
Pat Branford  
Pauline Winslade  
Priyanka Rai  
Russell McGowan  
Sam McKinnon  
Shelley McInnis  
Sue Andrews  
Terri Warner  
Tom McGoram  
Trish Lord  
Wendy Armstrong  
Yvonne Solly

## Organisational Representatives

C Moore  
Claudia Cresswell  
Darlene Cox  
Geraldine Manser  
Ivapene Seiuli  
Jessica Lamb  
Kate Gorman  
Kathryn Briant  
Monica Stonebridge  
Sarah Spiller



41  
volunteer reps



87  
committees

In the first half of 2021 HCCA supported 41 volunteer consumer representatives on 87 committees! Our consumer representatives are involved in a variety of different committees with the ACT Health Directorate, Canberra Health Services, Calvary Public Hospital, and other ACT and national bodies.





*Claudia Creswell with Prof Paul Kraft, Clinical Director, Capital Region Cancer Service*

## Sponsored Conference Attendance

Each year HCCA supports consumer representatives and staff to attend conferences. This year support was given to attend these events:

**AUGUST  
2021**

**Climate Action Network Australia**

Fiona Tito Wheatland,  
Linda Trompf, Darlene Cox

**International Forum on Q&S in Healthcare**

Wendy Armstrong

**APRIL  
2022**

**Choosing Wisely**

**National meeting**  
Michiko Dowling



## List of Consumer and Organisational Representative Positions 2020-2021



1,191 hours

preparing for meetings

1,041 hours

in meetings

In 2021-2022 HCCA consumer reps and staff have spent 1,191 hours preparing for meetings and 1,041 hours in meetings providing consumer perspectives on health care.

# Local

## ACT Health Directorate

Committee	Consumer Representative
ACT Child and Adolescent Clinical Services Plan Steering Committee	Fiona Tito Wheatland
ACT Disability Health Strategy Steering Committee	C Moore
ACT Gene Technology Advisory Council	Tom McGoram
ACT Health and Wellbeing Partnership Board	Darlene Cox
ACT Health Quality Strategy Review Steering Committee	Darlene Cox
ACT Health Research Working Group	Linda Trompf
ACT Maternal Services Advisory Network	Miriam Pavic
ACT Public Health System Data Governance Steering Committee	Darlene Cox
ACT Safer Baby Bundle Working Group	Jessica Lamb
Canberra Hospital Campus Master Plan Steering Committee	Darlene Cox
Canberra Hospital Master Plan Project Control Group	Kate Gorman
Canberra Region Medical Education Council Sub-Committee	Emma Baldock
Canberra Script Stakeholder Engagement Group	Jessica Lamb
Care Closer to Home Reference Group	Adele Stevens Indra Gajanayake
CHECC COVID-19 Clinical Governance Committee	Wendy Armstrong
Clinical Health Emergency Coordination Centre (CHECC)	Darlene Cox
Clinical Leadership Forum	Shelley McInnis
Critical Systems and Infrastructure Governance Committee	Kathryn Briant
Culture Review Oversight Group	Darlene Cox
Digital Committee	Dean Hewson Darlene Cox (Proxy)

Digital Health Record Clinical Steering Committee	Dean Hewson
Digital Health Record Consumer Experience Steering Committee	Jessica Lamb Kathryn Briant
Digital Health Record Program Board	Darlene Cox
Digital Health Record Research Advisory Committee	Jessica Lamb
Digital Patient Flow Program Board	Dean Hewson
Eating Disorders Reference Group	Kate Gorman
Executive User Group for Northside Clinical Services Planning	Darlene Cox
Health Technology Advisory Committee	Russell McGowan
Joint Maternity Project Working Group	Jessica Lamb
LGBTIQ+ Health Reference Group	Darlene Cox
Multicultural Health Reference Group	Ivapene Seiuli
Northside Elective Surgery centre PCG	Kate Gorman
Northside Hospital-Land Planning and Design PCG	Darlene Cox
Nursing and Midwifery - Towards a Safer Culture Advisory Group	Miriam Pavic
Nursing and Midwifery - Towards a Safer Culture Steering Committee	Heather Warfield
Powers of Attorney ACT Legislation Amendment Working Group	Sarah Spiller
Professional Transition to Work Working Group	Wendy Armstrong
Real-Time Prescription Monitoring Project Stakeholder Engagement Group	Kathryn Briant
Technology Strategic Steering Committee	Russell McGowan Darlene Cox (Proxy)
Territory-wide Health Service Plan Steering Committee	Darlene Cox
Palliative Care Operations Management Committee	Kate Gorman
Workforce Education and Training Working Group	Kate Gorman

## ACT Community Services Directorate

Committee	Consumer Representative
Carer's Strategy Governance Group	Kate Gorman

## Calvary Health Care

Committee	Consumer Representative
Geriatric Rapid Acute Care Evaluation Steering Committee	Shelley McInnis
ACT Regional Calvary Community Advisory Council	Fran Parker
Communicating for Safety Committee	Heather Warfield
Digital Health Record Consumer Experience Steering Committee	Trish Lord
Safewards Champions Training	Heather Warfield
Clinical Governance Committee	Shelley McInnis
Calvary Medication Safety Committee	Trish Lord
National Standards Governance Committee	Kate Gorman
Partnering with Consumers Standards Committee	Ivapene Seiuli

## Canberra Health Services

Committee	Consumer Representative
Our Care Safety and Quality Committee	Jenny Berrill
ACT Domiciliary Oxygen and Respiratory Support Scheme (DORSS) Advisory Committee	Lyn Morley
ACT Equipment Loans Scheme Advisory Committee	Marion Reilly

ACT Maternal Services Advisory Network	Adina Jordan
ACT Palliative Care Forum	Adele Stevens
ACT Pathology Quality & Safety Committee	Miriam Pavic
Advanced Life Support Training Working Group	Adele Lewin
Allied Health Leadership Committee	Adele Lewin
Allied Health Professional Lead Committee	Adele Lewin
Arts in Health Advisory Group	Katrina Muir
Bariatric Surgery Advisory Committee	Trish Lord
Blood Management (NSQHS Standard)	Linda Trompf
Breast Screen ACT Reference Group	Louise Bannister
Breast Screen Consumer Reference Group	Linda Trompf
Breast Screen Quality Committee	Louise Bannister
Canberra Clinical Genomics Advisory Board	Darlene Cox
Cancer and Ambulatory Support Clinical Governance Committee	Indra Gajanayake
Cancer Consumer Reference Group	Darlene Cox
Centenary Hospital for Women and Children Expansion Project Control Group	Miriam Pavic
Choosing Wisely Low Value Care Steering Committee	Karin Calford
CHS Research Strategy Consumer & Community Implementation Strategy Working Group	Sarah Spiller
CHS Research Strategy Working Group	Sarah Spiller Sue Andrews
Clinical Ethics Committee	Linda Powell Terri Warner
Clinical Governance Committee (NSQHS Standard)	Jo Bothroyd
Clinical Review Committee	Fiona Tito Wheatland
Communicating for Safety Standard Committee (NSQHS Standard)	Karin Calford
Community Care Program Clinical Governance Committee	Adele Stevens

Comprehensive Care Standard Committee (NSQHS Standard)	Indra Gajanayake
Consumer Handouts Committee	John Meyer Yvonne Solly
Consumer Participation Working Group	Kate Gorman
Delirium Clinical Care Standard Implementation Group	Beatrice Vann
Diabetes Service Reference group	Kaye Powell
Division of Allied Health Quality and Safety Committee	Adele Lewin
Education and Training Steering Committee	Jenny Berrill
End of Life and Palliative Care Research Collaborative Steering Group	Indra Gajanayake
End of Life and Palliative Consumer Reference Group	Adele Stevens
Food Services HACCP Training and Quality Meeting	Ivapene Seiuli
HACCP - Quality & Training Meeting	Monica Stonebridge
Health Hubs Feasibility project PCG	Kate Gorman
Health Records Advisory Committee	Pauline Winslade
Maternity and Gynaecology Safety and Quality Committee	Leia Earnshaw
Medical and Dental Appointments Advisory Committee	Margaret Norington
Medical Imaging Project Control Group	Jason Willmot
Medication Safety Committee (NSQHS Standard)	Kathryn Briant
Mental Health Justice Health Alcohol and Drug Service Corporate Governance Committee	Sam McKinnon
National Standards Governance Committee	Kate Gorman
Occupational Violence Prevention and Management Committee	Heather Warfield
Oral Health Services Clinical Governance Committee	Linda Trompf
Oral Health Services Reform Committee	Linda Trompf
Orientation Advisory Group	Kate Gorman
Outpatient Transformation Steering Committee	Darlene Cox

Outpatient Working Group	Claudia Cresswell
Partnering with Consumers (NSQHS)	Kate Gorman
Partnering with Consumers Standards Committee	Ivapene Seiuli
Policy Committee	Terri Warner
Positive Patient Identification Working Group	Karin Calford
Preventing and Controlling Healthcare-associated Infections (NSQHS Standard)	Jenny Berrill
RACC Quality and Safety Committee	Louise Bannister
Recognising and Responding to Acute Deterioration Committee (NSQHS Standard)	Adele Lewin
Review of ACT Blue Book Working Group	Jessica Lamb
Strengthening Health Services Response to Family Violence Steering Committee	Jenny Berrill
Sustainable Transport and Parking Working Group	Claudia Cresswell
Transitional Therapy and Care Program Executive Management Committee	Chris Bowman Jo Bothroyd
Transvaginal Mesh Review Committee	Kate Gorman
Walk-in Centre Clinical Advisory Group	Yvonne Solly
Wayfinding Working Group	Claudia Cresswell
Women Youth and Children Community-Consumer Consultative Committee	Jessica Lamb
Women Youth and Children's Safety and Quality Committee	Priyanka Rai
Maternity Assessment Unit/Gynaecology Procedures Suite and Post Natal Working Group	Jessica Lamb



## Capital Health Network

Committee	Consumer Representative
2021 Needs Assessment Working Group	Kathryn Briant
ACT Clinical Council	Shelley McInnis
ACT Health Pathways Governance Committee	Darlene Cox Claudia Cresswell (Proxy)
Capital Health Network Community Advisory Council	Emma Baldock
Capital Health Network Pharmacy in Residential Aged Care Facilities Program Governance Committee	Trish Lord
COVID-19 Primary Care Emergency Response Working Group Meeting	Kathryn Briant

## Major Projects Canberra

CHEP = Canberra Hospital Expansion Project

Committee	Consumer Representative
CHEP Design Stage 2 (DS2) - Front of House	Kate Gorman
CHEP DS2 - Interiors	Kate Gorman
CHEP Arts Advisory Group	Kate Gorman
CHEP Critical Services Building Family Lounge Group	Kate Gorman
CHEP Clinical User Groups Design of specific clinical areas and patient/carer spaces e.g. Paediatric ward, ICU, General Surgical ward	Bianca Rossetti Geraldine Manser Jessica Lamb Jo Bothroyd Kate Gorman Kym Holden Monica Stonebridge

CHEP Consumer Reference Group Design of non-clinical areas e.g. reception, gardens	Gev Khambata
	Ivapene Seiuli
	Kate Gorman
	Louise Bannister
	Monica Stonebridge
CHEP Control Group	Kate Gorman
Emergency Department Model of Care Working Group	Kate Gorman
Mental Health Short Stay Unit Proof of Concept	Kate Gorman

## University of Canberra

Committee	Consumer Representative
Pharmacy Course Advisory Group Committee	Pat Branford
Ageo/ACE Evaluation Committee - SmartCare in Aged Care	Beatrice Vann
Consumer Research Advisor Position on the UC Long-term Holistic Health Consequences of COVID-19 Project.	Emma Baldock
Consumer Reviewer on the University of Canberra Faculty of Health application for MRFF funding for the Measure It! Project	Emma Baldock
CRAMS (Cardiac Rehabilitation for transient ischaemic Attack and Mild Stroke: the CRAMS randomised controlled trial) Project Advisory Group	Marion Reilly
GNC Advisory Group Aged Care Transition to Practice (ACTPP) Advisory Group	Beatrice Vann

## Local Organisations

<b>Lung Life</b>	Chronic Obstructive Pulmonary Disease (COPD) Reference Group	Kaye Powell
<b>Red Cross</b>	Humanitarian Settlement Program Network	Ivapene Seiuli
<b>Woden Community Service</b>	Stakeholder Reference Group for the National Psychosocial Support Measure for the ACT	Michelle Banfield

## National

### Australian Commission on Safety and Quality in Health Care

Committee	Consumer Representative
Environmental Sustainability Standards	Darlene Cox
Hospital-acquired Complications Curation Clinical Advisory Group	Darlene Cox
National Safety and Quality Primary Healthcare Standards Steering Committee	Darlene Cox
Partnering with Consumers Advisory Group	Russell McGowan
Safety and Quality Measurement Patient Advisory Group	Darlene Cox

### Australian Council of Healthcare Standards

Committee	Consumer Representative
State Advisory Committee	Russell McGowan

### Australian Digital Health Agency

Committee	Consumer Representative
ACT ADHA Digital Health Forums	Kathryn Briant

## Australian Medical Council

Committee	Consumer Representative
Ethics Committee	Fiona Tito Wheatland

## Australian National University

Committee	Consumer Representative
Consumer Supervisors on Patient Experience Research Hub Research Projects	Emma Baldock
	Indra Gajanayake
	Margaret Norrington
HealthANSWERS Implementation Working Group	Indra Gajanayake

## Australian Pharmacy Council

Committee	Consumer Representative
Accreditation Committee	Fiona Tito Wheatland

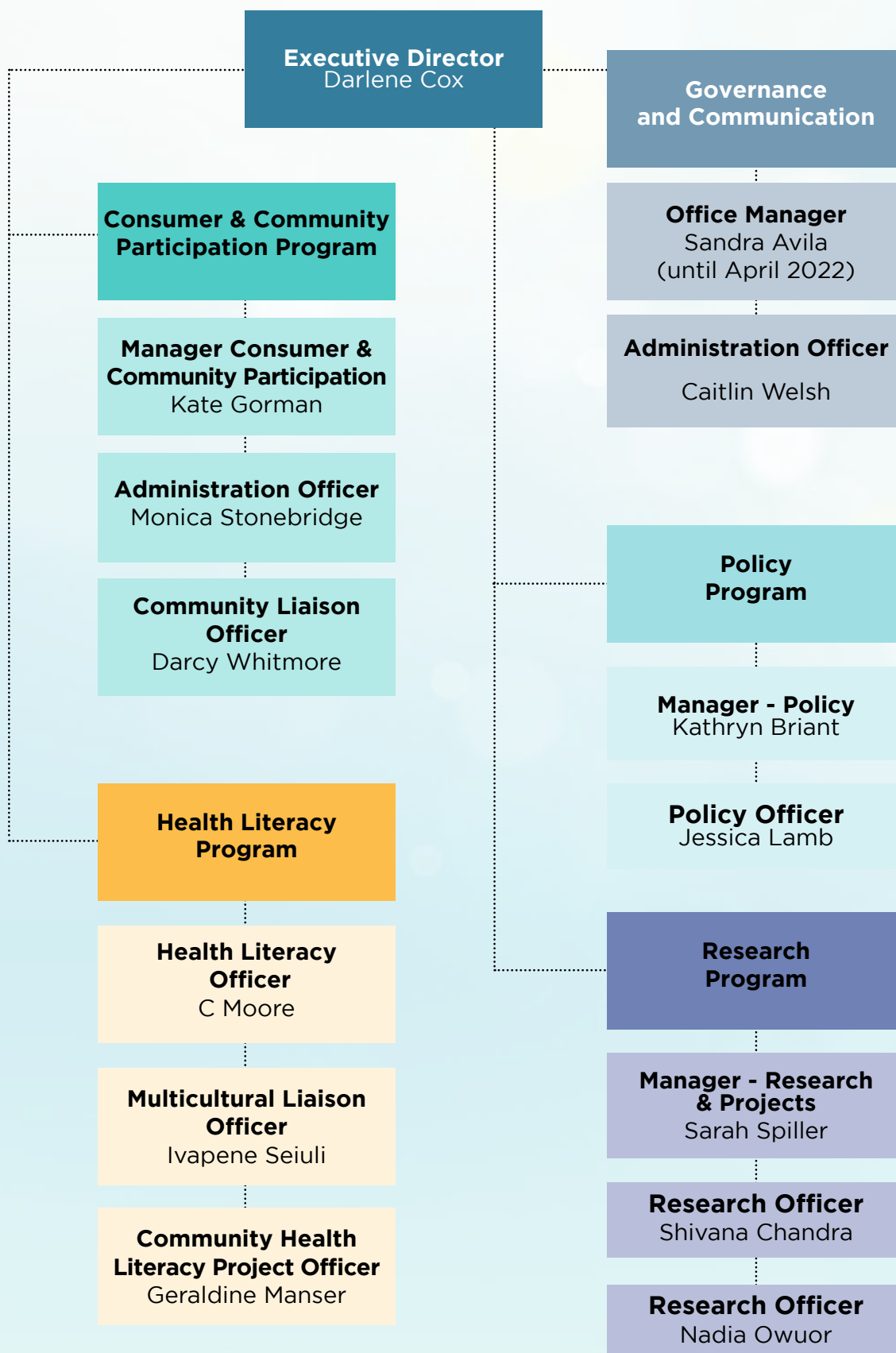
## National Prescribing Service / NPS MedicineWise

Committee	Consumer Representative
NPS MedicineWise Clinical Intervention Advisory Group	Darlene Cox
Choosing Wisely Australia National Meeting Program Committee	Karin Calford



# HCCA Organisational Chart 2021- 2022

As at 30 June 2022







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

02 6230 7800 // [adminofficer@hcca.org.au](mailto:adminofficer@hcca.org.au)

Proudly Supported by:

