



ANNUAL REPORT 2024-2025



Annual Report 2024-2025

This report reviews the activities and achievements of Health Care Consumers' Association of the ACT (HCCA) during the period 1 July 2024 to 30 June 2025.

The report is also available on our website at www.hcca.org.au.

If you would like a hard copy please contact the office at adminofficer@hcca.org.au.

Acknowledgement of Country

HCCA acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the lands and waters throughout Australia.

Our office stands on the land of the Ngunnawal people. We value their cultures, identities, and continuing connection to country, waters, kin, and community. We pay our respects to Elders past, present, and emerging and are committed to making a positive contribution to the well-being of Aboriginal and Torres Strait Islander people by being welcoming, safe, culturally appropriate, and inclusive. We are committed to contributing to closing the gap in health outcomes.

We also acknowledge that we have much to learn from the wisdom of Aboriginal cultural practices and beliefs around health.

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Contents

HCCA Vision and Values	4
HCCA Strategic Plan 2025 - 2030	7
President's Report	8
Executive Director's Report	10
Treasurer's Report	12
GOAL 1	
Support Consumers to be Active in Managing Their Own Health	14
Health Literacy Program	14
GOAL 2	
Improve The Safety and Quality of Health Services	19
Consumer and Community Participation	19
Consumer Participation	21
Research Highlights	22
Service Planning And Design	23
GOAL 3	
Influence Strategic Priorities For Investment and Development of The Public Health System	25
Health Policy Program	25
Health Policy Submissions	26
Chronic Conditions Network	27
Consumer Reference Groups	29
Health Infrastructure	30
GOAL 4	
Our Members, Staff and Stakeholders Regard HCCA as a Strong and Responsible Organisation	32
HCCA Members	32
Relationship Brokering	34
Executive Committee	36
HCCA Organisational Chart 2023-2024	37
Communication and Promotion	38
Appendix 1:	
List of Consumer and Organisational Representative Positions 2023-2024	40
Appendix 2:	
Policy Submissions or Input	51
Photo Credits	54

Health Care Consumers' Association of the ACT

Vision



A health system that supports consumers to be active in managing our health and delivers safe, high quality health care that meets the needs of individuals and communities.

About HCCA



We are the peak consumer health advocacy organisation in the Canberra region. We are a health promotion charity that works to improve health outcomes through systemic advocacy and consumer empowerment. Our advocacy has impact in the ACT and across Australia.



We are a voice for consumers on health issues and provide opportunities for health care consumers to participate in all levels of health service design and planning, policy development, research and decision making.



We are an inclusive organisation and recognise and respect the diversity of consumer experiences and perspectives. We value the contribution of our members, allies and partners.

Our Values

1

Integrity

WE DEMONSTRATE INTEGRITY BY:

- ✓ Ensuring advocacy priorities align with evidence of what will improve safety and quality of health services.
- ✓ Providing meaningful opportunities for engagement that are respectful, inclusive of diversity and trauma informed.
- ✓ Being accountable to stakeholders, including ensuring consumers are informed about the outcomes from their input.
- ✓ Being committed to transparency and good governance.

2

Collaboration

WE COLLABORATE EFFECTIVELY BY:

- ✓ Being clear about the long-term goals of the organisation.
- ✓ Being focused and flexible, responding to the environments in which we operate.
- ✓ Developing advocacy positions and strategies with members and our networks.
- ✓ Effectively engaging, communicating and collaborating with organisations that share our objectives and values.

3

Equity

WE PRIORITISE EQUITY IN HEALTH OUTCOMES BY:

- ✓ Adopting an intersectional approach to identifying advocacy priorities and developing advocacy positions.
- ✓ Promoting the voice of all, especially those that are underrepresented or unable to advocate for themselves.
- ✓ Facilitating greater consumer participation in health service planning, policy development, and decision-making processes by providing training and guidance to consumers to be effective advocates.

4

Inclusiveness

WE DEMONSTRATE INCLUSIVENESS BY:

- ✓ Valuing our members' knowledge, experience and involvement in our organisation and the consumer movement.
- ✓ Seeking and reflecting diverse perspectives on the experience of care and the planning and design of health services, policies, and systems.
- ✓ Ensuring contributions to HCCA activities can be made online, in person and in a range of other ways and locations to optimise participation.

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





HCCA Strategic Plan 2025-2030



In 2023 – 2024 HCCA undertook a detailed evaluation, consultation and strategic planning process to inform the development of a new strategic plan. The Strategic Plan for 2025-2030 was presented to members at the Annual General Meeting on 18 November 2024.

You can access the Strategic Plan 2025-2040 on HCCA's website in the Publications section or via this link: <https://www.hcca.org.au/publication/strategic-plan-2025-2030/>

This annual report reflects the goals and objectives outlined in the new Strategic Plan 2025-2030.



President's Report



This is my third report as President of Health Care Consumers' Association (HCCA) and, as always, it's a challenge to pull out a few key things to focus on amongst all the wonderful work that has happened throughout the year.

I am happy to be able to report that the organisation remains strong and healthy, and we continue to grow in our capacity to support and advocate for health care consumers in the ACT and surrounding region. The organisation's finances also remain sound, as can be seen from the Treasurer's report.

I would like to thank the members of the Executive Committee (EC) who work diligently together with the Executive Director (ED) to ensure that the organisation remains focussed and relevant. I would like to thank all members of the EC whose contributions and wise counsel greatly supported the work of HCCA and our planning for the future.

As always, our dedicated staff have continued to work effectively with members to deliver strong programs and outcomes. This year has brought some unexpected challenges for our staff, who all had to step up and take on additional responsibilities when the ED needed to take a significant period of unplanned leave. I would like to make special mention of their efforts during this period and thank them for ensuring that the work of the organisation continued as usual during this time.

We have welcomed a number of new members throughout the year, including some from other jurisdictions, who have heard about our work through our involvement in some national projects. Each new member brings their own experiences and skills to our work and contributes to our ability to grow and to influence health service delivery in our community.



Our members are the heart and soul of this organisation. We rely heavily on your input through our internal committees, consumer reference groups and our member forums. I would like to thank all of you for your participation and contribution.

Work in our core programs of consumer representation and health literacy remains strong and are key in our ability to support consumers to be in control of their own health.

There are always new challenges for us to consider as we move forward and there are a couple of significant issues that have been occupying our thoughts and energy this year. The first is our work in contributing to the development of a model of care for the implementation of a Voluntary Assisted Dying (VAD) program in the ACT. The second is around the increasing use of Artificial Intelligence (AI) in health care.

HCCA has had a vital role in chairing the VAD Consumer and Community Consultative Group and ensuring that consumer voices have been heard. Information from this group has contributed to decisions about how the VAD program will be managed, monitored and reviewed over coming years. As the peak consumer representative body in the ACT, it is important that we watch the implementation of VAD carefully to ensure that it is accessible and meets the needs of all consumers.

Together with the ED, the Executive Committee is also keeping a watchful eye on developments in the use of AI in health care. We acknowledge the benefits to be gained from AI, but it is vital that policies and procedures around its use provide security, privacy and protection for consumers' health information. This is a fast-moving area of development and one that will have long-term ramifications for health care into the future. The EC is committed to keeping ourselves informed and prepared to make decisions for how we work with AI tools in a way that best meets the needs of our members and the broader community.

Thank you all again for your ongoing support of HCCA. We continue to seek member input in determining our priorities for action and look forward to working together to advocate for, and support consumer engagement in all levels of the health system in the ACT.

Linda Trompf
President



Executive Director's Report



This has been a successful year for HCCA.

We have a wonderful, dedicated staff team and have settled into a new permanent home at the Chifley Health and Wellbeing Hub. We are still working through how we manage with less space and have ongoing technology issues with hybrid meetings in the new offices. I thank everyone for their patience while we resolve this.

The 2024-2025 year has seen no shortage of significant issues in Canberra's public health care system. This has resulted in a corresponding increase in our advocacy. Access to health care continues to be an issue of concern for consumers, and we regularly hear about the impact of long waiting times for outpatient appointments.

Canberra Health Services recorded surging demand across 2024-2025 that placed critical pressure on the system. Demand has been outpacing funding which prompted an emergency allocation of \$227.3 million to bolster services, primarily to address elective surgery targets and Emergency Department capacity. The increased activity and additional funding injection put pressure on the ACT Budget. The financial strain will be felt for years to come until the National Health Reform Agreement is finalised and leads to increased Federal funding to the ACT Health system.

We also saw a significant change with the transition of Calvary Public Hospital to North Canberra Hospital. This brings all public hospitals within a network of services operated by Canberra Health Services. This is a significant change to the health care landscape.

A few highlights for 2024-2025:

- The Canberra Health Literacy website continues to increase in content and reach. This is a central point for health literacy information, resources, and training for the ACT. It has information and resources for consumers, and for people who work for health and community services. It is actively maintained by HCCA and new material is added in response to consumer needs.
- In 2024 HCCA completed a major evaluation guided by [Collective Action](#). A report summarising the findings of the evaluation outcomes harvest, [Improving health care in the ACT: HCCA's contribution](#), was launched at our Annual General Meeting in November 2024.
- In 2023 HCCA joined with five other organisations to form the Quality Use of Medicines Alliance (the Alliance) (<https://medcast.com.au/qhub/about>,

<https://gum.hcca.org.au/>). In March 2025, HCCA was awarded a three year grant from the Australian Government Department of Health, Disability and Aged Care. This was a second round of grants following on from an initial grant awarded to HCCA under the Quality Use of Diagnostics, Therapeutics and Pathology grants program awarded in September 2023. The purpose of the grant program is to support consumer health literacy and improve the use of medicines in Australia.

- August 2024 saw the opening of Building 5 at Canberra Hospital, home to many critical care services. It was carefully co-designed with input from hospital staff and consumers to address the growing needs of our community. We are very pleased to see consumer input reflected in the building and have had positive feedback from consumers and carers on the difference it makes to their experience of care. We continue to work with the ACT Government on the Health Infrastructure Consumer Reference Group and are involved in the design of the new Northside Hospital.

HCCA's advocacy on the issues that impact people who use health services is informed by systematically seeking an understanding of the experience of consumers using health services in the ACT and region. This is directly reflected in our advocacy and the excellent policy work and research the team does. I want to thank all the people who have contributed to our work this year and enriched our understanding of the issues affecting you.

My thanks to the Executive Committee for their ongoing support and guidance, especially to current President Linda Trompf. The Executive Committee are engaged, informed and committed to supporting the staff team to deliver on the priorities of members.

The staff team are amazing, with impressive skills, experience and capacity to deliver on our commitments. They consistently perform at a high level and their work makes a difference.

This is my last Annual Report as Executive Director. After 18 years I have decided the time is right to hand the reins over to another person and will be stepping down from the role at the end of January 2026. I'm certainly not lost to HCCA or to the consumer movement, there is still lots of change in the health system I want to see. As with many people in the sandwich generation, I need time to honour growing family commitments. It will give me more flexibility to take on consumer rep roles and time to explore other opportunities.

Darlene Cox
Executive Director





Treasurer's Report

Income

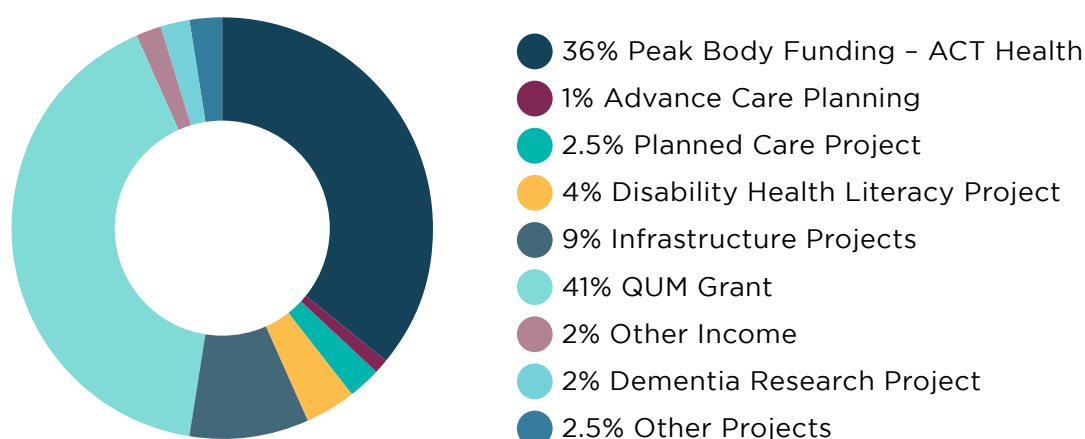
Total income for the 2024-2025 year was \$2,546,074. This represents a 31% increase compared to the 23-24 year (\$1,938,393). The majority of this increase is due to Commonwealth funding for the Quality Use of Medicines project.

The Peak Body Deed of Grant from the ACT Health Directorate (core funding) remains HCCA's main source of operating income, comprising around 36% of total income. In addition to the core funding, HCCA received additional funding from the ACT Health Directorate for a number of projects, including research and Infrastructure Projects.

In August 2023 HCCA received funding from the Commonwealth Department of Health and Aged Care for a two-year Quality Use of Medicines (QUM) project. A second grant under the Quality Use of Medicines grant scheme was received in January 2025 for a second three year project that will run until 2028. In total, the combined funding for Quality Use of Medicines projects represented 41% of HCCA income for the 2024-2025 period. A large proportion of these funds are paid to our consortia partners to support the research, design and development of consumer resources.

The chart below summarises HCCA's income sources.

HCCA Funding Sources in 2024-25



\$2,546,074

Total
Income

\$2,377,880

Expenditure

\$1,134,464

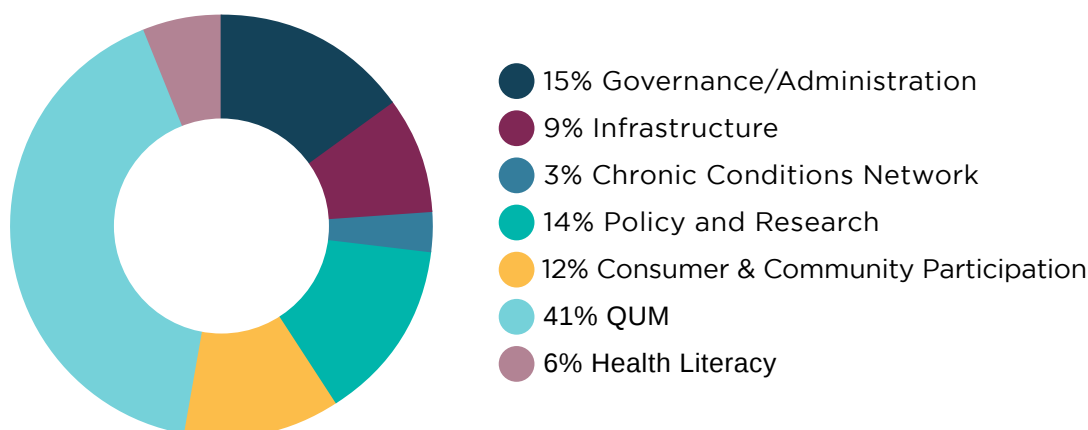
Members'
Equity

Expenditure

Total expenditure for the year was \$2,377,880. This is a 28% increase compared to 2023-24 (\$1,851,620). The bulk of the increase in costs relate to the QUM projects, representing 41% of expenditure.

Work on the QUM projects involves significant resources, as reflected in the proportion of both income and expenditure for this work. The effective delivery of the QUM work relies on the expertise of HCCA's staff and the strength of our partnerships.

Areas in which HCCA spent income 2024-25



HCCA ended the 2024-25 financial year with a surplus of \$168,194.

Assets

Net assets have increased from \$966,270 in 2023-24 to \$1,134,464 in 2024-25. This continues the trend seen over the last 10 years.

A proportion of the net assets are held as reserve funds to cover emergencies and unforeseen operational challenges, such as office fires and relocations. The value of Retained Earnings assets has increased, and the Executive Committee is committed to using these funds to cover work on strategic priorities to support the long-term sustainability of the organisation. This includes work on IT capabilities, such as AI and cybersecurity, and ongoing work to enable us to measure our impact and progress against the Strategic Plan 2025-2030.

Liabilities have also increased from \$466,013 in 2023-34 to \$656,879. A significant proportion of liabilities on the balance sheet relate to grant funds received in advance (i.e. \$442,375 or 69%) for activity in 2025-2026.

In summary, HCCA remains in a strong financial position to continue to deliver on our obligations and advocate on behalf of members, community organisations, and the broader community of the ACT.

Tony Krizan
Treasurer

1

Goal 1

Support consumers to be active in managing their own health.

Health Literacy Program

In 2024-25 we presented to over 408 consumers in 28 sessions.

408

consumers

28

sessions



Our most popular health literacy topics this year were **Navigating the Health System, Managing Your Medicines, Making the Most of Your Appointment** and **Stretching Your Health Dollar**.



HCCA's Chronic Conditions Network ran Managing Your Health sessions on **Gut Health for Overall Health, Caring for Yourself While Caring for Others, Exercising With Chronic Conditions, ADHD and Executive Function in the Workplace** and **Self-Advocacy and Self-Management in Your Health Journey**.

In 2024-25 we ran sessions on **Advance Care Planning** with Canberra Lung Life Support Group, Dementia Australia, the Hospital Research Foundation – Parkinson's ACT and Meridian. These sessions show people with chronic conditions, carers, and people who experience barriers to health care, how to make sure their health care wishes are known in case they can't speak for themselves.

We also shared health literacy resources across our social media channels, websites and YouTube channel so that people can build their knowledge and skills when and where it suits them.

Consumers told us the most useful parts of our sessions were:

“Being able to ask questions in a safe space”

“Finding out about lower cost allied health care options, ongoing blood tests, and community groups like Arthritis ACT”

“How to identify dodgy sources (websites)”

“Having a person who knows so much about the health system and what to do in it and where to go. Having a person who has all the knowledge.”

“I was amazed about the information provided. Made me feel very optimistic”.

Community events

Participation in community events builds trust, makes connections, and helps HCCA to identify issues of concern to multicultural communities to inform our advocacy and drive improved access to appropriate health care for diverse communities.

In 2024-25 we attended a number of community events to share health literacy resources and invite people to get involved in HCCA's work. Over 420 people visited HCCA's stalls at expos this year! Some highlights were:

- Yuma Day (March 2025)
- Reconciliation Day in Commonwealth Park (June 2025)
- COTA ACT's Seniors Expo (September 2024)
- The National Multicultural Festival (February 2025)
- Welcome2Canberra expo hosted by Multicultural Hub Canberra for people who are new to the ACT (August 2024)

Multicultural Communities

In 2024-2025 we have worked to strengthen multicultural community connections and representation at all levels.

This work focuses on linking health services to multicultural communities, empowering consumers, strengthening community knowledge, health literacy and wellbeing.



Using Medicines for Better Health Project

In September 2023 we began work on a new consumer health literacy project, Using Medicines for Better Health, funded under the Australian Government's Quality Use of Diagnostics, Therapeutics and Pathology (QUDTP) Program.

The aim of the project is to develop free information and resources for both consumers and health professionals in areas where we know consumers can experience problems with using medicines safely. In 2023-2025 the work focused on resources for four health topics:



Atopic dermatitis (eczema)



Gout



Antidepressants in Older People



Oral Anticoagulants (blood thinning medication)



WOW! I just watched the eczema care webinar from a couple of weeks ago... It really put me at ease regarding treatments and has refreshed my confidence and clarity in dealing with my daughters' eczema. I'm so grateful for this resource, thank you wonderful team!

(Eczema webinar participant)

In 2025-2028 the project will focus on developing resources for four new topics:

- Antidepressant use in teenagers and young adults
- Menopause
- Secondary Stroke Prevention
- Osteoporosis – preventing secondary fractures

All the resources produced as part of the **Using Medicines for Better Health** project, can be found on the QUM Consumer Hub website: <https://qum.hcca.org.au/>.





Goal 2

Improve the safety and quality of health services.

Consumer and Community Participation

Consumer Representatives Program



36
consumer reps



104
committees



528 hours
preparing for
meetings

805 hours
in meetings

In the 2024-25 period HCCA supported 36 volunteer consumer representatives on 104 committees. Our consumer representatives are involved in a variety of different committees with the ACT Health Directorate, Canberra Health Services, North Canberra Hospital, and other ACT and national bodies.

Consumer Representatives 2024-2025

Adele Lewin
Adele Stevens
Alan Thomas
Ankith Arun Aswath
Ann Lawless
Anthea Kerrison
Arun Aswathanarayana
Beatrice Vann
Carolyn Smith
Darryl O'Donnell
Emma Baldock
Fiona Tito Wheatland

Heather Warfield
Indra Gajanayake
Janine Robertson
Jason Willmot
Jay Moran
Jenny Berrill
John Meyer
Julia Rollings
Julie Veitch
Karen McKernan
Karin Calford
Katrina Muir

Kaye Powell
Keith Willenburg
Linda Trompf
Louise Bannister
Marion Reilly
Mike McCartney
Miriam Pavic
Ravi Krishnamurthy
Russell McGowan
Terri Warner
Vanessa Goss



Organisational Representatives

The following staff represented HCCA on committees: Kathryn Briant, Shivana Chandra, Darlene Cox, Michelle Cullen, Kate Gorman, Jessica Lamb, C Moore, Nadia Owuor, Ivapene Seiuli, Av De Vries, Yelena Minasyan and Darcy Whitmore.

A full list of Consumer and Organisational Representatives and Committees is included in Appendix 1.

Consumer Participation

Consumer Participation Training

HCCA runs free consumer participation training for community members each year. This year, training was offered online on:

- November 2024 (9 attendees)
- March 2025 (10 attendees)

HCCA also presented tailored consumer advocacy training to community organisations to enable members to more effectively represent their communities in systemic advocacy:

- Canberra Lung Life Support Group (April 2025)
- Women With Disabilities ACT (June 2025)

Consumer Participation Committee

The Consumer Participation Committee is made up experienced consumer representatives and advises HCCA on consumer participation issues, consumer representative training, and ways to support and promote consumer participation.

HCCA would like to thank the following members for their work on the Consumer Participation Committee in 2024-25: Sue Andrews (chair), Linda Trompf, Lou Bannister, Miriam Pavic, Yvonne Solly and Ankith Aswath.

Health Worker Training

HCCA staff trained over 150 health workers and students in sessions with Canberra Health Services, the University of Canberra and the Australian Medical Council.

Topics included:



Practical Ways to Support People with Disability



Writing Health Information Everyone Can Understand



Culturally Appropriate Health Care



Health Literacy



Research Highlights



Disability and Health Literacy Project

In 2024-2025 we began a research project funded by ACT Health into disability and health literacy in the ACT. This project explores the strengths and weaknesses in health literacy for people with disability and those that support them.

We interviewed consumer representatives, health services and disability advocates to understand current programs and known issues. We then surveyed 40 people with disability and carers to understand their needs, skills and experiences that contribute to health literacy. We then interviewed and surveyed 19 health workers from a range of settings to understand their knowledge, confidence, enablers and barriers in supporting health literacy of people with disability.

A final report on the findings of the project will be available on the HCCA website in late 2025.

This project was guided by a Project Reference Group that included people with disability, carers, advocates and support workers. They have been invaluable in shaping the research and recommendations and we thank them for their time and expertise.



Consumer participation in research

We continue to advertise, nominate and support consumer representatives on a range of research projects conducted by universities and other research organisations this year. This included participating in advisory groups for research projects and in the governance of research programs.



HCCA has continued to support consumer representation on the ACT Health and Wellbeing Partnership Board's Research Working Group which has focussed on progressing the implementation of the ACT Health Directorate Research Strategic Plan (July 2022).

HCCA provided input and feedback in the development of a toolkit of resources and information for clinician researchers to support them in engaging consumers in research for the CHS Research Strategy 2021-2025. HCCA is also supporting the development of a resource toolkit for consumers involved in research projects.

In preparation for the end of the CHS Research Strategy 2021-2025, the Office of Research and Education set up a Research Advisory Committee in May 2025. The committee will support the evaluation of the current strategy and planning for the next research strategy. Darlene Cox provides consumer representation on this committee.



HCCA also supported the Canberra Health Services Annual Research Meeting (CHARM) which took place in June 2025. This year, HCCA staff and Jonathan Ward from the University of Canberra, co-hosted a workshop designed for researchers on partnering with consumers. HCCA also supported two consumer members on the judging panels for awards for posters and presentations at this year's conference.

Service planning and design



Planned Care

Canberra Health Services (CHS) is working to enhance access to outpatient appointments and elective surgery through the CHS Operations Centre in 2025. This initiative aims to improve coordination and reduce wait times for patients needing planned care. Planned Care includes: outpatient consultations, planned procedural care (including surgery), diagnostic imaging, investigations and planned administration of pharmaceuticals (e.g., infusions). HCCA is supporting consumer representation on the Planned Care Steering Committee.

HCCA has established a Planned Care Consumer Reference Group to ensure a broad range of consumer voices are heard and represented in this work. The group will provide consumer perspectives on issues affecting access to public specialist care in the ACT.

The group is chaired by HCCA. The other members are: Alan Thomas, Mike McCartney, Pat McCabe (ACT TPI), Rebecca Davey (Arthritis ACT), Claire Kolobaric (Carers ACT).



Voluntary Assisted Dying

Ahead of the implementation of the Voluntary Assisted Dying (VAD) scheme in the ACT in November 2025, the ACT Health Directorate has convened the Voluntary Assisted Dying Consumer and Community Consultation Group. The Group will provide input on aspects of the scheme's implementation. HCCA co-chairs this group.

The VAD Consumer and Community Consultation Group has met monthly since the beginning of 2025. Members and their communities review consumer facing documentation and information about the scheme and provide advice about content, language and accessibility. The group has also reviewed the clinical guidelines for VAD in the ACT. HCCA's connections to multicultural communities have been of great value to this work and helped ensure that multicultural community input has been included.



Goal 3

Influence strategic priorities for investment and development of the public health system.

Health Policy Program

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

In 2024-25 we published two key position statements:

1

Health Literacy Position Statement (2025): This Position Statement sets out what Health Literacy means to HCCA and the action we will take to build both individual and environmental health literacy in the ACT. It was endorsed in March 2025.

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

2

Statement of Priorities for the 2025 ACT Election (2025): HCCA's submission to the 2025-26 ACT Budget identified three key domains of health we would like to see prioritised:

- improving consumer access to specific support and **health services**,
- improving the integration of care within the **health system**.
- Support for the **community sector** to meet demand for services.

You can find a copy of this position statement on the HCCA website at:
www.hcca.org.au/publication/submission-to-act-governments-2025-26-budget/

Health Policy Submissions



In 2024-25 HCCA provided comment on strategic and clinical policies at both local and national level. The HCCA Policy Team have worked to include the perspectives of a broad range of community organisations in HCCA's policy responses.

Local submissions: 51

National submissions: 8

A full list of submissions is included in Appendix 2.

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.

Members of the Health Policy Advisory Committee for 2024-25 are: Fiona Tito Wheatland, Indra Gajanayake, Emma Baldock and Shelley McInnis. The Committee met four times during 2024-25.

Chronic Conditions Network

The Chronic Conditions Network (CCN) was launched in May 2023 with the goal of identifying key issues affecting consumers with chronic conditions and strengthening collaboration on advocacy on these issues. The CCN also provides input to HCCA policy submissions.

The Chronic Conditions Network met 10 times during 2024-25 and has had engagement from the following organisations:

- ADDACT
- AFI – Advocacy for Inclusion
- Alcohol Tobacco and Other Drug Association ACT (ATODA)
- Arthritis ACT
- Asthma Australia
- Cancer Council
- Canberra Lung Life Support Group
- Capital Health Network (CHN)
- Carers ACT
- CASPAR – Canberra Autism
- CHS (Canberra Health Services)
- Community Services #1
- Dementia Australia
- Department of Veterans' Affairs
- Diabetes Australia
- Disability Gateway
- Epilepsy ACT
- Feros Care
- Haemochromatosis Australia
- HANDI (Bond University)
- Heart Foundation
- Hepatitis ACT
- Mental Health Community Coalition ACT (MHCN)
- Meridian
- MND Australia
- MND NSW
- Open Arms
- Palliative Care ACT
- Parkinson's ACT
- PLaNS (CHS)
- QENDO Canberra
- RSL
- School Youth Health Nurse – Clinical Nurse Unit (CHS)
- Totally and Permanently Incapacitated Veterans ACT
- Women's Health Matters
- ACT Health and Community Service Directorate



Alongside regular in-person networking which focus on advocacy challenges and project updates, we also facilitated discussion on:

- NDIS – Overlap between health conditions and disability Q & A with Feros Care
- Peer Support Models – A comparative discussion
- Policy Responses – Coordinating across the CCN
- CCN Combined Budget Submission for ACT Budget 2025-26
- HealthPathways – Direct feedback from community organisations.
- Affirming HealthCare Training for the CCN with Meridian

The issues raised by the Network are summarised into broad themes:

- Access and Equity – outpatient services, community health services and allied health.
- Lack of Integration – between ACT health services, community-based health services and primary care.
- Sustainable funding for health advocacy organisations.
- Individual advocacy – lack of individual advocacy services in the ACT and significant unmet need.

In addition to the broad themes collated across the CCN, HCCA have also seen the emergence of key advocacy projects that we have helped to advance. These include:

- Veteran's health and access to primary care,
- Improving health literacy for young people in schools, and
- Assisting CCN organisations to deliver content to their members on health care rights and self-advocacy in the health care system.



Consumer Reference Groups

Consumer Reference Groups bring together members, consumer representatives, and representatives from support groups and health service organisations to inform HCCA's position on health issues of importance to consumers. These groups help ensure consumers shape the health services we use and that health strategies and policies are consumer driven.



Health of Older People Consumer Reference Group

The Health of Older People Consumer Reference Group works to identify and advocate for the health needs of older people in the ACT and surrounding region. The group met five times during the 2024-25 period. Adele Stevens is the chair.

In this period the committee has provided input on:

- Implementation of Voluntary Assisted Dying in the ACT
- Expansion of the CHS Rapid Assessment of the Deteriorating Aged at Risk (RADAR) Model of Care
- Emergency Department Geriatric Streaming
- Quality Use of Medicines Project: Antidepressant Use
- HCCA Project on experiences of older adults living with dementia in accessing care while living in residential aged care (RAC).



Quality and Safety Consumer Reference Group

The Quality and Safety Consumer Reference Group is made up of consumer representatives who sit on quality and safety committees across the health system. It is chaired by an HCCA staff member. The Group met five times throughout the 2024-25 period.

This group meets to:

- explore quality and safety issues in health care
- provide consumer input on quality and safety issues and related projects
- inform HCCA advocacy work.

The Quality and Safety Consumer Reference Group members are a key resource for HCCA in seeking consumer input into policy submissions.

In addition to steady policy input and participation in opportunities through the year, in this period the group's meetings have focussed on and provided input to the:

- ACTHD Clinical Systems Governance Framework and Committee
- CHS Incident Management (Clinical) Policy and Procedure
- ACT Health Service Data Dashboard
- Canberra Health Service Planned Care Project
- Accreditation of Canberra Health Services

Health Infrastructure

HCCA has been actively involved in the design of health infrastructure in the ACT since 2008. Over this time, HCCA has built considerable knowledge and expertise in consumer centred health facility design. We have expertise in articulating and advocating for consumer priorities in health infrastructure.

Consumer participation in health infrastructure design improves the way health facilities meet consumer needs.

In this period, HCCA has contributed consumer advice to Canberra Health Services projects such as the:

- Acute Palliative Care Ward at Canberra Hospital.
- Endoscopy Expansion project
- ACT Pathology, Expansion project (Building 10)

HCCA has also provided advice on:

- [North Canberra Hospital Emergency Department Improvements](#) – October 2024
- [Coombs Health Centre Paediatric Expansion](#) – November 2024
- [All Gender Facilities](#) – March 2025
- [Consumer Journey Mapping](#) – April 2025

In 2025 HCCA launched our [Health Infrastructure webpage](#). This page serves as a central hub for both consumers and health professionals, providing consumer advice on current and past infrastructure projects that HCCA has been involved in. It is a resource for infrastructure project teams and consumer representatives. It includes HCCA advice submissions, reports and other recommended resources.

Canberra Hospital

The new Critical Services Building (Building 5) in the Canberra Hospital campus opened in August 2024. Some of our members and community colleagues who had contributed to design work were able to see the results of their input in the final design. Consumer input led by HCCA contributed to a design that significantly improves the hospital's accessibility and functionality for both consumers and carers. Feedback from staff and consumers has been very positive and highlights the importance of placing consumer needs at the centre of hospital design.

In the second half of 2024 HCCA conducted a First Impressions Assessment in partnership with CHS to evaluate and improve wayfinding experiences at CHS facilities. This project has been adapted and run by HCCA over many years to assess the accessibility and wayfinding of health infrastructure in the ACT. Projects like this not only identify ways to improve wayfinding at health care facilities, they also build consumers' skills and understanding of health infrastructure, and inform the advice that we can provide for projects such as the Northside Hospital.

North Canberra Hospital

The North Canberra Hospital is currently in the planning and early design stage. In February 2025 HCCA staff and members participated in a workshop run by Infrastructure Canberra (ICBR) to identify consumer priorities for the North Canberra Hospital. HCCA has prepared an advice paper outlining consumer needs and practical design principles and features for consumer spaces in the Northside Hospital. This advice paper is now available on our [website](#).

Health Infrastructure Consumer Reference Group

In 2023, HCCA worked with the ACT Health Directorate to establish the Territory Health Infrastructure Consumer Reference Group (HICRG). This year, the group discussed topics such as signage, wayfinding and consumer journey mapping, specifically for North Canberra Hospital and community health centres. HCCA co-chairs this group.



4

Goal 4

Our members, staff and stakeholders regard HCCA as a strong and responsive organisation.

HCCA Members

In 2024-2025 HCCA had 191 individual and 22 organisational members.

191

Individual
members

22

Organisational
members

Partnerships

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

- ACT Council of Social Services (ACTCOSS)
- ACT Deafness Resource Centre
- ACT Disability, Aged and Carer Advocacy Service (ADACAS)
- ACT Down Syndrome Association
- ACT Lymphoedema Support Group
- ACT Mental Health Consumer Network
- Advocacy for Inclusion incorporating People with Disabilities ACT
- Alcohol, Tobacco and Other Drug Association (ATODA)
- Arthritis Australia
- Asthma Australia
- Australian Catholic University
- Australian National University
- Bosom Buddies ACT
- Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)
- Canberra Autism Spectrum Parents and Relatives Group
- Canberra Legacy
- Canberra Lung Life Support Group

- Canberra Multicultural Community Forum
- Canberra and Queanbeyan Attention Deficit Support Group
- Canberra Region Kidney Support Group
- Cancer Council ACT
- Carers ACT
- Capital Health Network
- Community Medics Australia Ltd
- Companion House
- Council of the Ageing (COTA) ACT
- Council of Australian Therapeutic Advisory Groups (CATAG)
- Dementia Australia
- Diabetes Australia
- Eczema Support Australia
- Epilepsy ACT
- Haemochromatosis Australia
- Hearts4heart
- Heart Support Australia
- Hepatitis ACT
- Huntingtons NSW/ACT
- Medcast
- Mental Health Community Coalition ACT (MHCC)
- Mental Illness Education ACT (MieACT)
- Meridian (formerly AIDS Action Council ACT)
- mHub - Multicultural Hub
- Motor Neurone Disease NSW
- Pain Support ACT (Arthritis ACT)
- Palliative Care ACT
- Parkinson's ACT (Hospital Research Group)
- Public Health Association of Australia
- QUM Connect
- RSI and Overuse Injury Association ACT
- Safe Haven (Stride Mental Health)
- SATB2 Connect
- Self Help Organisations United Together (SHOUT)
- Sexual Health and Family Planning ACT
- Stella Bella Little Stars Foundation
- Stroke Foundation (Hospital Research Group)
- The Heart Foundation - ACT
- Think Mental Health - Head 2 Health
- University of Canberra
- Women with Disabilities ACT
- Women's Health Matters
- Youth Coalition of the ACT

ACT Government

- ACT Human Rights Commission
- Canberra Health Services
- Community Services Directorate
- Health Directorate
- Office for Mental Health and Wellbeing



Relationship Brokering

A key role for peak bodies is to connect others to progress shared advocacy. HCCA is increasingly working as a relationship broker to connect parts of the health system and community organisations. It is an important part of our work as a peak body to link and support different organisations to understand and work together.

In 2024-2025 this included:

- Supporting small advocacy and community organisations, in particular those representing people with disability, to contribute to the ACT Health Directorate's work to implement the ACT Voluntary Assisted Dying scheme.
- Connecting the Capital Health Network with organisations representing veterans to raise issues veterans can experience accessing primary care in the ACT.
- Convening and hosting meetings between community advocacy groups and Canberra Health Service staff to strengthen current projects and issues.
 - o CHS Home Visit Risk Assessment Tool (in response to the Work Safe ACT restrictions)
 - o Sub-Acute patients stream who are awaiting placement in residential aged care.

These meetings have helped both Canberra Health Service executives and community organisation staff to:

- Gain a deeper understanding of constraints, challenges and opportunities,
- Identify ways of working and opportunities to collaborate,
- Form closer connections to support future advice and collaboration,
- Gain a greater understanding of the role community organisations play and the health and well-being support services they provide, and
- Receive advice from community sector experts to support project improvement.

HCCA's role has been to convene these discussions, facilitate and record the outcomes, circulate advice papers and summaries, and follow up to see how our feedback was used, what outcomes were achieved, and to continue strengthening the partnerships.



"It will be great to work with all of these advocacy agencies to avail us of their expertise and ensure that we build optimal processes that support patients when they are vulnerable, and that we achieve optimal outcomes."

Thanks again to HCCA for taking this lead".

*CHS Staff Member,
CHS Integrated Operations Centre*



Executive Committee

The Executive Committee is responsible for the governance, financial and risk management, and strategic direction of the organisation in accordance with the Constitution of the Association. 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 2025-2030.

Executive Committee Members for 2024-2025:

President: Linda Trompf – re-elected November 2024

Vice President: Dean Hewson – until November 2024
Karin Calford – elected November 2024

Treasurer: Tony Krizan

Other EC Members:

Emma Baldock

Karen McKernan

Izzy Moss

Retiring EC members:

Bea Vann – six year term ended November 2024

Dean Hewson – four year term ended November 2024

Peta Harbour – resigned November 2024

New EC Members elected at the 2024 Annual General Meeting:

Miriam Pavic

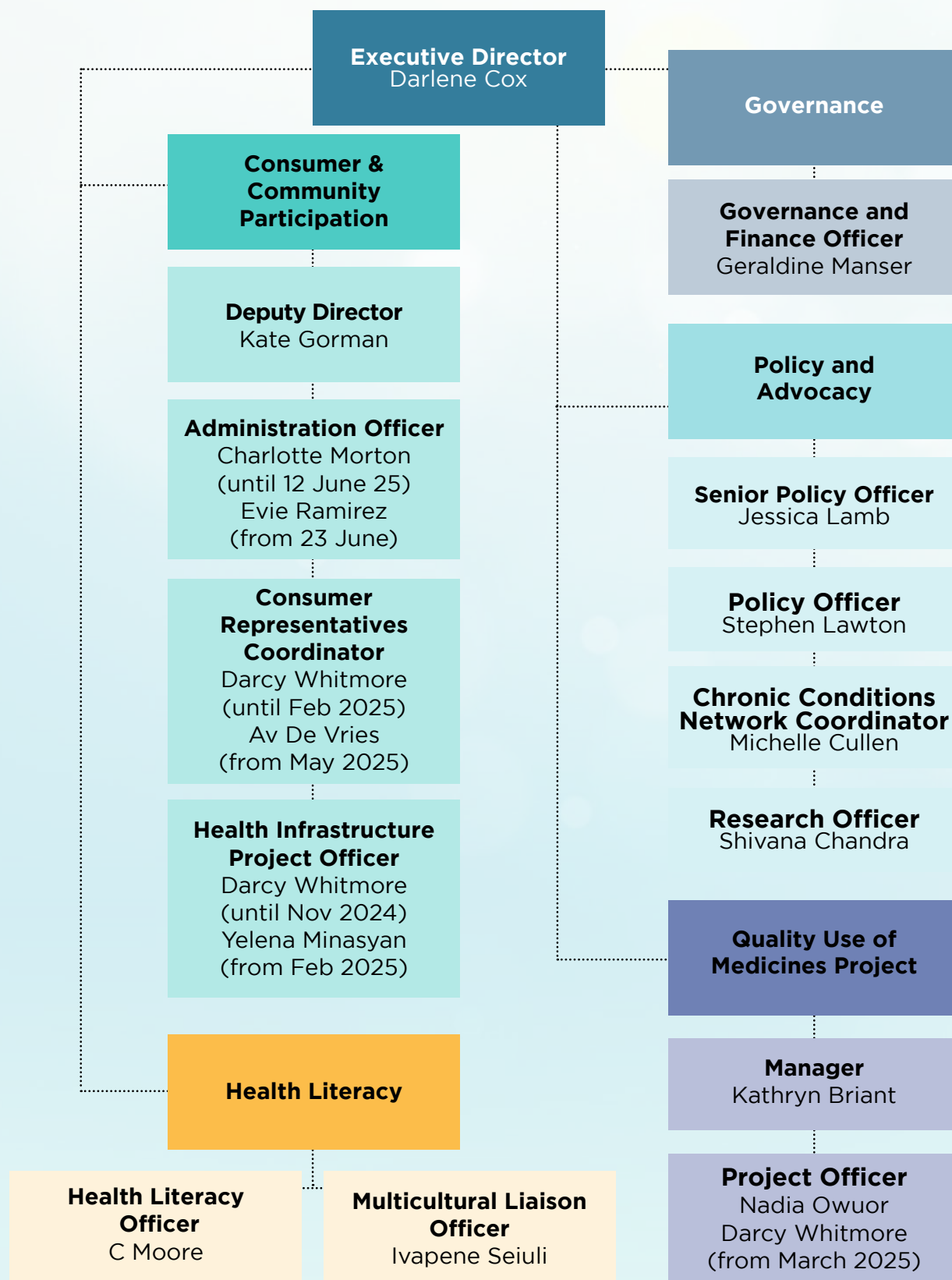
Keith Willenberg

Jo Bothroyd – to fill casual vacancy

Full biographies of the EC are available on the HCCA website at
www.hcca.org.au/about/executive-committee/

HCCA Organisational Chart 2024- 2025

As at 30 June 2025



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/

Our newsletter, Consumer Bites, is the main form of communication with our membership and networks. HCCA published 23 issues in 2024-2025. We had 549 subscribers in 2024-25.

23 Issues

549 Subscribers
compared to 542 in 2023

HCCA Website

www.hcca.org.au

In 2024-25 our website had:

36,240 page views
compared to 25,281
in 2023-24

22,969 sessions
compared to 14,863
in 2023-24

22,494 users
compared to 9,518
in 2023-24

Canberra Health Literacy website

<https://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 2024-25 the Canberra Health Literacy website had:

27,220 page views
compared to 27,824 in
2023-24

24,239 sessions
compared to 24,794
in 2023-24

17,231 users
compare to 17,516 in
2023-24

QUM Hub

<https://qum.hcca.org.au/>

In 2024-2025 the QUM Hub

8000+ visits

provided 31 new consumer resources



Facebook

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

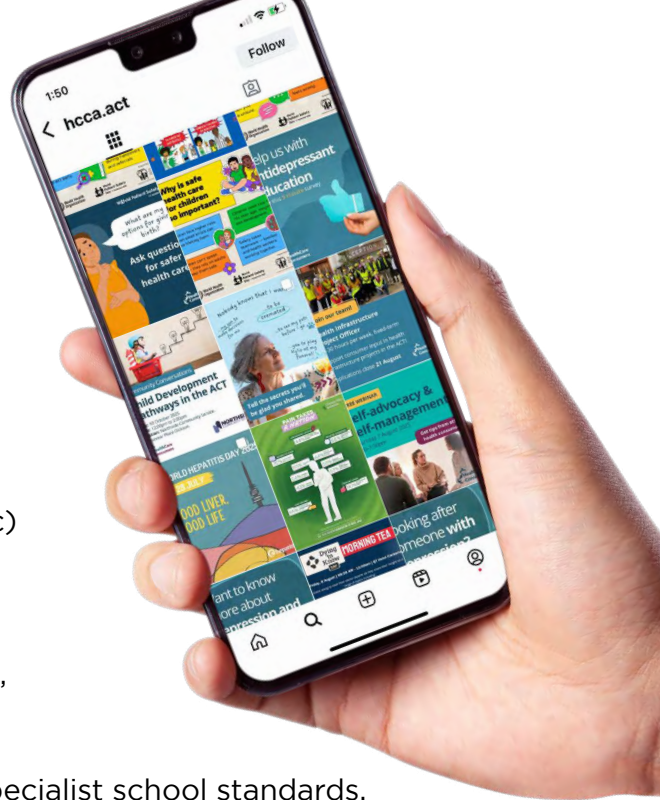
In 2023-24 we reached 1,202 followers, up from 1,153 in 2023-24.

We had 2.1k people visit our page, compared to 2.9k in 2023-24. This year we reached 45.6k (10.5k organic) people compared to 17.6k in 2023-34.

Our most popular posts this year were:

- Quality Use of Medicines Antidepressant resources,
- Managing Your Health Seminar series,
- Disability Health Literacy project survey
- Consultation on the Australian Medical Council's specialist school standards.

Reach 45.6k



Instagram

[@hcca.act](https://www.instagram.com/hcca.act)

We have 102 followers, compared to 73 in 2023-24.

We reached 4k people compared to just 80 when we started last year!

102 followers

Reach 4k



YouTube

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

In 2024-25 we published 9 videos publicly and gained 11 subscribers.

We had 836 views compared to 685 in 2023-24 and our viewers watched 81 hours altogether.

We had 9.7k impressions compared to 4.9k impressions in 2023-24. (Impressions are the number of times our videos were shown or recommended to viewers).

9.7k impressions

81 Watch Hours

Appendix 1:

List of Consumer and Organisational Representative Positions 2024-2025

In the 2024-25 period HCCA supported 36 volunteer consumer representatives and 12 staff on 104 committees. Our consumer representatives are involved in a variety of different committees with the ACT Health Directorate, Canberra Health Services, and other ACT and national bodies.

36

volunteer
consumer
representatives

12

staff

104

committees

ACT Government Health Directorate

Committee	Consumer/ Staff (*) Representative
ACT Clinical Systems Governance Committee	Linda Trompf Vanessa Goss
ACT Disability Health Reference Group	Louise Bannister C Moore*
ACT Health Research Working Group	Shivana Chandra*
ACT Palliative Care Governance Committee	Adele Stevens

ACT Palliative Care Operations Management Committee	C Moore*
Behavioural and Psychological Symptoms of Dementia Health Advisory Network	Carolyn Smith Shivana Chandra*
Canberra Script Stakeholder Engagement Group	Jessica Lamb*
CHARM 2025 Advisory Committee	Shivana Chandra*
Community Health Infrastructure Project PCG	Darcy Whitmore*
DHR Consumer Experience Advisory Board	Jessica Lamb* Michelle Cullen* C Moore*
Health Technology Advisory Committee	Keith Willenburg
Maternity in Focus Advisory Group	Jessica Lamb*
Medical and Dental Appointment Advisory Committee (MDAAC)	Linda Trompf
NGO Leadership Group	Jessica Lamb*
Nursing and Midwifery Leaders Network	Vanessa Goss
Nursing and Midwifery - Towards a Safer Culture Steering Committee	Heather Warfield
Primary Care Pilot Working Group	Shivana Chandra*
Territory Wide Health Infrastructure Consumer Reference Group	Ankith Arun Aswath Julia Rollings Louise Bannister Darcy Whitmore* Kate Gorman* Yelena Minasyan*
Voluntary Assisted Dying Community and Consumer Committee	Kate Gorman* Jessica Lamb*

Canberra Health Services

Committee	Consumer/ Staff (*) Representative
ACT Equipment Loans Scheme Advisory Committee	Marion Reilly
ACT Pathology Project Control Group	Miriam Pavic Darcy Whitmore*
Acute Palliative Care Project, Project Control Group	Adele Stevens Darcy Whitmore* Yelena Minasyan*
Advanced Life Support Training Working Group	Adele Lewin
Allied Health Directors Lead Forum	Michelle Cullen*
Allied Health Professional Lead Committee	Michelle Cullen*
Ambulatory Care Unit Design Standards Document Review NSW	Miriam Pavic
Arts in Health Advisory Group	Katrina Muir
Breast Screen Quality Committee	Louise Bannister
Breast Screen ACT Reference Group	Louise Bannister
Cancer and Ambulatory Support Clinical Governance Committee	Indra Gajanayake
Cancer Consumer Reference Group	Anthea Kerrison Carolyn Smith
Clinical Ethics Committee	Terri Warner Karen McKernan
Clinical Learning and Teaching Strategy Implementation Steering Group	Shivana Chandra*
Clinical Review Committee	Fiona Tito Wheatland

Community Care Program Clinical Governance Committee	Ann Lawless
Consumer and Carer Committee	Kate Gorman* Michelle Cullen* Ivapene Seiuli*
Consumer Handout Committee	Adele Lewin Heather Warfield John Meyer Ivapene Seiuli*
Delirium Clinical Care Standard Implementation Group	Beatrice Vann
Dental Consumer Reference Group	Darcy Whitmore* Ivapene Seiuli* Kate Gorman*
Disability Action and Inclusion Plan Implementation Steering Group	C Moore*
Division of Allied Health Quality and Safety Committee	Adele Lewin
End of Life and Palliative Care Consumer Reference Group	Adele Stevens
Expanding Endoscopy Project Control Group	Yelena Minasyan* Darcy Whitmore*
Food Service Model Project Control Group	Darcy Whitmore*
Food Services HACCP Training and Quality Meeting	Av De Vries* Ivapene Seiuli* Yelena Minasyan* (proxy)
Getting Ready Project, (Voluntary Assisted Dying)	Indra Gajanayake C Moore*
Maternity Quality and Safety Committee	Miriam Pavic
Medication Safety Committee (NCH)	Shivana Chandra*
Medication Safety Committee (NSQHS Standard)	Kathryn Briant*
Nuclear Medicine Imaging project	Jason Willmot

Oral Health Services Clinical Governance Committee	Linda Trompf
Paediatric Quality and Safety Committee	Julia Rollings
Partnering with Consumers Committee (NCH)	Darlene Cox* Ivapene Seiuli*
Partnering with Consumers Documents Working Group	Av De Vries*
Pathology Governance Committee	Miriam Pavic
Planned Care Steering Committee	Shivana Chandra* Darlene Cox* (proxy)
Policy Document Review Panel	Darryl O'Donnell
Pre-Analytical Pathology Working Group	Miriam Pavic
Rehabilitation Aged and Community Services Quality and Safety Committee	Louise Bannister Kate Gorman*(proxy)
Reasonable Adjustments Working Group	C Moore*
Recognising and Responding to Acute Deterioration Committee	Adele Lewin
Research Advisory Committee	Shivana Chandra* (proxy)
Research Strategy Working Group	Shivana Chandra*
Standard 7 Blood Management (NSQHS Standard)	Linda Trompf
Strategic Advisory Committee	Alan Thomas
Women Youth and Children Community-Consumer Consultative Committee	Jessica Lamb*
Women Youth and Children Clinical Governance committee	Jessica Lamb* Michelle Cullen*

Education Directorate

Committee	Consumer/ Staff (*) Representative
Disability Education Reference Group	Michelle Cullen*

Justice and Community Safety Directorate

Committee	Consumer/ Staff (*) Representative
ACT Ambulance Service Consumer Advisory Group	C Moore*

ACT Community Organisations

Committee	Consumer/ Staff (*) Representative
ACT Council of Social Service (ACTCOSS)	Disability and Carer Policy Group C Moore*
Lung Life	Chronic Obstructive Pulmonary Disease (COPD) Reference Group Kaye Powell
Red Cross	Humanitarian Settlement Program Network Ivapene Seiuli*
Sleep Apnoea Association	Sleep Apnoea Association Committee Kaye Powell

ACT Organisations (other)

Capital Health Network

Committee	Consumer/ Staff (*) Representative
HealthPathways Governance Committee	Kathryn Briant*
ACT/NSW GP Workforce Planning and Prioritisation Program	Kathryn Briant*
Clinical Advisory Council	Kate Gorman*
Community Advisory Council	Michelle Cullen* Av De Vries*
Primary Care Emergency Response Committee	Jessica Lamb*

Canberra Imaging Group

Committee	Consumer/ Staff (*) Representative
Clinical Risk and Audit Committee	Arun Aswathanarayana

Educational Institutions and Collaborations

Australian National University

Committee	Consumer/ Staff (*) Representative
Medical Program Advisory Board	Jay Moran
Out-of-Pocket Costs Project Advisory Board	Julie Veitch Nadia Owuor*
Telehealth in Primary Care project	Mike McCartney
Rapid Easy, Objective, Visual Field Testing to Fight Eye & Brain Diseases.	Mike McCartney
Royal Australian College of General Practitioners Education Research Grant Advisory Group	Janine Robertson

University of Canberra

Committee	Consumer/ Staff (*) Representative
Active Beginnings Project Co-design Group	Ivapene Seiuli*
Active Beginnings Working Group	Ivapene Seiuli*
Clinical Research Rehabilitation and Translation Research Community Partnerships Group	Mike McCartney
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 (Joined with University of Wollongong)	Beatrice Vann

HEAL Health Systems Resilience and Sustainability (HSRAS) Theme Committee	Darlene Cox*
HEAL Innovation Fund 2024 Committee	Darlene Cox*
HealthANSWERS Partners Council	Shivana Chandra* (proxy)
Consumer Research Group	Linda Trompf

Canberra Region Medical Education Council

Committee	Consumer/ Staff (*) Representative
Canberra Region Medical Education Council Accreditation Committee Meetings (CRMEC)	Emma Baldock

Wiser Healthcare

Committee	Consumer/ Staff (*) Representative
Consumer Reference Group	Karin Calford

National/ International Organisations

Australasian Health Infrastructure Alliance

Committee	Consumer/ Staff (*) Representative
Australasian Health Facility Guidelines Ambulatory Care Unit and Community Health Review	Ravi Krishnamurthy Kate Gorman*

Australian Commission on Safety and Quality in Health Care (ACSQHC)

Committee	Consumer/ Staff (*) Representative
Environmental Sustainability Standards	Darlene Cox
National Safety and Quality Primary Healthcare Standards Steering Committee	Darlene Cox

Australian Digital Health Agency

Committee	Consumer/ Staff (*) Representative
Faster access to diagnostic imaging and pathology reports in My Health Record – Clinical Reference Group	Darlene Cox

Australian Pharmacy Council

Committee	Consumer/ Staff (*) Representative
Accreditation Committee	Fiona Tito-Wheatland

BMJ / IHI

Committee	Consumer/ Staff (*) Representative
International Forum on Quality and Safety in Healthcare: Canberra 2025 - Local Programme Advisory Committee	Kate Gorman*

Consumers' Health Forum

Committee	Consumer/ Staff (*) Representative
National QUM Health Literacy Roadmap Steering Committee	Kathryn Briant*

National Health and Medical Research Council

Committee	Consumer/ Staff (*) Representative
Partnership Governance Committee	Jenny Berrill

Appendix 2:

Policy Submissions or Input

Local

ACT Health Directorate

- Guideline for Engaging Lived and Living experience in Policy and Project Co-Production
- Stepped Continuum of Care Perinatal Mental Health
- Senate inquiry into Health Legislation Amendment (Modernising My Health Record—Sharing by Default) Bill 2024 [Provisions]
- ACT Health Emergency Sub-Plan
- Draft Virtual Care Strategy
- Nurse Practitioner Legislative and Regulatory Reforms
- VAD Clinical Guidelines

ACT Legislative Assembly Inquiries

- Burrangiri Closure

Canberra Health Services

- Tucka Talk (child nutrition) Resources
- Exceptional Care Framework
- GP Hospital Access and Sharing of Clinical Information
- Occupational Violence Action Plan
- Co-design Approach
- Partnering with Consumers in Research
- Communication and the DHR
- Consumer Privacy Policy
- Advanced Care Planning for Adults
- Children's Hearing Service Clinical Practice Standards and Guidelines
- Voluntary Assisted Dying Model of Care
- Falls Management and Prevention Procedure

- Providing Care After Death
- Consumer Handout: Funeral Directors
- Consumer, Carer & Community Representative Reimbursement Procedure
- Patient Identification and Matching Procedure
- Cognitive Impairment (Delirium and Dementia) and Deteriorating Mental State – Adult Procedure
- Justice Health Services Model of Service
- Intimate Body Care Procedure
- Clinical Incident Management Policy & Procedure
- Abortion Care
- School Youth Health Nurse Individual Consultation Procedure
- MHJHADS Safety Plan
- Consumer Compensation Claims Procedure
- Partnering with Consumers and Carers Policy
- Recognising and Responding to Physiological and Mental State Deterioration Guideline
- MHJHADS Sharing Information with Carers - Mental Health Adult Inpatient Units Procedure
- Rapid Assessment of the Deteriorating Aged at Risk - Model of Care
- Supporting the Lived Experience (Peer) Workforce in the MHJHADS Division to Thrive
- End of Life and Palliative Care for Detainees at Alexander Maconochie Centre
- ACT Public Maternity Services Model of Service
- NCH Business Plan
- Neonatal Resuscitation and Airway Management Guideline
- CAMHS Choice and Partnership Program
- Volunteer Policy
- Occupational Violence Procedure
- Justice Health Services: Alexander Maconochie Centre Operational Procedure
- Acute Palliative Care Unit Model of Care
- Alcohol & Drug Services Diversion and Therapy Services Operational Procedure
- Home Visit Risk Assessment Tool

ACT – Other

- ACT Government Budget 2025-2026 Submission
- ACT Election Priorities Statement
- Infrastructure Canberra: Northside Hospital

National

Australian Commission on Safety and Quality in Health Care

- Consumer Factsheet: IV Fluid Supply Shortage
- Digital Mental Health Modules for Community Organisations

Ahpra

- Ahpra - Professional capabilities for registered paramedics
- Ahpra Guidelines for Pharmacists: safe provision of pharmacy services including medicines and advice

Department of Health and Aged Care

- Medicare Safety Net Reform

Other

- National Construction Code: All Gender Bathrooms
- Consumers Health Forum Election Manifesto
- Australian Institute of Health and Welfare Health System Performance Framework



Photo Credits

Page	Photo
Page 6	C Moore presenting at Advance Care Planning Week Event, March 2025
Page 7	Members of the EC at the AGM November 2024. L-R: Keith Willenberg, Jo Bothroyd, Karin Calford (Vice President), Emma Baldoc, Linda Trompf (President), Miriam Pavic, Darlene Cox (Executive Director)
Page 9	Michiko Dowling (Hepatitis ACT), Kathryn Birant, Linda Trompf, Karin Calford at Parliament House launch of Coalition for Preventative Health Funding, November 2024
Page 16	Darcy Whitmore, Ivapene Seiuli, C Moore at National Multicultural Festival, February 2025
Page 18	Clockwise from top: Members of Ministerial Advisory Council for Multiculturalism, Ivapene Seiuli, Zakia Patel (mHub), Shanty R, Chief Minister Andrew Barr, Chin Wong, Sukriti K. at Diwali Celebration, November 2024 Caitlin (Yerrabi), Ivapene Seiuli at Yuma Day Celebration, March 2025 Ivapene Seiuli, Mohammed, Ali, Madhumita, Majica, Osma at Welcome to Canberra Expo, August 2024 HCCA Staff team Darcy Whitmore, Michelle Cullen, Shivana Chandra, Nadia Owuor, Ivapene Seiuli at COTA Seniors Expo, September 2024
Page 20	C Moore presenting at Advance Care Planning Week Event, March 2025
Page 22	Alison Coughlan (Health Consumer Centre, Vic), Ann Maree Liddy (Board Chair, Health Consumers QLD), Clare Mullen (Health Consumers Council WA), Dr Susannah Morris (University of Melbourne), Jessica Lamb, Kathryn Briant at Value Based Health Care Congress, May 2025
Page 24	Ivapene Seiuli, Paul McLauchlan (CHS), C Moore, Tom Roberts (CHS), Yelena Minasyan, Adele Stevens, new Acute Palliative Care Ward, April 2025
Page 27	Chronic Conditions Network Meeting, November 2024
Page 28	Chronic Conditions Network Meeting, May 2025
Page 31	Alan Thomas, Kate Gorman, Building 5 tour, September 2024
Page 33	Yelena Minasyan, Kate Gorman, C Moore, Av De Vries, Rani (CHS), Ivapene Seiuli, Megan (CHS) North Canberra Hospital Emergency Department tour, May 2025
Page 35	Clockwise from top: Darlene Cox, Emma Davison MLA, Leanne Castley MLA, Minister Rachael Stephen-Smith MLA, ACT Election Forum, July 2024 Keith Willenberg and Darlene Cox, AGM, November 2024. Jenny Berrill and Kate Gorman, AGM, November 2024 Shelley McInnes and Bea Vann, AGM, November 2024 Heather Warfield and Emma Baldock, AGM, November 2024 Joanne Baumgartner and Indra Gajanayake, AGM, November 2024 Mike McCartney, Ravi Krishnamurthy, Ivapene Seiuli, AGM, November 2024
Page 53	Yelena Minasyan, Kate Gorman, Maria (CHS), Ivapene Seiuli, University of Canberra Hospital tour, May 2025





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