

Newsletter

April 2021

YHF and CHF News



YHF Young Leader Roxxanne MacDonald's key takeaways from the Shifting Gears Summit

I was lucky to be one of the four consumer rapporteurs at CHF's Shifting Gears Summit last month. As rapporteurs, we spread out across the conference so that at the end of each day we could come back to talk to all the attendees about our reflections and what stood out for us.

My biggest takeaway came from the first speaker, Vincent Dumez, that we're part of a movement. With over 800 attendees and presenters from all areas of health talking about many different topics, it really did feel like a movement. The summit was full of energy, as well as optimism, for the future of consumer experience and consumer leadership.

Since the summit, I've been thinking about what this idea of a movement means for young people. Here's three questions:

- **Education**

A number of the presenters talked about the 'wise consumer'. Wise consumers are in control of their own healthcare, know the right questions to ask their doctors and can navigate the system. The way young people learn to be a wise consumer now is through trial and error. What does an education system look like that teaches young people how to be a wise consumer?

- **Values**

The people in a movement all have shared values and things they care about, but I think young people's values aren't included as much as they should be. For example, would we want more focus on an environmentally-friendly health system? What values would young people prioritise differently in this health consumer movement?

- **Being a young consumer advocate now**

Young people are facing a lot of challenges right now, and COVID-19 has made things even more difficult. Many young people feel isolated, and it's harder than ever to move out of home and find a job. So how does the movement make space for young people in a way that suits us?

Roxanne has raised some really interesting questions that we should all consider. If you want to discuss it more you can reach out to Roxx on [twitter here!](#)



From charity and volunteer models of health consumerism, to consumer co-design and co-creation.

Leanne Wells, CEO CHF

CHF hosted the Shifting Gears Summit 2021 on 18 and 19 March. The aim was to look at the role of consumer leadership and experience in shaping better health and social care.

The program featured many young leaders as speakers, panellists and rapporteurs including Harry Iles-Mann, Roxxanne Macdonald and Louisa Walsh. Topics of interest to young people include the design of youth mental health services, the service chasms that exist between childhood and adult services, recognising the role the digital world can play in both youth-appropriate care delivery but also engagement in ways that young people prefer to connect.

The Summit reinforced that the focus is shifting from consumer-centred care, to consumers as partners in healthcare.

For young consumers - as well as the wider consumer movement - this means that they should expect a real say in their health and care and outcomes are likely to improve where young people and their providers collaborate as partners in care.

It means that youth health and social care providers need to be 'engagement capable'; they must actively create environments where young people feel safe, confident and supported to participate at all levels so that youth-friendly services can flourish. This means they must have culture, strategy and practices that value and meaningfully support the involvement of young people in shaping policy, programs, services and research.

And finally, it means that we need to get serious about supporting young health consumers to be effective advocates and leaders as well as educating and training providers to work constructively with the insights and experience of young people. There were several ideas generated to support this capability including the establishment of an Australian Consumer Leadership Academy for research, education and training; a consumer mentoring program; and adaptation of [CHF's Collaborative Pairs program](#) to youth service settings.

All YHF participants were offered a complimentary registration. For those who didn't take this up, the full conference proceedings are available on-demand for 12 months, so you can still get the benefits. **Email K.lyttle@chf.org.au to receive your complimentary registration!**

Consultation: Standard 2: Partnering with Consumers

The Australian Commission on Safety and Quality in Healthcare has asked the Consumers Health Forum to work with health consumers to design a guide for Standard 2: Partnering with Consumers, to encourage more consumers to take on representative roles and empower them to advocate for improved health services.

As part of the consultation process, CHF would like to seek the insights and views of young adults.

- How familiar young people are with the Standards?
- What would be helpful in a guide?
- How should this material be presented?
- Who would use it and how?

CHF will be conducting a consultation session with members of the Youth Health Forum:

Wednesday 21 April

6 pm AEDT

The session will run for approximately 45 minutes

Please email t.wolffs@chf.org.au (Tammy) if you would like to take part. **Participants will be reimbursed.**

New Video Series From The YHF

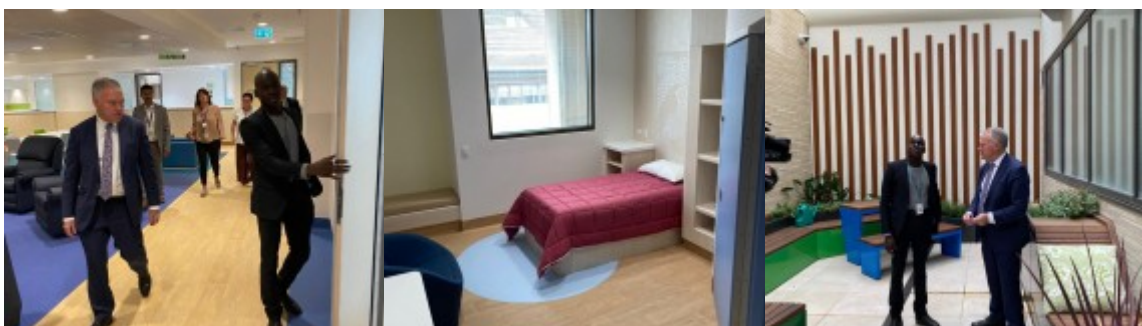
To supplement the advocacy of our [report](#) we are working with Audieniced, a video production company, to develop a series of short videos going over the report and its recommendations. These will be short and shareable so be on the look out for them. In the mean time, check out the first video going over te issues that the report looked to address.



[SEE THE VIDEO](#)

YHF Members

Our YHF Young leader Joseph has been hard at work with the clinicians at the Adelaide women's and children's hospital to redevelop the mental health inpatient unit for young people. This is part of a \$50 million upgrade to the hospital and is an amazing example of working with consumers to incorporate their needs.



[READ MORE HERE](#)

Opportunities with other organisations

Climate and Health Alliance *Australia in 2030 Possible Alternative Futures*

Our friends at the Climate and Health Alliance have brought together over a hundred thought leaders to discuss the future of Australia and the potential health outcomes of addressing climate change.

They outline 5 different scenarios and what that would mean for Australia. Its well worth the read and is a reminder of the need to take action on climate change and prepare for its health impacts.

[READ IT HERE](#)

Prevention United *Building Connectedness - Promoting mental Wellbeing*

Prevention united and communities that care will be running 4 interactive online forums that will focus on how placed-based, local community mobilisation initiatives can increase young people's social connectedness and improve the mental health and wellbeing of young people as we recover from COVID-19 and last year's catastrophic bushfire season.

It is focused on Victoria but if you are interested it would be worth looking into regardless.

[CHECK IT OUT HERE](#)



Mission Australia Youth Survey

Mission Australia's youth survey for 2021 is now open. It is the largest online survey of its kind and is an important snapshot of the views of young people aged 15-19. Many of you are perhaps too old for this but those of you within that age range should fill it in.

[Survey Link Here](#)

News and Resources

Design and Health: Beyond the status quo

RMIT's Health Transformation Lab ran an interesting webinar on health and design. Hear from designers who are taking innovative approaches in the healthcare sector.

[Watch it here](#)

Re-imagining young peoples futures webinar

VicHealth and the Reimagining youth steering group have a webinar up about the last year and the opportunities to include youth voices in policy moving forward.

[Watch it here](#)

Draft National Preventative Health Strategy consultations

The new National Preventative Health strategy draft is open for feedback. It is quite large but there is a straightforward survey to do. It closes on the 19th of April so get in while you can.

[Provide Feedback here](#)

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