

# Consumers Shaping Health

**CHF**  
Consumers Health  
Forum OF Australia



News and views on health consumer issues - June 2020



## The call of Uluru - Nothing About Us Without Us

The thread that flowed through our [Not Going Viral webinar](#) last week on the response to COVID was “Nothing About Us Without Us.”

It’s a saying that goes back several decades conveying the right of health consumers to be informed and to have a say in their health care.

The words are also particularly applicable when thinking about another foundational issue: Parliament’s response to the Uluru Statement from the Heart

At this time we mark the third anniversary of the creation of the [Uluru Statement](#) calling for First Nations Peoples to have a voice in the Australian Constitution about laws affecting their lives.

CHF has previously called on the Prime Minister and Australian Parliament to act on this call and to move on genuine consultation and partnership with First Nations Peoples. All Australians must have the right to a say over their affairs, surely nowhere more vital than in health decision-making given the shameful gap in outcomes.

The weak response of many of our national leaders however has been to sideline the Uluru Statement appeal as all too hard.

Yet we live in times of remarkable change to otherwise embedded institutions made possible and even logical by the catalyst of COVID-19.

In recent days the Federal, state and territory governments have shown a preparedness to accept a watershed reform with the formal creation of the National

Cabinet to replace the Council of Australian Governments.

The concept of leaders from different Australian governments coming together as they have would in other times have seemed improbable.

Indigenous reconciliation has been declared part of the agenda of this new structure -- particularly closing the gap.

Might it not be possible for this “completely new system” as the Prime Minister has described it, to reinvigorate the discussions on the Uluru Statement. The streamlining of more direct and frequent meetings and easing of communications through “telepresence” can be the stimulus to wiser, more effective thinking and action on this reform.

After more than two centuries of often ineffectual, counterproductive and inhumane government policies concerning First Nation Peoples, now is the time for our leaders to consider the idea of Nothing About Us Without Us.

The improbable can be possible.

**Leanne Wells**

Chief Executive Officer

## News and Resources

### Patient Forum - Continuity of Care Collaboration

The Continuity of Care Collaboration (CCC) is an Australian-first national communication collaboration of over 30+ Peak Bodies, Industry and Healthcare Organisations coming together to stress the importance for people to continue monitoring their health and maintaining their regular medical care.

We will also be sharing the results of the CCC consumer survey - so will be a great meeting - don't miss it!

The CCC Forum will discuss:

- What is the collaboration? How did it come about? – John Crothers (Pathology Awareness Australia)
- Why is the collaboration so important? - Dr Harry Nespolon (RACGP)
- What are the seven critical areas of focus and how do we need to pivot on the ‘road-out’? - Liz De Somer (Medicines Australia)
- Consumer Survey results – what have we learnt so far? - Leanne Wells (Consumer Health Forum)
- The patient perspective – what has been some of the challenges during COVID-19 and how have you overcome them? - Jessica Bean (Patient Voice Initiative)
- Q&A session  
Panellists for our Q&A will also include other members of the CCC..

Date: Friday 12 June 2020  
Time: 12:30 - 1:30 PM (AEST)

Register by: Thursday 11 June, 2020

REGISTER



We invite you to join our HCO webcast  
**Navigating COVID-19  
and Beyond**

**Date: Wednesday 10 June 2020**  
**Time: 1.00pm – 2.00pm AEST**

### **Medicines Australia webcast - Managing in a crisis**

The COVID-19 health crisis has impacted everyone. Health Consumer Organisations serving as a lifeline to the Australian patient community are feeling additional impacts, with their service delivery needs escalating as vulnerable patient populations call for help and guidance, while income from donations and fundraising stall.

In response, Medicines Australia, with funding from member companies, has commissioned PwC Australia to develop Navigating COVID-19 & Beyond, a series of tailored, interactive webcasts to help you navigate this challenging time, steering your organisations through COVID-19 and on to the 'new normal' of recovery.

Navigating COVID-19 & Beyond will provide you with direct access to PwC's specialists and other subject matter experts who will share their expertise in areas that are important to you including:

- Health sector implications - including likely consequences and risks for the community
- Fundraising in a COVID-19 environment
- Financial management and cash flow forecasting
- Transitioning staff back into the workplace and wellbeing issues

There will also be ample time for you to ask your questions to the panel of experts.

The first webcast of the series is 'Managing in a Crisis'. Please feel free to pass this invitation to other people within your organisation.

Date: Wednesday 10 June 2020  
Time: 1.00pm – 2.00pm AEST

REGISTER



### Emergency medicine consumer survey

Lived Experience Australia is the representational organisation for mental health consumers and carers. We know that mental illness can bring loneliness, family disconnection, and difficulties getting through, but at the moment things are particularly difficult as we are required to change the way we go about many of our usual activities and contact with others.

As such, Lived Experience Australia is bringing our mental health community together in a sense of belonging, to learn and share ideas and offer support to each other during this time by facilitating fortnightly zoom webinars, at least until the end of June. Each webinar is recorded for later viewing.

These are run on a Wednesday of each fortnight, at 2.00pm EST.

[REGISTER OR VIEW PAST WEBINARS](#)



# EMER

Emergency Medicine Events Register

### Emergency medicine consumer survey

The Australasian College for Emergency Medicine is seeking reports from consumers on their experiences at hospital emergency department services during the COVID-19 pandemic.

The College has an anonymous incident reporting database called Emergency Medicine Events Register (EMER), to ascertain why things go wrong in emergency departments, and will use the information for quality improvement initiatives.

The survey will ask consumers/patients to report their experiences when they or someone they know, were in the emergency department.

[COMPLETE THE SURVEY](#)

[Webinar replays](#)



### Not going viral

Hear the discussion with the doctors at the centre of the national effort: Deputy Chief Medical Officers, Professor Michael Kidd & Dr Nick Coatsworth .....

RECORDED: 26 MAY 2020

[WATCH THE REPLAY](#)



### The National Health Information Strategy

What impact could events like COVID-19 have on Australia's future health information strategy?

Hear ABC Coronacast's Dr Norman Swan and others talk on this, and more ..... RECORDED: 24 APR 2020

[WATCH THE REPLAY](#)



### COVID-19 Telehealth in Primary Care

Want to know more about telehealth in the age of COVID-19? This CHF-hosted webinar features representatives nominated by some of Australia's key healthcare peaks. ....

RECORDED: 8 MAY 2020

[WATCH THE REPLAY](#)

## Conferences & workshops

**CHF**  
Consumers Health Forum of Australia  
Consumers shaping health

**Consumers as leaders in Healthcare**

**CHF | SUMMIT 2021**  
**Shifting Gears**  
Sydney 18-19 March 2021

## Summit 2021 - Shifting Gears

### Share the lessons learned from COVID-19 at Shifting Gears

Abstract submissions are **now open** for the [CHF Summit: Shifting Gears](#). Submissions can be for oral, workshop or poster presentations.

The COVID-19 pandemic has disrupted the way we live, work and access healthcare. We invite you to submit your abstract about Consumer involvement in times of rapid change, reflecting on your or your organisation's experience in the COVID-19 pandemic or other similar situations.

- What have you learned during that it can share with others?
- What new parts of our healthcare systems have developed that should be retained and expanded?
- What have we learned about equity and inclusion in a time of crisis?

We also invite you to propose topics across our four streams:

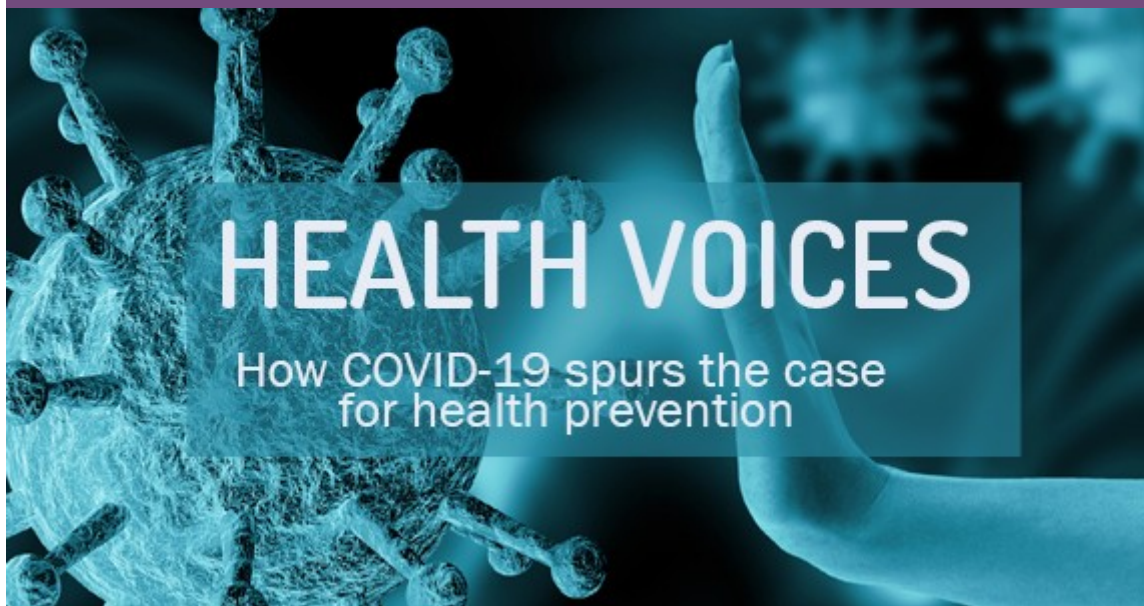
- **Consumers as researchers:** Partnering for new knowledge and translation
- **Consumer-based Health Care:** Integrating consumer and community values in health care and decision-making
- **Consumer Leadership:** Collaborative partnerships in individual health care, services and system
- **Consumer Enablement:** Creating supportive environments

See more about [topics for submissions](#). Abstract submissions close on 7 September 2020.

The CHF Summit offers the opportunity for both organisations and consumers to come together to explore, discuss and grow the concept and practice of consumer-centred care, and be at the forefront of system change. We look forward to seeing you in March 2021.

[Find out more](#)

**Health Voices - read the latest thinking from health leaders and consumers**



### **How COVID-19 spurs the case for health prevention**

Issue 26 | May 2020

The post-pandemic era offers fresh impetus to support healthier living

In the May 2020 edition of *Health Voices*, leading health leaders and consumers reflect on how the pro-wellness policies are paying off in the fight against the virus.

**HEALTH VOICES** is the Journal of the Consumers Health Forum of Australia

[HEALTH VOICES](#)



## Digital Mental Health Standards

Fact sheets for consumers, carers and clinicians

The Commission has developed a series of fact sheets to provide tips for consumers, carers and clinicians choosing a digital mental health service. These fact sheets are based on the research and consultation the Commission has undertaken during the development of the NSQDMH Standards.

[MORE INFORMATION](#)

## Australia's Health Panel



Australia's Health Panel allows consumers to comment on health policy and issues, and offer feedback on trends and discussions. Our current survey is open and asks for your views on the **COVIDSafe app** now that more details about it are publicly known.

Join **Australia's Health Panel** and have your say on today's issues in health care. Please share details about Australia's Health Panel with your members.



### What Australia’s Health Panel said about Telehealth

During March 2020, Australia’s Health Panel (AHP) asked panellists about their views and perceptions on the use of telehealth in Australia.

[READ THE REPORT](#)



### What Australia’s Health Panel said about After Hours Primary Care

For the February 2020 Australia’s Health Panel survey, we asked our panellists about their experience with and opinions on after-hours primary health care..

[READ THE REPORT](#)

## Australia Health Panel

## Media Releases and editorial



### COVID webinar underlined Nothing About Us Without Us

Australia’s leading health officials provided both caution and encouragement for consumers when they spoke on CHF’s Not Going Viral webinar .....

BLOGPOST: 28 MAY 2020

[LEARN MORE](#)



### NPS MedicineWise and CHF partnership reinforces the primacy of consumers in healthcare

A new Working Together agreement between the Consumers Health Forum of Australia (CHF) and NPS MedicineWise has been launched .....

MEDIA RELEASE: 27 MAY 2020

[LEARN MORE](#)



### ‘Iso’ – a spur to think about social prescribing

Leanne Wells, describes how the pandemic could be a catalyst for promoting social prescribing – a promising strategy for integrating a social determinants .....

MEDIA RELEASE: 20 MAY 2020

[LEARN MORE](#)





## Patients feeling better with Telehealth

The introduction of the expanded Telehealth Medicare benefit has drawn strong support from respondents to an Australia's Health Panel survey, an initiative of the Consumers Health Forum ..... MEDIA RELEASE: 26 MAY 2020

[LEARN MORE](#)

[COVID-19 shows prevention can be the difference between life and death.....](#)

MEDIA RELEASE: 12 MAY 2020

[Staying connected - so doctor and consumer know best.....](#) MEDIA RELEASE: 28 APR 2020

[READ ALL MEDIA RELEASES & OPINION](#)

## What's happening in your community?



## COVID SPACE – a place for sharing stories

What's happening in your home and community to beat COVID-19?

Share your story - tell us on **COVID SPACE**

We want to hear about the smart moves and fresh steps in your community to counter the virus.

Email the Communications Team on [Communications@chf.org.au](mailto:Communications@chf.org.au) or share your story with us on [Facebook](#)

[EMAIL THE COMMUNICATIONS TEAM](#)

## Opportunities for participation



## Special Interest Groups

Special Interest Groups (SIGs) are a way for members and the broader consumer community to be involved in our advocacy work and in shaping policy.

CHF has established Special Interest Groups to focus on Primary Health Care, Research & Data, Digital Health, Safety & Quality and Rural & Remote. SIGs help us to features even more consumer insight and perspective reflective of our Australian community..

Opportunities to join SIGs are advertised in newsletters and on our website.

[FIND OUT ABOUT CHF SIGS](#)



## Join us!

As a member of CHF you will be kept up to date on key health reform issues through our publications and member alerts. CHF membership enables you to influence the national health agenda by contributing to CHF surveys and polls, consultations and campaigns. Members can draw on CHF position statements, media releases and policy submissions to inform your work and advocacy.

[BECOME A MEMBER](#)



Consumers Health Forum



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[Unsubscribe](#)