



# ANNUAL REPORT 2022-2023

# Annual Report 2022-2023

This report reviews the activities and achievements of Health Care Consumers' Association of the ACT (HCCA) during the period 1 July 2022 to 30 June 2023.

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

HCCA acknowledge the traditional owners and custodians of the land on which we work. We respect their continuing culture and the contribution they make to the life of this city and this region. We pay our respects to their elders past and present.

## Health Care Consumers' Association

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ACT

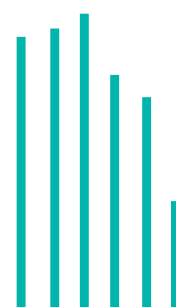


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## Health Care Consumers' Association of the ACT

# 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.

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## Our Mission

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

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## 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



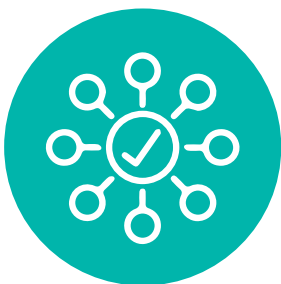
## Goal 2

Effective consumer participation in health policy, research, 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 2022-2023



In 2022-2023 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.



Eight Executive Committee meetings were held between July 2022 and June 2023.

## Executive Committee Members for 2022-2023

**President:** Alan Thomas (until 30 November 2022)  
Linda Trompf (from 30 November 2022)

**Vice President:** Dean Hewson

**Treasurer:** Tony Krizan

### Other EC Members:

Bea Vann

Emma Baldock

Karen McKernan

Isabel Moss

Peta Harbour

Karin Calford

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

This is my first report as President of the Health Care Consumers' Association (HCCA).



I would firstly like to thank members for the opportunity and the privilege to take on this role. I am very fortunate to come to the role of President when HCCA is in a strong and healthy position. This is largely due to the work of our immediate past president, Alan Thomas, and all those before him, who have worked to ensure that the governance structure, and the measures to support it are well established and understood. This makes my job, and that of the Executive Committee (EC) as a whole, much easier.

I am also privileged to work with a great executive team, a number of whom are relatively new to their roles. These EC members work well together to ensure the health of the organisation and support the Executive Director and staff in their work. The organisation is in a healthy financial position, as you will see in the Treasurer's Report, and continues to provide a strong consumer voice in the provision of health care service facilities, planning and policy.

As a member driven organisation, much of the information that underpins the work of the EC comes from our internal committees. The Health Policy and Research Advisory Committee and the Community Participation Committee, together with consumer reference groups and our member forums, continue to provide a rich source of information and advice to inform our decisions and programs to deliver our strategic priorities. We rely on this member input and I would like to sincerely thank all of you who give of your time willingly to support our programs.

The Executive Committee has an excellent relationship with the Executive Director and her staff. Their work continues to create high quality programs that deliver on our strategic plans and support our members. None of what we do would be possible without them and I thank them for their outstanding work and commitment to the organisation.

We also continue to have an effective relationship with the Health Minister, Ms Rachel Stephen-Smith and the opposition spokesperson, Ms Leanne Castley, together with the ACT Health Directorate, Canberra Health Services and the Capital Health Network. These relationships, and those with our community partners, enable us to ensure a consumer voice at all levels of health service planning.

This year has been another good year for HCCA. We have learned to work effectively in this post pandemic world. We have continued to influence infrastructure planning decisions and contribute to health policy through submissions and discussions with Government and health service providers.

We have also continued to advocate for increased funding for health services in the ACT. We were particularly pleased to see that a number of initiatives for which we have been lobbying have been funded in this year's budget. This included funding for increased mental health services, a new community based health service in South Canberra, expanded paediatric services and a 12 bed palliative care ward at Canberra Hospital. We look forward to working with ACT Health and Canberra Health Services to progress these new initiatives.

The Covid pandemic continued to be a factor in our ability to deliver our programs, particularly in the first part of the year. Much of our work and many of our meetings and forums have continued to be delivered online during this period, with a move towards a mix of face to face and online in recent months. The EC continues to monitor and revise our approaches to increasing in-person events to best meet the needs of our members in terms of their safety and the need for personal contact and engagement.

In 2022, HCCA signed a new 5 year funding agreement with the ACT Government. This new agreement ensures the organisation's peak body funding for the next 5 years and allows us to plan future activities with more certainty. The new agreement comes with new reporting requirements, with a higher focus on outcomes, rather than simply on activity. In order to meet these reporting requirements, and to ensure that we are delivering on our strategic plan, the Executive Committee has agreed to fund a project to develop a monitoring and evaluation roadmap. Work has commenced on this project and the initial outcomes of this early work will help to inform our strategic planning for the next 4 years.

As in previous years, an important part of our work has been in providing and supporting consumer input into infrastructure planning on the Canberra Hospital Expansion Project and the proposed new northside hospital. As part of this infrastructure planning process, the ACT Government decision to acquire Calvary Public Hospital Bruce sought to bring together the ACT's two public hospitals to provide a more cohesive program of service delivery for the Canberra community. While noting some community concern about this decision, the EC ultimately supported the



acquisition, based on the appropriateness of the Bruce site and the desperate need to update the ageing infrastructure of the existing buildings to better meet the needs of the Canberra community. We have agreed to work with ACT Health to help plan and deliver this new state of the art hospital in north Canberra.

The HCCA Consumer Representative Program has been a key component of our work for many years and continues to train and support consumer representatives across a range of health service committees to ensure a consumer voice at all levels. In order to ensure that the program remains robust, this year the EC has approved funding to review the Consumer Representative Program to evaluate its effectiveness and provide recommendations about what, if any, changes might be required to ensure that it remains relevant and is achieving the desired outcomes. This review will help inform planning for the program into the future.

In another exciting piece of work, this year has seen the Executive Committee approve funding to support the establishment of a Chronic Conditions Network. This program builds on our previous work with consumers and service providers to gain a deeper understanding of the needs of consumers with complex and ongoing chronic conditions. We anticipate that the network will result in the establishment of a readily accessible source of information and support for those living with a chronic condition and for those providing services for them to provide a more coordinate system of care.

These are a few of the highlights of another very busy year for HCCA. Later this year the EC and staff will be meeting to review our strategic plan with a view to developing a new plan for the coming years. One of the emerging areas of focus is that of how we as an organisation can work with members, government and other service providers to address the impact of climate change on individual health and the health of the broader community. Some of the other work already underway will help to inform our planning for the next 4 years.

We look forward to another great year working together to ensure the consumer voice in the ACT health system remains strong.

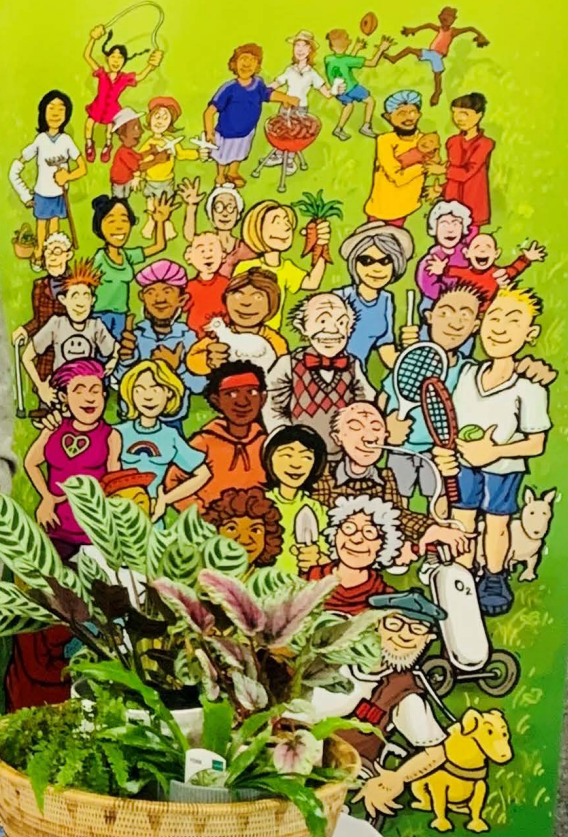
**Linda Trompf**  
**President**







Healthcare  
advocacy  
in the ACT  
since 1978



 **HealthCare  
Consumers**

Consumers in control of our own health





# Executive Director's Report

This year was about learning to live with the Covid-19 virus as the Government relaxed the public health measures. The Government walked back their commitment to reporting COVID numbers but we continued to share these on a weekly basis.



Strong relationships and collaboration also underpin the success of HCCA. This is between the Executive Committee and staff, our members and the many people we work with across Government and community. I am appreciative of the trusted partnerships we have with clinicians and system policy makers and leaders and the difference this makes to the quality and safety of health care.

Our role as a trusted partner with Government means that we have played an important role in the COVID-19 response. The ACT Health Clinical Health Emergency Coordinating Committee (CHECC) concluded in March 2023. This Committee functioned for three years. I fulfilled the Consumer and Community Liaison role as a member CHECC. This role started in March 2020. The CHECC provided 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 was chaired by Dave Pepper in his role as Deputy Health Controller. Professor Imogen Mitchell, as COVID-19 Clinical Director, was a key member. Kathryn Briant represented consumers on the COVID-19 Primary Care Emergency Response Working Group this year. This group considers important issues of concern for consumers about testing, vaccination and accessing health care during a pandemic.

The acquisition of Calvary Public Hospital Bruce and the move to North Canberra Hospital was a major change to publicly funded health services in the ACT. The decision was taken to support the design and construction of the new Northside Hospital. The ageing infrastructure at Calvary cannot support delivery of contemporary health care and the maintenance needs are intensive. The Bruce site has been assessed as the best location for a new northside hospital in the ACT. HCCA participated in key discussions with Government and the Executive Committee supported the acquisition to facilitate better health services.

We continue to work 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. The work we have done for the design of the Critical Services Building at Canberra Hospital has been very successful and we will build on what we have learned in this process as we move to the design of the new Northside Hospital in Bruce.



Digital health has been a key focus this year with our involvement with the ACT Digital Health Record. We have also been involved in work to enhance virtual care cross the ACT health system. Virtual care connects health consumers with health care providers, through technology, allowing for the delivery of safe and efficient care when and where it is needed. The promise of virtual care is that it can help consumers receive more appropriate and timely care. The Digital Health Record is an important aspect of this. There has been teething issues and the disruption to performance reporting has been disappointing. Still, we are excited to see the benefits this holds for consumers with better access to information our health care. We still need to improve the connection with general practice, and private hospitals and specialists.

In August 2022, I joined the ACT Health Partnership Board and Minister for Health on a trip to Singapore to explore their roll out of a digital health strategy. The trip was very useful for relationship building and discussion about the health system in Canberra, especially importance of integration of care across primary health care and the hospitals.

#### The other areas of focus in 2022-2023 included:



Providing consumer input into the design of the Critical Services Building at Canberra Hospital



Contributing to the implementation of the research strategies for Health Directorate and Canberra Health Services.



Integrated care project




Supporting the work of the Expert panel on Adolescent and child health



The design and establishment of the Paediatric Liaison and Navigation Service



**There is still work to do. The waiting times for outpatient clinics is unacceptable. We need to improve the experience of care for older people in hospital and improve public reporting on the quality and safety of health services.**



There is still work to do. The waiting times for outpatient clinics is unacceptable. We need to improve the experience of care for older people in hospital and improve public reporting on the quality and safety of health services.

The EC has decided to use a sum of the member's equity to fund the establishment of an ACT Chronic Conditions Network. HCCA has long recognised the need for a co-ordination body for chronic conditions organisations in the ACT to collaborate on issues affecting them, share resources and reduce duplication of programs. HCCA is well positioned to run the Chronic Conditions Network as the peak body for health consumers and it fits with the goals set out in our strategic plan.

HCCA is also self-funding the development of a monitoring and evaluation project. This is a difficult area, but 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.

One of our members died this year, Kate Moore. Kate was a Canberran who made a significant contribution to public policy through her involvement in the Australian Labor Party and the health consumer movement. She held important positions at local and national level and was a strong advocate for social justice, addressing inequity and putting consumers at the centre of health policy. Kate was a key influence in my development as a consumer rep and I know there are many people across the membership who valued her guidance. Vale Kate.

We were also saddened to hear of the death of Denis Strangman. Denis was a long-time member of HCCA and committed to better outcomes for people with brain tumours. He was very involved, along with the late Val Lee, in the design of the Cancer Centre at TCH.

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.

The HCCA staff team hold strong consumer perspectives, and excellent skills in community development, research and policy. We welcomed Michelle Cullen this year to the Coordinator role for the new Chronic Conditions Network. We farewelled Sarah Spiller, after nearly seven years of working with HCCA.

I want to thank the Executive Committee for their ongoing support and guidance, with particular thanks to outgoing President Alan Thomas. Alan was always calm and consistent in his guidance. Thank you to incoming President Linda Trompf. Linda has been a very steady hand and I value her knowledge of the health system and her commitment to supporting the activities of HCCA.

Thank you to our members who take the time to share your experiences, insights, and solutions to improve health care for yourselves and your communities. This is fundamental to the effectiveness of the work we do. It is our capacity to collaborate and listen to different perspectives that continues to make a difference to health outcomes. It continues to be an honour and privilege to work at such a wonderful organisation.

**Darlene Cox**  
**Executive Director**



# Treasurer's Report

HCCA ended the 2022-23 financial year with a surplus of \$35,769. 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 2023 was \$879,497. The Executive Committee has commenced using some of the members equity to support work to achieve key goals outlined in the Strategic Plan. This includes a strategic planning and evaluation project, funding a staffing position to develop the Chronic Conditions Network, and continuing our research program.

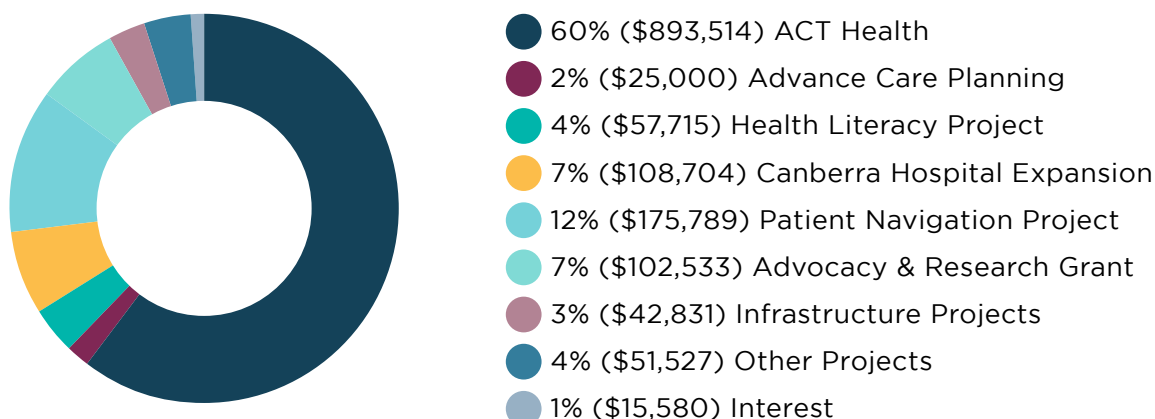


## Income

Total income for the 2022-23 year was \$1,476,747. This represents an 6% increase compared to the 2021-22 year (\$1,387,538).

The Peak Body Deed of Grant with the ACT Health Directorate (core funding) remains HCCA's main source of income, comprising around 61% 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 Infrastructure Projects. HCCA also continued to work with Major Projects Canberra to provide consultancy services to the Canberra Hospital Expansion Project (\$108,704). In 2022-2023 HCCA also received \$38,527 for some fee-for-service contracts for the Australian Commission for Safety and Quality in Health Care and Coordinare (the PHN for the surrounding NSW area). The chart below summarises HCCA's funding sources.

## HCCA Funding Sources in 2022-23

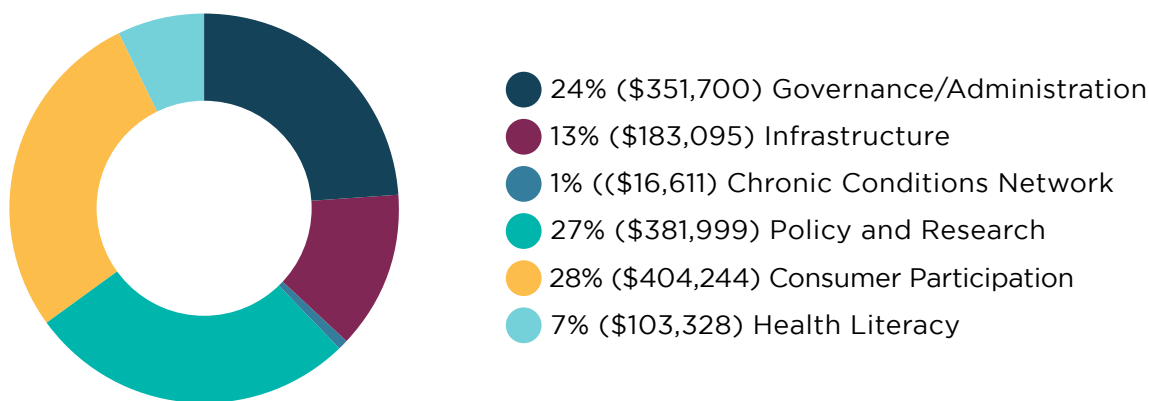




## Expenditure

Total expenditure for the year was \$1,440,978, a 17% increase compared to the 2021-22 year (\$1,233,742). HCCA operational costs continue to be predominantly staffing related (81%) and administrative overhead costs continue to be low (10%). The chart below summarises the application of resources across key HCCA activities.

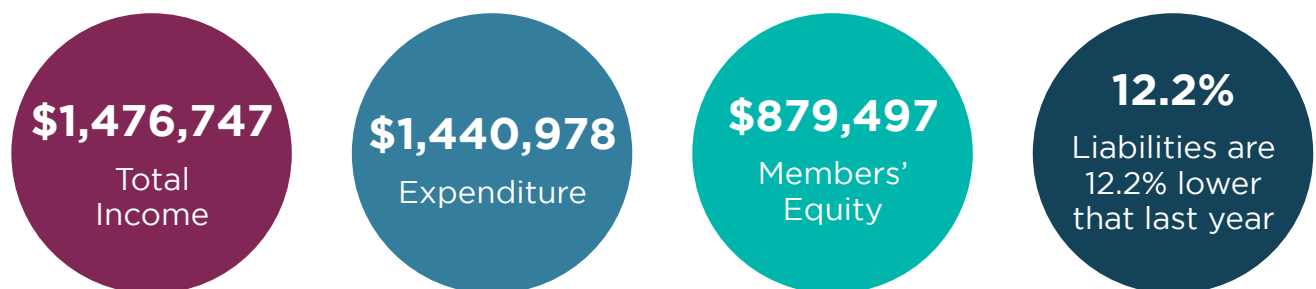
### Areas in which HCCA spent income 2022-23



Net assets have increased and while liabilities remain comparable to previous years, they are 12.2% lower at \$466,745.88. A significant proportion of liabilities on the balance sheet relate to grant funds received in advance (i.e. 45.5%). The majority of assets continue to be in the form of cash and equivalents, with \$962,981 in operating accounts and \$296,803 in term deposits, ready to be used in line with HCCA's core objectives.

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

Tony Krizan, **Treasurer**



# HCCA Members

In 2022-23 HCCA had 173 individual and 16 organisational members.

173

Individual  
members

16

Organisational  
members

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

- ACT Disability, Aged and Carer Advocacy Service (ADACAS)
- ACT Deafness Resource Centre
- ACT Down Syndrome Association
- ACT ME/Chronic Fatigue Syndrome Soc.
- ACT Mental Health Consumer Network
- ACT Lymphoedema Support Group
- ACT Council of Social Services (ACTCOSS)
- Advocacy for Inclusion incorporating People with Disabilities ACT
- Alcohol, Tobacco and Other Drug Association (ATODA)
- Asthma Australia
- Australian Catholic University
- Australian National University
- Bosom Buddies ACT
- Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)
- Canberra Legacy
- Canberra Lung Life Support Group
- Canberra and Queanbeyan Attention Deficit Support Group
- Canberra Region Kidney Support Group
- Cancer Council ACT
- Carers ACT
- Canberra Multicultural Community Forum
- Capital Health Network
- Community Medics Australia Ltd
- Companion House
- Council of the Ageing (COTA) ACT
- Dementia Australia
- Diabetes ACT/NSW
- Epilepsy ACT
- The Heart Foundation - ACT
- Heart Support Australia
- Hepatitis ACT
- Key 2 Learning College
- Mental Health Community Coalition ACT (MHCC)
- Mental Illness Education ACT (MieACT)
- Meridian (formerly AIDS Action Council ACT)
- mHub - Multicultural Hub
- Motor Neurone Disease NSW
- Palliative Care ACT
- Parkinson's ACT
- Pain Support ACT (Arthritis ACT)
- Public Health Association of Australia
- Self Help Organisations United Together (SHOUT)
- Sexual Health and Family Planning ACT
- Stroke Foundation
- Tresillian
- University of Canberra
- Women with Disabilities ACT
- Women's Health Matters
- Youth Coalition of the ACT



## ACT Government

- Community Services Directorate
- Health Directorate
- Office for Mental Health
- Human Rights Commission
- Canberra Health Services
- Calvary Health Care ACT
- Major Projects Canberra



# 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 2022-2023. We had 567 subscribers in 22-23.

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## HCCA Website

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

**In 2022-23 our website had:**



21,517 page views  
compared to 15,677 in  
2021-22



9,614 sessions  
compared to 8,041 in  
2021-22



7,272 users  
compared to 5,857 in  
2021-22

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## 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 and 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:**



16,811 page views  
compared to 13,428  
in 21-22



12,180 sessions  
compared to 10,289  
in 21-22



10,614 users  
compare to 8,398  
in 21-22



## Facebook

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

In 2022-2023 we reached a new milestone, with 1,090 followers compared to 841 in 2021-2022.

We had 1,546 people visit our page, and our reach more than tripled to **17,163** compared to 4,597 in 2021-22! (Reach is the number of people who saw any content from our page) This means that a lot more people are seeing our posts and they are shared by other people and pages.

We have had a significant increase in reach and followers since we started sharing weekly COVID statistics in March 2023.

**1,546**

Page visits

**17,163**

Reach

**1,090**

Followers



## Twitter

<https://twitter.com/healthcanberra>

In 2022-2023 we largely stopped using Twitter.



## You Tube

<https://www.youtube.com/@HCCA-ACT>

In 2022-23 we published 41 videos.

We had 697 views compared to 603 in 21-22.

We had 15,212 impressions in 2022-23 compared to 3,917 in 2021-22 (Impressions are the number of times our videos were shown or recommended to viewers).

**41**

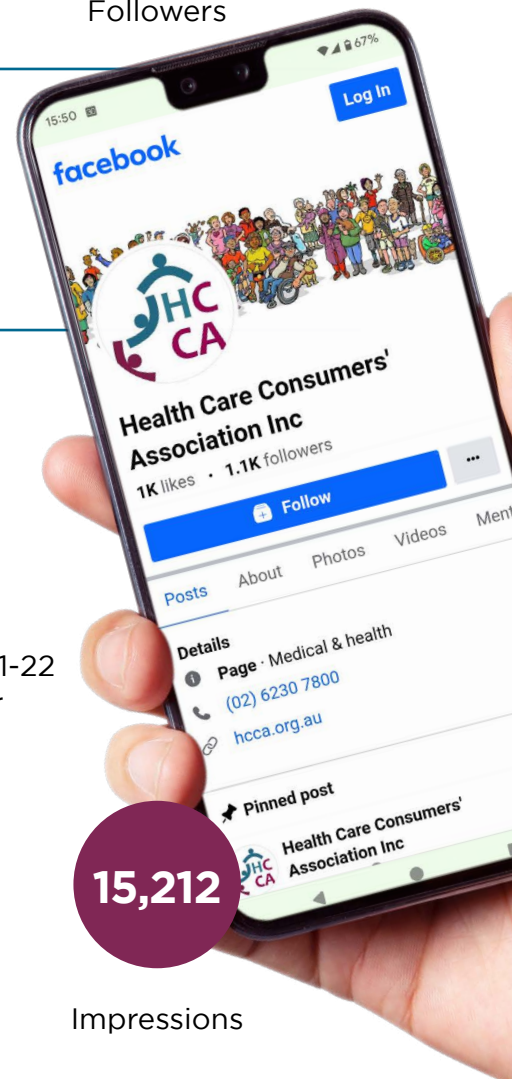
Videos  
published

**697**

Views

**15,212**

Impressions



# Health Policy Highlights

## HCCA Position Statements

HCCA continues to consult with our members and key stakeholders about issues of importance to the consumer experience of health care.

In 2022-2023 we have developed or updated three key position statements:

1

### **Climate Health and Wellbeing (2023):**

This position statement acknowledges that climate change will have a profound impact on the health and wellbeing of people across the world.

You can find a copy of this position statement on the HCCA website at:  
[hcca.org.au/publication/climate-change-and-health/](https://hcca.org.au/publication/climate-change-and-health/)

2

### **Inclusive Health Care (2023):**

Inclusive health care means equity of access for all health care consumers so that they can fully participate in their health care. For health care to be inclusive for consumers, health care providers need to acknowledge that health is determined by different experiences, identities, social connections, needs, wants, and bodies.

You can find a copy of this position statement on the HCCA website at:  
[hcca.org.au/publication/inclusive-health-care-position-statement/](https://hcca.org.au/publication/inclusive-health-care-position-statement/)

3

### **Health Literacy Position Statement (2022):**

This position statement outlines what Health Literacy means to HCCA and what action we take to build both individual and environmental health literacy in the ACT..

You can find a copy of this position statement on the HCCA website at:  
[www.hcca.org.au/publication/health-literacy-position-statement/](https://www.hcca.org.au/publication/health-literacy-position-statement/)

## 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. The Working Group is convened by the Capital Health Network to help inform and support primary care providers during an emergency response. Originally the group focussed on COVID-19 but it now covers primary care's role in any emergency that impacts health – including climate induced emergencies such as floods, fires and heatwaves.

This is a valuable avenue for HCCA to raise issues important to consumers. HCCA's input has enabled a wide range of communication to be improved, and provided advice on consumer queries about COVID, primary healthcare access, and policy issues.

## Digital Health Record

The ACT Digital Health Record is live. It was launched in November 2022. The ACT Digital Health Record covers 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 can be accessed by the health care team at any service location. This allows staff to have faster and more complete access to information, helping 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 can access their own Digital Health Record (DHR) through a secure website or a mobile app called MyDHR. Consumers can access and update our own information, see referrals, test results and upcoming appointments as well as access telehealth appointments.

The DHR also provides access to patient education materials, information about prescribed medicines, and the capacity to complete pre-appointment or pre-admission surveys online. In the future we expect that consumers will be able to do things like message their care team and book some public health service appointments online.

HCCA has been involved in the development of the ACT Digital Health Record at several levels through 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.

HCCA currently sits on the Clinical Steering Committee, and Consumer Experience Steering Committee. We continue to advocate for refinement and expansion of the Digital Health Record to ensure it meets the goal of transforming and streamlining health care for consumers in the ACT.



# Health Policy Submissions

In 2022-2023 HCCA provided comment on a range of strategic and clinical policies at both local and national level.



In 2022-2023 our policy team have been busy providing feedback on 49 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

- ACT Assisted Reproductive Technology Legislation and Regulation
- ACT Draft Child and Adolescent Clinical Services Plan
- ACT Health Nurses and Midwives: Towards a Safer Culture (NM TASC) – Challenging Behaviour Guideline for ACT Health Services – Consultation
- ACT Mental Health Services Plan

### ACT Legislative Assembly Inquiry

- ACT Legislative Assembly - Voluntary Assisted Dying
- Inquiry into Cost of Living Pressures in the ACT
- ACT Legislative Assembly Inquiry

into a Recovery Plan for Nursing and Midwifery Workers

- ACT Legislative Assembly Inquiry into abortion and reproductive choice in the ACT
- ACT Budget submission

### Canberra Health Services

- Risk Management Policy
- Spiritual Services
- Early Pregnancy Unit Model of Care
- Peri-operative care of Adult patient with special needs procedure
- FAMSAC discharge consumer handout
- Procedural Consent for DHR
- Northside Hospital Consultation
- Adolescent Unit Model of Care



- Nasopharyngeal and Oropharyngeal Procedure
- Urgent Care Centres
- Adult Community Mental Health
- Paediatric Airway Management Education in ACT Public Schools
- Adolescent Sexual Health Care - School Youth Nurse procedure
- Patient Flow Model of Care
- Revised model of service for CARE program
- Diabetes in Pregnancy Guideline
- Child Protection Policy and Child Concern Reporting Guideline
- Rostered Team Midwifery Model of Care
- Patient Experience Survey Guideline
- Interpreter Service
- Acute Palliative Care Ward Transition
- Searching of a Consumer's Person or Property
- Open Disclosure Procedure

### Capital Health Network

- Feedback to CHN on Dementia Resources

### ACT - Other

- ACT Implementation of National Code of Conduct for Healthcare workers
- ACT Budget Consultation
- Independent Inquiry - Dhulwa Mental Health Unit

## National

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

- Public Consultation on Sustainable Healthcare Module
- Review Aged Care Quality Standards

### Ahpra

- Podiatry proposed revised standard for specialist registration (survey)
- Ahpra Accreditation Arrangements
- Medical Board Telehealth Guideline Review Consultation
- NMBA Consultation on the revised Safety and quality guidelines for privately practising midwives

### Inquiries

- Senate Inquiry into Universal Access to Reproductive Healthcare
- Senate Inquiry into Assessment and Support Services for ADHD
- Senate Select Committee into the Provision of and Access to Dental Services in Australia

### Other

- Minimum staffing levels for an ICU in Australia and New Zealand
- TGA Paracetamol regulation consultation
- National Health Literacy Framework Consultation
- Input to PHAA submission on the Role and Functions of an Australian Centre for Disease Control discussion paper





## 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 four times during 2022-2023.

Members of the Health Policy Advisory Committee are:

Fiona Tito Wheatland, Indra Gajanayake, Emma Baldock and Shelley McInnis  
Outgoing Members of the Health Policy Advisory Committee in 2022: Linda Trompf (Chair), Margaret Norington, Marion Reilly, and Wendy Armstrong.

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

- HCCA monitoring and evaluation framework
- Evaluation of the HCCA 2022-23 Budget Submission
- HCCA's Integrated Care Project
- HCCA's 'Looking after your health with a long-term condition' project
- HCCA's submission to 2022-23 ACT Budget
- ACT Legislative Assembly inquiry into cost of living
- HCCA Position Statement: Consumer Participation in Research
- HCCA's Climate and health position statement
- Voluntary Assisted Dying
- National Health and Climate Change Strategy

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

- Disability Health Strategy
- ACT Health Child and Adolescent Clinical Services Plan

# 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 2022-2023 HCCA had four active Consumer Reference Groups:**

- |                                 |                             |                                 |                         |
|---------------------------------|-----------------------------|---------------------------------|-------------------------|
| <b>1</b> Health of Older People | <b>2</b> Quality and Safety | <b>3</b> Accessible Health Care | <b>4</b> Digital Health |
|---------------------------------|-----------------------------|---------------------------------|-------------------------|

## **1** Health of Older People Consumer Reference Group

The Health of Older People Consumer Reference Group is chaired by Adele Stevens and met four times during the 2022-23 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 committee has provided input on:**

- Star Rating System for Aged Care Safety Capital Health Network (CHN) Aged Care Projects, including development of local dementia resources Canberra Health Service approaches to Elder Abuse Review of Aged Care Quality Standards (ACSQHC)
- Canberra Health Service Acute Integrated Palliative Model of Care





## 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 2022-2023 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 committee has provided input on:**

- Canberra Health Services Clinical Procedure - Patient & Family Escalation Process - Call And Respond Early (CARE) for Patient Safety
- Consumer Feedback and Engagement at CHS
- Complaints process and clinical review procedures at Calvary Hospital
- Medication safety outcomes since the introduction of the Digital Health Record in November 2022
- Consumer feedback systems at Calvary Hospital
- Consultation on the National Open Disclosure Framework by the Australian Commission on Safety and Quality in Health Care

# 3

## Accessible Health Care Consumer Reference Group

The Accessible Health Care Consumer Reference Group started in April 2023, evolving from the Access and Design Consumer Reference Group. The group is chaired by C Moore.

The AHCCRG met twice in this period. Much of the focus was on Canberra Health Services' branding project, which includes improving communication and representation across the health service.

### The group meets to:

- Provide a forum to raise issues around access to health care for consumers from a range of backgrounds.
- Work with health services to address access issues including communication barriers, digital health, physical and environmental issues.
- Discuss consumer-focused digital solutions and communication systems, including websites, apps and phone systems.
- Identify ways for HCCA and health services to improve health literacy.

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

- Improved accessibility information for transport on the Canberra Health Services website
- Consumer priorities for the Canberra Health Services' Branding Project
- User testing of Canberra Health Services' new branding
- 'Consumer Centred Patterns of Design' for wayfinding and bathrooms to support HCCA's input on new infrastructure projects.

Equitable access to health care and health information is a key issue for this group. New members are always welcome to join, particularly people with disabilities, people from multicultural backgrounds, LGBTQIA+ people and those from other underrepresented backgrounds so we can hear issues from across Canberra's community.

# 4

## Digital Health Consumer Reference Group

Digital Health Consumer Reference Group (DHCRG) ran from August 2021 to May 2022. The DHCRG focused 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 was chaired by Mainul Haque and met twice in 2022-2023.

### This group meet 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 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 and projects of the Australian Digital Health Agency as it applies to the ACT.







# Research Projects Highlights



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

This year we finalised our two-year program of work (2020-22) on long-term conditions self-management.

Research Officer Nadia Owuor spoke with 8 current or recently graduated international students who have one or more long-term health conditions about their experiences of accessing and managing their health. The final report of this project, **Looking after your health with a long-term condition: Perspectives from international students living in the ACT**, was published in August 2022. This report also forms the final report for this program of work. You can read the report on the HCCA website at: <https://www.hcca.org.au/publication/longterm-conditions-perspectives-from-international-students-living-in-the-act/>

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



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

This year we continued our project exploring what integrated care means to providers who support people with chronic and complex conditions that are living in the ACT region. Research Officer Shivana Chandra spoke with 25 representatives from health professionals and services, community services, and consumer advocates with extensive experience in policy design related to chronic conditions to understand their perspectives on opportunities and challenges for the provision of integrated care in the ACT. The findings of this project were analysed and reviewed and the final report, *Integrated Care in the ACT Region: Conversations with service providers* was published in August 2023. You can read this report on the HCCA website at: <https://www.hcca.org.au/publication/integrated-care-conversations-with-service-providers/>

We have also progressed the work on the companion project that explores the experiences and expectation of integrated care for people with chronic conditions and/or complex health circumstances. After obtaining ethics approval, Research Officer Shivana Chandra conducted interviews with 20 adults from the ACT and surrounding region to learn about how they manage their chronic health conditions and their experiences of integrated care. The findings of this project will be presented at the 3rd Asia Pacific Conference on Integrated Care in November 2023. A final report from this project will be finalised later in 2023.

The Health Policy and Research Advisory Committee and wider HCCA staff team have provided invaluable advice and support on this program of work. This work is supported by the ACT Health Directorate.



## Consumer participation in research

We have continued to advertise, 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 participation as members of advisory groups for particular research projects and in the governance of research programs.

This year, HCCA supported Dr Mary Dahm (Senior Research Fellow at ANU Institute for Communication in Health Care) in hosting a series of 6 online workshops. The workshops were designed for consumers interested in participating as consumer members in health research. The workshops included content on the roles of consumers in health research, and the processes of qualitative research from planning to collecting data, analysing and reporting and publishing. The workshops were very well attended with an average of 30 registrations for each and received very positive feedback from the attendees.

HCCA also supported Shivana Chandra to participate as a consumer panel member on the assessment panel for the 2023 Research and Innovation Fund (RIF) Fellowship Program led by the ACT Health Directorate.

Following the launch of the ACT Health Directorate Research Strategic Plan (July 2022), HCCA has continued to support consumer representatives on the ACT Health and Wellbeing Partnership Board's Research Working Group which has now progressed their work to the implementation of the plan, and the Guiding Group which has supported and advised on development and implementation of the CHS Research Strategy 2021-2025. We have supported consumers to participate in a workshop (March 2023) focussed on the reviewing the progress made on the CHS Research Strategy 2021-2025 and identifying next steps for implementing the strategy. HCCA members Linda Trompf, Wendy Armstrong and Dr Sue Andrews have made significant contributions to this work.

This year, HCCA have also supported consumer representation on the advisory committee for the Canberra Health Services Annual Research Meeting (CHARM) held in July 2023. The advisory committee have provided oversight and guidance with identifying focus themes, keynote speakers and workshops for the 2023 program.





## Paediatric Liaison and Navigation Service Project

This year we have progressed our work with the members of the Paediatric Liaison and Navigation Service (PLaNS) Consumer Reference Group and the staff at the Canberra Health Services Integrated Care Program and the PLaNS staff team.

HCCA provides chairs and secretariat support to the PLANS Consumer Reference Group. This group has provided invaluable advice and guidance on the development of the service Model of Care, consumer information about the service, design of job descriptions for the professionals who will work in the new service and participated in the recruitment process. The service was officially launched in September 2022.

Our Reference Group members have progressed into providing oversight and advice on the development of a monitoring and evaluation framework to ensure the service is meeting the needs of children and their families. The Reference Group have also had input into the development of consumer resources that are designed to provide information for families with children with complex health needs. These resources include helpful fact sheets when travelling interstate and the development of a self-paced online learning tool to support parents to advocate for their child's needs.

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 & Shannon Kolak, ACT Down Syndrome Association
- Sally-Anne Clarke
- Kat King, Diabetes NSW and ACT
- Jess Lamb (HCCA Policy Officer)





## Patient Navigation Service Project

This year HCCA began working with the Canberra Health Services Integrated Care Program team to co-design the Adult Patient Navigation Service for adults with chronic and complex health needs in the ACT and region. This work is the second component of the Patient Navigation

Service Project which includes the Paediatric Liaison and Navigation Service. This service will expand the navigation service and support adults with multiple chronic conditions including a mental health condition and adults who have high rates of attendance to the Emergency Department to access care.

HCCA have facilitated numerous workshops with representatives of community organisations that support and provide services to adults who would benefit most from this service and consumer representatives with lived experience to help inform and guide the development of the Model of Service for the new service and skills and qualifications of the professional that will work in the service. HCCA staff have also been involved the recruitment process for this service and in developing a monitoring and evaluation framework to ensure the service makes a meaningful difference to consumers and their families and carers.

### We value the contribution to this project from:

- Arthritis ACT
- Epilepsy ACT
- Diabetes ACT
- Asthma Australia
- Canberra Lung Life support group
- Meridian
- Alcohol, Tobacco and Other Drug Association ACT (ATODA)
- Carers ACT
- Huntington's NSW/ACT
- Canberra Alliance for Harm Minimisation & Advocacy (CAHMA)
- Women's Health Matters
- Mental Health Consumers Network





# Health Literacy Program

## Increasing Health Literacy Among Consumers

The Health Literacy team had a huge year in 2022-23. We presented to over 950 people in 58 presentations on topics such as Navigating the Health System, Making the Most of Your Appointment, and Finding Good Health Information Online. This also includes training for health and community workers, and health students in Health Literacy, Managing Medicines, Advance Care Planning, Stretching Your Health Dollar, Easy English, Motivational Interviewing, Person Centred Care and Culturally Appropriate Care.

These numbers include 15 presentations to culturally and linguistically diverse community groups. The languages spoken by members of these groups include Dari, Swahili, Ukrainian, Samoan, Mandarin, Persian Indonesian, Thai Lao, Kirundi, Vietnamese, Cantonese, Dinka, Arabic, Farsi, Spanish, Susu, Kuro, Urdu, Turkish, Bengali, and more.

### Language groups reached

Indian Carers Group (multiple language groups)	Karen	Dari	Swahili	Ukrainian	Samoan
Mandarin	Persian	Indonesian	Thai	Lao	Kirundi
Vietnamese	Cantonese	Dinka	Arabic	Farsi	Spanish
Susu	Kuro	Urdu	Turkish	Bengali	And More!

### Other highlights include:

- Hosting a series of 6 mini-webinars for Dying To Know Day.
- Releasing a series of booklets on Staying Safe in Hospital.
- Running a stall at the National Multicultural Festival.
- Starting the Chronic Conditions Network to connect and support organisations supporting people with chronic conditions.
- Revamping the Accessible Health Care Consumer Reference Group to focus on access to health services and promote health literacy for consumers from diverse backgrounds.

The presentations and resources developed in the (time limited) Canberra Health Literacy project have now been folded into the core work of the HCCA health literacy team. We continue to maintain and update the dedicated health literacy website and resources that this project produced, and have renamed the website the Canberra Health Literacy Hub. You can visit it at: <https://cbrhl.org.au/>



## Chronic Conditions Network

In February 2023 HCCA created a Chronic Conditions Network Coordinator position funded out of retained earnings. The position was created in response to a clearly identified need for a new network of community organisations that support people living with chronic conditions.

The Chronic Conditions Network (the Network) was launched in May 2023 with the goal of **“identifying key issues affecting consumers with chronic conditions and strengthening collaboration on systemic advocacy in relation to these issues”**.

**In this period the network held two meetings and has had engagement from the following organisations:**

- ACT Down Syndrome Association
- Advocacy for Inclusion
- Arthritis ACT
- Asthma Australia (ACT)
- ATODA
- Cancer Council ACT
- Canberra Lung Life Support Group,
- Canberra Regional Kidney Support Group
- COTA ACT
- Deafness Resource Centre
- Dementia Australia
- Diabetes ACT/NSW
- Epilepsy ACT
- Haemochromatosis ACT
- Heart Foundation
- Hepatitis ACT
- Meridian
- Motor Neurone Disease NSW/ACT
- Palliative Care ACT
- Parkinson’s – The Hospital Research Foundation Group
- Prostate Cancer Support Group
- People With Disabilities ACT
- Rise Above Capital Cancer Relief
- RSI and Overuse Injury Association of the ACT
- SATB2 Connect
- SHOUT
- Sleep Apnoea Association of the ACT
- Take Control
- Live Well Program – CHS
- Women’s Health Matters

The Network has started to identify key advocacy issues for the group members, to progress projects relating to these, and providing connections and information that the group has identified as needed.



**The Network brings people together to identify key issues affecting consumers with chronic conditions and strengthen collaboration and systemic advocacy to address these issues**

## Managing Your Health Seminar Series

The Managing Your Health Seminar Series is a series of evening seminars designed for people living with chronic conditions. Since HCCA began to host these seminars in 2018, we continue to tailor the topics in response to feedback from participants.

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

During this reporting period, 5 sessions were delivered to 91 participants. HCCA is grateful to the health professionals who volunteer their time to present these sessions and answer questions from participants.

### **Our Managing Your Health series of seminars for people with a chronic health condition covered these topics in 2022-23:**

- Exercising with a Chronic Condition
- Managing Chronic Pain
- Mindfulness
- Gut Health
- Getting a Good Night Sleep

## Advance Care Planning Program

HCCA continues to provide Advance Care Planning information and education with funding from the ACT Health Directorate, mainly for people with chronic health conditions and their carers. During this period, we reached 186 people from 10 groups including Dementia Australia, Carers ACT and Heart Support ACT. Each participant receives a comprehensive information pack with everything they need to write their Advance Care Plan.



# Consumer and Community Participation Program

During the 2022-23 period, our primary focus has been on a review of the Consumer Representative's Program which will be completed by the end of 2023. We have collected information from consumer representatives who sit on health committees, and health service partners, on their experience of the program. The feedback collected from this comprehensive review will enable us to identify what's working and make improvements to the program.

In this period we also began developing online self-paced consumer participation training to expand our training beyond the traditional face-to-face format. We hope this training will provide more accessible and flexible training options to support future consumer representatives.

## Consumer Participation Training

**HCCA runs free consumer participation training each year. This year, the two-day trainings were held on**

- 29 October and 5 November 2022 (9 people attending)
- 24 and 31 March 2023 (7 people attending)
- One individual training session was held for a new consumer representative on request from CHS.

## 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.

It 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 2022-23:**

- |                       |                |                |
|-----------------------|----------------|----------------|
| • Sue Andrews (chair) | • Alan Thomas  | • Linda Trompf |
| • Lou Bannister       | • Miriam Pavic |                |

**HCCA staff supporting the Consumer Participation Committee were:**

- |               |               |               |
|---------------|---------------|---------------|
| • Kate Gorman | • Darlene Cox | • Nadia Owuor |
|---------------|---------------|---------------|

## Health Infrastructure

### Canberra Hospital Expansion Project

Consumer input into the Canberra Hospital Expansion Project (CHEP) slowed down during 2022-23 as the design phase of this project drew to a close. Aspects of the Canberra Hospital Expansion Project which consumers provided input into included the selection of artists and feedback on their concepts for some of the project's art installations, wayfinding and signage, lighting and interiors, and the Mental Health Short Stay Unit.

In July 2022, HCCA co-hosted a consumer focus group for the project which considered the design of the family respite lounge, and design for dementia elements.

In February 2023, HCCA co-hosted a community showcase event for the project to show consumer participants and partners the impacts consumer input had made to design elements.

HCCA continues to chair and support the consumer members of the CHEP consumer reference group. This group met monthly in 2022, and every two months in 2023. The members represent a variety of consumer organisations.

HCCA is also a member of the Project Control Group for this project, which meets monthly.

### Other infrastructure work

In addition to the consumer and staff representatives who work on the CHEP Project, HCCA supports consumer and staff representatives on the following committees related to health infrastructure work at Canberra Health Services:

- Medical Imaging Project Control Group
- Health Hubs Feasibility Project Control Group
- ACT Pathology, Building 10, Level 3, Expansion Project Control Group
- Northside Hospital-Land Planning and Design Project Control Group
- Centenary Hospital for Women and Children Expansion Project Control Group
- CHS Wayfinding Working Group
- Arts in Health Advisory Group

Kate Gorman

**Manager Consumer and Community Participation**





# Consumer Representatives 2022-2023



40

volunteer reps



91

committees

In 2022-2023 HCCA supported 40 volunteer consumer representatives on 91 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.

## Consumer Representatives

Adele Lewin  
Adele Stevens  
Alan Thomas  
Beatrice Vann  
Dean Hewson  
Eliza Molony  
Emma Baldock  
Fiona Tito Wheatland  
Fran Parker  
Gev Khambata  
Heather Warfield  
Heidi Prowse  
Helen Hudson (was Helen Tayer)  
Indra Gajanayake

Jason Willmot  
Jenny Berrill  
Jo Bothroyd  
John Meyer  
Julia Rollings  
Julie Veitch  
Karin Calford  
Katrina Muir  
Kaye Powell  
Leia Earnshaw  
Linda Powell  
Linda Trompf  
Louise Bannister  
Lyn Morley  
Margaret Norington

Marion Reilly  
Miriam Pavic  
Pat Branford  
Pauline Winslade  
Russell McGowan  
Shelley McInnis  
Terri Warner  
Tom McGoram  
Trish Lord  
Wendy Armstrong  
Yvonne Solly

## Organisational Representatives

C Moore  
Darcy Whitmore  
Darlene Cox  
Ivapene Seiuli  
Jessica Lamb  
Kate Gorman  
Kathryn Briant  
Nadia Owuor  
Sarah Spiller  
Shivana Chandra



# Sponsored Conference Attendance

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

## ANU 2023 International Symposium on Communication in Healthcare

February 2023

### Members

Peter Dwyer  
Miriam Pavic  
Heather Warfield  
Caroline Polak Scowcroft  
Jing Shen

### Staff Attendees

Michiko Dowling  
Caitlin Welsh  
C Moore  
Darcy Whitmore  
Ivapene Seiuli

## Climate Health and Sustainable Healthcare in Aotearoa Conference 2023

June 2023

### Members

Linda Trompf  
Fiona Tito-Wheatland  
Karen McKernan

### Staff Attendees

Darlene Cox





# List of Consumer and Organisational Representative Positions 2022-2023



1,067 hours

## preparing for meetings

1,003 hours

in meetings

In the July 2022 – June 2023 period HCCA supported 40 volunteer consumer representatives on 91 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.

HCCA Staff are marked with an \*

# Local

## ACT Health Directorate

Committee	Consumer Representative
ACT Child and Adolescent Clinical Services Expert Panel	Fiona Tito Wheatland
ACT Disability Health Strategy Steering Committee	C Moore*
	Louise Bannister
ACT Gene Technology Advisory Council	Tom McGoram
ACT Health and Wellbeing Partnership Board	Kate Gorman*
	Darlene Cox*
ACT Health Research Working Group	Linda Trompf
ACT Maternal Services Advisory Network	Miriam Pavic
ACT Palliative Care Governance Committee	Adele Stevens
ACT Safer Baby Bundle Working Group	Jessica Lamb*
Activity Based Management Project Steering Committee	Darlene Cox*
Canberra Region Medical Education Council Sub-Committee	Emma Baldock
Canberra Script Stakeholder Engagement Group	Jessica Lamb*
	Kathryn Briant*
Care Closer to Home Reference Group	Adele Stevens
CHARM sub-committee	Shivana Chandra*
CHARM Advisory Committee	Shivana Chandra*
CHECC COVID-19 Clinical Governance Committee	Wendy Armstrong
Clinical Health Emergency Coordination Centre (CHECC)	Darlene Cox*



Clinical Leadership Forum	Shelley McInnis
Culture Review Oversight Group	Darlene Cox*
Digital Committee	Dean Hewson
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
Integrated Care Working Group	Shivana Chandra*
LGBTIQ+ Health Reference Group	Darlene Cox*
Multicultural Health Reference Group	Ivapene Seiuli*
Northside Hospital-Land Planning and Design PCG	Darcy Whitmore*
	Darlene Cox*
Nursing and Midwifery -Towards a Safer Culture Steering Committee	Heather Warfield
Palliative Care Operations Management Committee	Kate Gorman*

Powers of Attorney ACT Legislation Amendment Working Group	Sarah Spiller*
Southside Hydrotherapy Pool Project Sessions	Louise Bannister
Technology Strategic Steering Committee	Russell McGowan
Transforming Outpatient Working Group	C Moore*
Workforce Education and Training Working Group ACT Child and Adolescent Clinical Services Expert Panel	Kate Gorman*

## ACT Community Services Directorate

Committee	Consumer Representative
Carer's Strategy Governance Group	Kate Gorman*
Critical Friends Group	Darlene Cox*

## Calvary Health Care

Committee	Consumer Representative
ACT Regional Calvary Community Advisory Council	Fran Parker
Calvary Private Hospital Medication Safety Committee	Pauline Winslade
Calvary Private Hospital Clinical Corporate Governance & Medication Safety Committee	Pauline Winslade
Calvary Private Hospital Consumer Representatives Committee	Pauline Winslade

## Calvary Public Hospital

Committee	Consumer Representative
Calvary National Standards Governance Committee	Kate Gorman*
Human Research and Ethics Committee (HREC)	John Meyer
Partnering with Consumers Committee	Ivapene Seiuli*
Clinical Governance Committee	Jo Bothroyd
Digital Health Record Consumer Experience Steering Committee	Trish Lord
Medication Safety Committee	Trish Lord

## Canberra Health Services

Committee	Consumer Representative
ACT Domiciliary Oxygen and Respiratory Support Scheme (DORSS) Advisory Committee	Lyn Morley
ACT Equipment Loans Scheme Advisory Committee	Marion Reilly
ACT Palliative Care Forum	Adele Stevens
ACT Pathology Quality & Safety Committee	Miriam Pavic
ACT Pathology, Building 10, Level 3, Expansion PCG	Darcy Whitmore*
	Miriam Pavic
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
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
CHS Governance Committee	Alan Thomas
CHS Learning and Teaching Strategy Advisory Group	Shivana Chandra*
CHS Research Strategy Working Group	Shivana Chandra*
Critical Services Building Family Lounge Group	Kate Gorman*
Clinical Ethics Committee	Linda Powell
	Terri Warner
Clinical Review Committee	Fiona Tito Wheatland
Community Care Program Clinical Governance Committee	Adele Stevens
Consumer and Carer Sub-Committee	Darlene Cox*
	Ivapene Seiuli*

Consumer Handouts Committee	Adele Lewin
	Heather Warfield
	John Meyer
Delirium Clinical Care Standard Implementation Group	Yvonne Solly
	Beatrice Vann
Division of Allied Health Quality and Safety Committee	Adele Lewin
Education and Training Committee	Heidi Prowse
End of Life and Palliative Consumer Reference Group	Adele Stevens
Food Services HACCP Training and Quality Meeting	Ivapene Seiuli*
Health Hubs Feasibility Project Control Group	Darcy Whitmore*
	Shivana Chandra*
Health Records Advisory Committee	Pauline Winslade
Implementation Working Group (IWG) for Enhanced Health Services	Jessica Lamb*
Infection Prevention and Control Committee	Kate Gorman*
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*
Nuclear Medicine Imaging Project	Jason Willmot
Oral Health Services Clinical Governance Committee	Linda Trompf
Oral Health Services Reform Committee	Linda Trompf

Our Care Safety and Quality Committee	Jenny Berrill
Paediatric Navigation Consumer Reference Group	Kate Gorman*
Policy Committee	Terri Warner
RACC Quality and Safety Committee	Louise Bannister
Recognising and Responding to Clinical Deterioration Standard 8 Committee	Adele Lewin
Strengthening Health Services Response to Family Violence Steering Committee	Jenny Berrill
Transforming Outpatient Steering Committee	Darlene Cox* Kate Gorman*
Transforming Outpatient Working Group	Darlene Cox*
Transitional Therapy and Care Program Executive Management Committee	Jo Bothroyd
Walk in Centre Clinical Advisory Group	Yvonne Solly
Women Youth and Children Community-Consumer Consultative Committee	Jessica Lamb*





## Capital Health Network

Committee	Consumer Representative
CHN Clinical Council	Shelley McInnis
ACT Health Pathways Governance Committee	Darlene Cox*
	Russell McGowan
	Kathryn Briant*
Canberra Community Advisory Council	Karin Calford
Capital Health Network Community Advisory Council	Emma Baldock
Capital Health Network Pharmacy in Residential Aged Care Facilities Program Governance Committee	Trish Lord
ACT/NSW GP Workforce Planning and Prioritisation Program	Kathryn Briant*
COVID-19 Primary Care Emergency Response Working Group Meeting	Kathryn Briant*

## Major Projects Canberra

CHEP = Canberra Hospital Expansion Project

Committee	Consumer Representative
CHEP Art Steering Committee	Kate Gorman*
CHEP User Group Interiors Design	Kate Gorman*
CHEP Wayfinding Workshops	C Moore*
	Kate Gorman*
	Nadia Owuor*
Major Projects Art Advisory Group	Katrina Muir

CHEP Consumer Reference Group	Gev Khambata
	Ivapene Seiuli*
	Kate Gorman*
	Louise Bannister
	Nadia Owuor*
CHEP Control Group	Kate Gorman*

## University of Canberra

Committee	Consumer Representative
Pharmacy Course Advisory Group Committee	Pat Branford
Active Beginnings Project Co-design Group	Kate Gorman*
	Ivapene Seiuli*
Active Beginnings Project Working Group	Kate Gorman*
	Ivapene Seiuli*
Best Practice Pathway for Knee Osteoarthritis Project Steering Committee	Linda Trompf
Consumer Research Advisor Position on the UC long-term holistic health consequences of COVID-19 project.	Emma Baldock
CRAMS (Cardiac Rehabilitation for transient ischaemic Attack and Mild-Stroke: the CRAMS randomised controlled trial) Project Advisory Group	Marion Reilly
Faculty of Health Research Committee	Indra Gajanayake
Knee O/A Project Implementation Working Group	Linda Trompf
Partnership nursing when caring for families of children with long term conditions Clinical Advisory Community	Julia Rollings
GNC Advisory Group	Beatrice Vann
Aged Care Transition to Practice (ACTPP) Advisory Group	

## 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
<b>Synergy ACT</b>	Nursing and Midwifery Research Committee	Shivana Chandra*
<b>Canberra Region Neurology and Pain Centre</b>	Canberra Region Neurology and Pain Centre (CRNPC) Consumer Support and Training Committee	Helen Hudson
<b>Canberra Imaging Group</b>	Clinical Risk and Audit Committee	Marion Reilly
<b>Canberra Institute of Technology</b>	Industry Advisory Group - Diploma of Nursing	Eliza Molony

## National

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

<b>Committee</b>	<b>Consumer Representative</b>
ACSQHC Health Care Patient Advisory Group	Darlene Cox*
National Safety and Quality Primary Healthcare Standards Steering Committee	Darlene Cox*
Partnering with Consumers Advisory Group	Russell McGowan
ACSQHC Environmental Sustainability Standards	Darlene Cox*
ACSQHC Hospital-Acquired Complications Curation Clinical 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
HEAL ACT Community of Practice Steering Committee	Darlene Cox*
HealthANSWERS Implementation Working Group	Indra Gajanayake
ANU Out-of-Pocket Costs Project Advisory Board	Julie Veitch
	Nadia Owuor*

## Australian Pharmacy Council

Committee	Consumer Representative
Accreditation Committee	Fiona Tito-Wheatland

## Consumer Health Forum

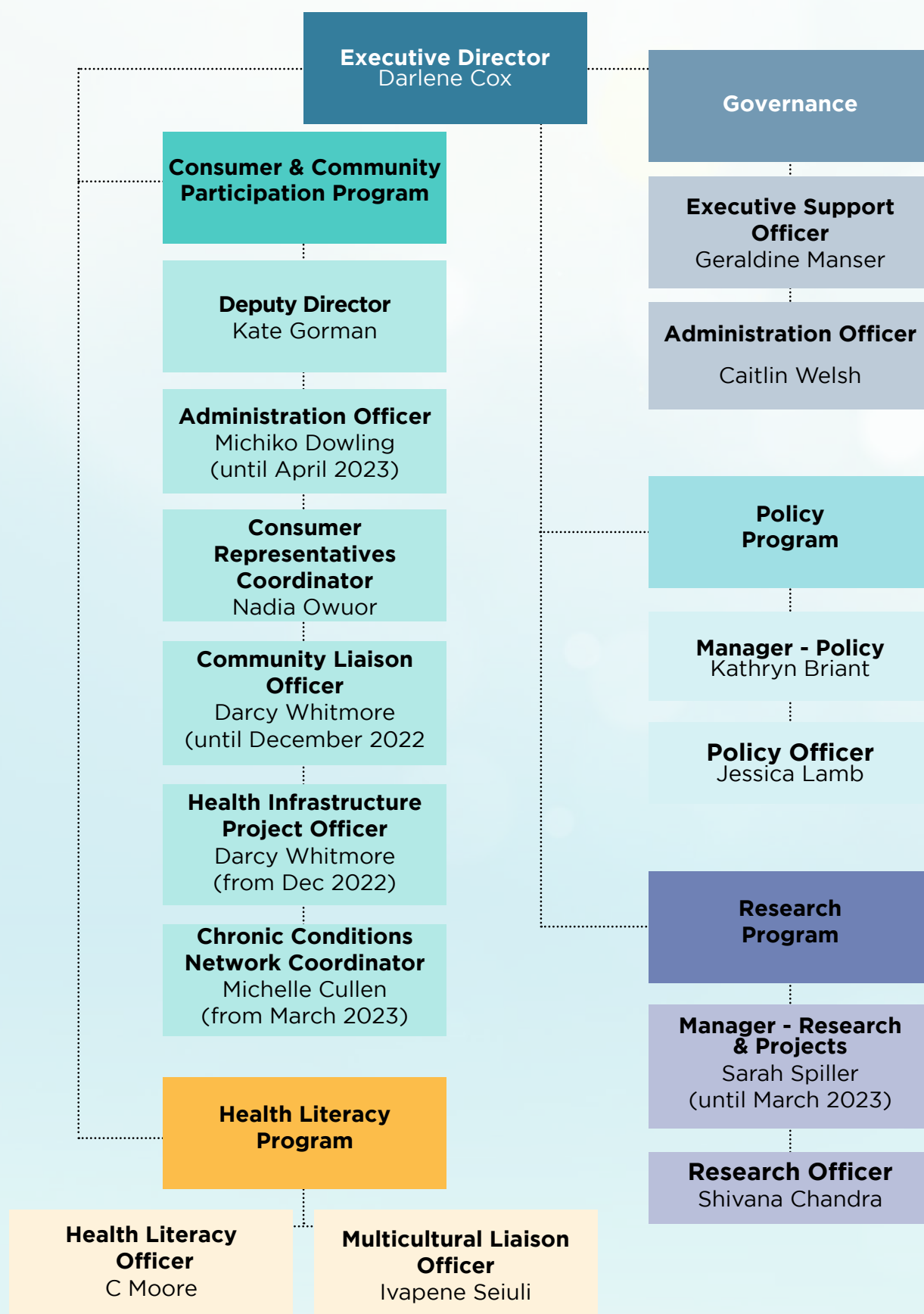
Committee	Consumer Representative
Safety and Quality in Health Care Special Interest Group	Indra Gajanayake

## 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
Wiser Healthcare Consumer Reference Group	Karin Calford

# HCCA Organisational Chart 2022- 2023

As at 30 June 2023





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Page 30	Staff and members assisting with the assessment of occupational therapy students at the University of Canberra, October 2022 Ivapene Seiuli, Bob Stirling, faculty staff x 2, Shivana Chandra, Nadia Owuor, Darcy Whitmore, Joanne Baumgartner
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Page 43	ANU International Symposium on Communication in Healthcare, February 2023 Rear: Heather Warfield, Caroline Polak Scowcroft, Ivapene Seiuli, Darlene Cox, Caitlin Welsh, C Moore, Darcy Whitfield Front: Joanne Baumgartner, Michiko Dowling, Miriam Pavic
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