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## Consumers Shaping Health Volume 12 Issue 4 / October 2018



### Time for the Next Wave of Primary Care Reforms



#### Message from the CEO

August saw CHF host our second Roundtable with Minister Hunt, a cross section of our members and the Mental Health Consumer and Carer Forum. The Minister discussed his third wave of reform, particularly his desire to reform primary care and build in ways to prevent chronic conditions.

CHF is working with the Government to expand on several of the ideas discussed. These are based on member views as well as the recommendations from our latest Thought Leadership Roundtable where we teamed up with The George Institute for Global Health, UQ Centre for Health System Reform and experts to recommend ten priorities for action for integrated primary health care: [Snakes and Ladders: The Journey to Primary Care Integration](#).

Early in his term as Prime Minister, Scott Morrison announced a [Royal Commission into Aged Care](#), with an opportunity for stakeholders to contribute to the Terms of Reference. CHF called for the adequacy and quality of health services in residential and community-based aged care settings to be examined and will engage actively in this process.

As we enter Mental Health Week, the Government has announced a new [Productivity Commission Inquiry](#) into the role of mental health in the Australian economy. CHF welcomes this significant step that acknowledges the considerable impact of mental

health challenges, not just on individuals but on the country as a whole. We encourage consultations with consumers and carers so that the Inquiry can provide effective recommendations on how the Government can improve population mental health, and social and economic participation.

A key CHF objective is to support meaningful and authentic consumer engagement by the health system. Two recent initiatives include the establishment of an independent health consumer organisation in Tasmania with the support of the Tasmanian Health Department and Primary Health Tasmania, and a PHN consumer and community engagement (CCE) project. The PHN project will examine existing CCE practices, showcase exemplars and recommend resources to support good practice.

My Health Record remains a topical issue. CHF advocated for and supported legislation to tighten some of the privacy protections, gave evidence to the [Senate Inquiry](#), and hosted a series of [six webinars](#) to examine the pros and cons.

CHF is developing a Consumer Sentiment Survey for pilot with the intention of making it a regular survey. We will be conducting a rolling program of polls on topical health issues through *Australia's Health Panel*. The [results of the first survey](#), in which we asked people about their views on health apps are now available, and our second will look at dental healthcare. We encourage members and stakeholders to promote participation in the [Panel](#) among your networks.

We hosted over 50 young consumers at our Youth Health Forum in September to look at issues that matter to young people. We will be supporting this group to advocate their ideas to decision makers.

Events planned between now and the end of the year include member forums to help shape our Federal Election Platform, consumer representative networking meetings and an event at Parliament House in association with our AGM where we will be joined by politicians, members and invited guests to celebrate over three decades of consumers shaping health on the national stage and launch a White Paper which sets out how we see the future role of consumers as policy shapers, researchers, change agents, service innovators and improvers and program development partners.

## Inaugural Youth Health Forum



With over 50 young people from around Australia arriving in Canberra for this exciting event, CHF's first Youth Health Forum held on 18 and 19 September, was a huge success.

The event brought together youth leaders and nominees of youth and community organisations, with the aim of identifying the issues impacting on young people and generating recommendations to improve health system responses. When submitting their Expressions of Interest, applicants were asked to respond to questions such as naming the two biggest health issues facing Australia's youth, and what, in their opinion would improve Australia's healthcare system for the better.

Over 120 high quality applications were received for the forum, making it a challenge to choose 50. CHF selected attendees from a range of backgrounds and with diverse interests, levels of understanding, experiences and interactions with the health system as well as physical and non-physical conditions.

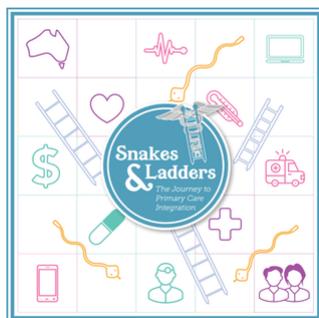
[Read more](#)

## From the Policy Team



### Consumer Case Study Interviews

Funded by PainAustralia, CHF facilitated a consumer roundtable in Canberra and a group teleconference to hear consumer views, ideas for action and priority areas for the new [National Strategic Action Plan on Pain Management](#). A wide range of consumers participated, including those living with chronic pain, caring for someone with chronic pain, working in the health sector and people with an interest in addressing this national health challenge. The main topics of discussion included; affordability and accessibility, medication management, multidisciplinary approaches, education, support and promotion. Consumers welcomed the Action Plan however emphasised the importance of reflecting a broad vision of pain, and not be limited to chronic pain. They strongly agreed that the Action Plan should be underpinned by principles of consumer centred care and partnering with consumers.

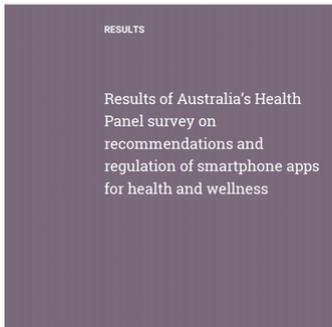


A health policy report – September 2018

### Snakes & Ladders: The Journey to Primary Care Integration

This report resulted from an expert roundtable of consumers, clinicians, academics, government and private providers. The roundtable was convened by the Consumers Health Forum, The George Institute for Global Health and the University of Queensland MRI Centre for Health System Reform and Integration. The report presents the arguments as to why all political and other leaders must act now to transform Australia's health system to ensure it is sustainable, effective, efficient, and leads to greater satisfaction for both consumers and service providers.

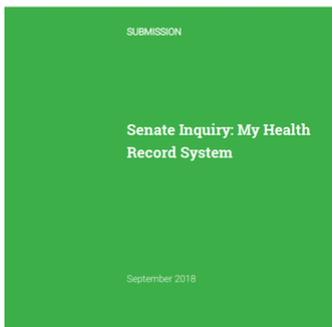
[Read the report here.](#)



## Australia's Health Panel Survey Results

Health apps available on smart phones should be subject to an authoritative regulatory system that rates them for efficacy, according to an overwhelming majority of respondents to a survey conducted by the Consumers Health Forum through Australia's Health Panel. This launch survey found that almost 90 percent of respondents said that there is a role for the government in regulating health and wellness apps.

[Read the survey report here.](#)



## Submission to Senate Inquiry: MHR

An online platform to facilitate sharing of consumers' health information is an important investment in the national health architecture required to modernise our health care system and to improve consumers' experiences of care. The CHF submission to the Senate Inquiry into the My Health Record system provided some general comments about My Health Record and digital health.

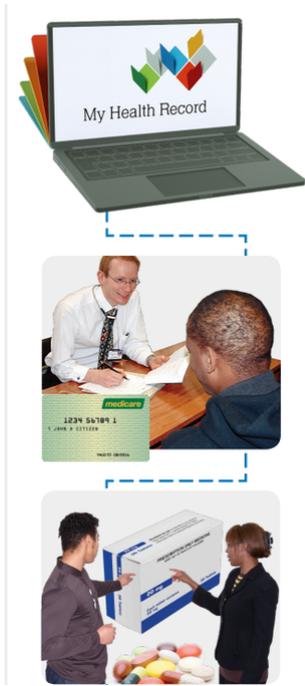
[Read the submission here.](#)



## Private Health Insurance

The Private Health Insurance legislation has passed the Parliament and received Royal Assent. The Rules which underpin the legislation are being finalised and due to be listed in Parliament this month. There is still some discussion about which groups of services should go into which category when all policies move to the gold/silver/bronze/basic classifications. Painaustralia has drawn attention to the disadvantage they believe consumers with chronic pain will face when the new classifications are introduced, as chronic pain services all move to the gold group of policies.

## Consumer Resources and News



## My Health Record

[Easy read and plain text fact sheets on MHR.](#)

[Find a MHR Information Session near you.](#)

[MHR stories](#) with new features to filter the stories and find ones most relevant to you.

[Benefits of MHR](#) updated benefits page with more targeted information for different groups.

[How to Video Series](#) including how to set privacy and security controls.

[FAQ](#)

[Microsite](#) with all the collateral created for consumers and health professionals.

You can also call up the help line on 1800 723 471 at any time to have your questions answered.

Have you noticed how much **JARGON** we use at work every day?

Better understanding comes from  
No jargon, no acronyms, just  
**clear plain communication**

**Pledge to DROP THE JARGON at work**

Tuesday **23** OCTOBER 2018

Register your pledge online  
[www.dropthejargon.org.au](http://www.dropthejargon.org.au)  
#dropthejargon18

## Drop the Jargon Day

Drop the Jargon is a day for professionals in Australian health, community services and local government to use plain language. 6 out of 10 of people in Australia have low health literacy. When we use jargon, technical terms or acronyms, it is hard for people with low health literacy to understand and use information. Drop the Jargon Day this year is on **Tuesday 23 October**. Pledge to drop the jargon and take part in activities at your workplace.

MAKE A PLEDGE

**Searching for hidden secrets**

**Pop Up Workshop:**  
Using Freedom of Information (FOI) as a tool for public health

With [@henaredegan](#) & [@CroakeyNews](#)

**Price**  
**\$250** (inc GST)  
To please available for consumers and low income earners at **\$55** (inc GST)

1:30-4pm  
Saturday, 13 October

Gina Ma Indigenous Youth Clinician  
Yoni Sara Building  
Building 07 UTS, Level 03  
(Grand West)  
CRO723.010 0100

BYE!  
[info@uts.edu.au](http://info@uts.edu.au)  
by October 10

This practical, interactive workshop with civic technologist Henare Degan will support participants to develop a better understanding of how to use FOI for public interest investigation and public health. It will be useful for community members and groups, NGOs, researchers, journalists, students, and others with an interest in holding power to account. Participants will be assisted to lodge an FOI request.

We thank the sponsors of this event - the [Ozma](#) [Resilience](#) [Health](#) [Disability](#) at UTS.

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## FOI as a Tool for Public Health

This practical, interactive workshop on **Saturday 13 October** with civic technologist Henare Degan will support participants to develop a better understanding of how to use FOI for public interest investigations and public health. It will be useful for community members and groups, NGOs, researchers, journalists, students, and others with an interest in holding power to account.

LEARN MORE



Are you interested in connecting with policy makers and practitioners working in your field of research?

## Deeble Institute Scholarship Program

The Deeble Institute for Health Policy Research Scholarship Program is a six week program based in Canberra at the Australian Healthcare and Hospitals Association, that gives recipients the opportunity to: build expertise in an area relevant to health services research, contribute to the AHHA and its work, interact with policy makers and practitioners, produce a health policy issues brief that engages health policy leaders in an area of national significance and be guided by a mentor who will provide advice during the scholarship

LEARN MORE AND APPLY

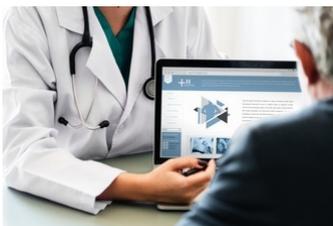


## The Importance of Immunisation

The Australian Academy of Science has joined with the Australian Department of Health to launch a series of videos, articles and images to dispel vaccination myths and to promote the benefits, safety and science of immunisation. Secretary for Science Policy at The Australian Academy of Science, Professor David Day FAA, said the updated content is aimed at addressing some of the prevailing views toward immunisation revealed in the latest survey of [Australians' beliefs and attitudes towards science](#).

VIEW THE RESOURCES

## Events and Webinars



## Consumer Estimates Webinar

The final webinar of the My Health Record webinar series will take place at **2pm, Wednesday 17 October** and provide an opportunity to summarise what has been covered, and put any remaining questions people have about My Health Record directly to representatives of the Federal Government.

LEARN MORE AND REGISTER



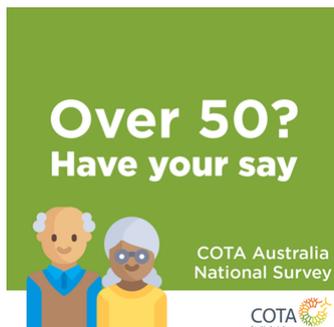
## Workshops on influencing decisions about medicines and healthcare treatments

Are you a patient or consumer interested in learning more about how the decisions to fund medicines and treatments in Australia are made? Do you want to know how your knowledge and personal experience can impact the decision-making process and help make a difference when it comes to access to medicines and treatments?

Kicking off in **Sydney on 25 October** and **Adelaide on 29 October**, the Patient Voice Initiative is holding a series of workshops across Australia. Speakers include PBAC's Deputy Chair, Jo Watson, in Sydney and MSAC Consumer Representative, Debra Kay, in Adelaide.

[LEARN MORE AND REGISTER](#)

## Consultations and Surveys



### COTA Australia National Survey

This survey is designed to understand what the lives of Australians over 50 are really like, and how they feel about a wide range of topics. It should take about 25 minutes to complete and will help to shape COTA's shorter and longer-term activities.

[TAKE THE SURVEY](#)

## TGA Consultations and Reviews

The TGA welcomes comments on the following open consultations and reviews.

[Consultation: Referral of proposed amendment to the current Poisons Standard to the meeting of the ACMS, March 2019](#)

**Closing date: 31 October 2018**

[Consultation: Benzocaine: proposed advisory statements for medicines](#)

**Closing date: 16 October 2018**

## Media

### Media Releases

[Who do we trust on health apps?](#)

[Royal Commission into Aged Care: Adequacy of health care must be examined](#)

[‘Missing Middle’ theme for first national Youth Health Forum](#)

[Health system strains make it time to act](#)

[Helping patients to help themselves is good for the health economy.](#)

[New PM’s focus on chronic illness an encouraging start](#)

[How our hospitals could reduce the pain and cost of complications](#)

[High and random medical gap costs revealed](#)



## **BLOG: Be Medicinewise 2018 – Our Families Matter**

With an estimated 9 million Australians taking prescription medicine every day and more than 230,000 Australians hospitalised each year with problems caused by their medicine, it is more important than ever for consumers to be equipped with the right information and resources regarding their medication.

[Read More](#)

## **Benefits of Becoming a CHF Member**

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.

[Find out more about membership here.](#)

Consumers Health Forum

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