



Health Consumers Alliance of SA Inc.

Consumers at the heart of health care



2011/2012 ANNUAL REPORT

Level 1, 12 Pirie Street
Adelaide SA 5000

GPO Box 2248
Adelaide SA 5001

t: 08 8231 4169
f: 08 8410 5276
e: info@hcasd.asn.au
w: www.hcasd.asn.au
twitter: [healthconsumers](https://twitter.com/healthconsumers)
abn: 90 294 720 079



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Wellbeing through health for all South Australians



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Chairperson's Report

2012 has been a very busy year as HCA continues to provide leadership in its role as the peak consumer health body providing a much needed consumer voice to our constituency and to our stakeholders to achieve improved quality health services.

Health Reforms

The health reforms at both national and state levels continue to be rolled out and these changes continue to provide significant challenges to HCA as we strive to ensure that the policy and program changes take effective account of consumer needs.

HCA has developed promising relationships with all Medicare Locals which have been established and as Foundation Members - a number of these bodies are drawing on HCA expertise to establish genuine consumer engagement policies and practices. The linkages with Local Health Networks have not been as strong but the members of the LHN Governing Councils who have links with health consumer organisations are meeting on a regular basis to develop coordinated strategies for effective and sustainable consumer engagement. It is envisaged there will be more progress made in this area in the next year.

Health Budget

The cuts to the SA Health Budget have had a direct impact on HCA's budget due to a number of initiatives being reduced or curtailed. This has been a real challenge to HCA in terms of the direct budgetary impact but we have also been required to comment on and respond to many of the budget impacts to health services. These budgetary changes have also resulted in changes to senior management of the LHN's and HCA has adopted a close watching brief on these changes.

HCA has developed promising relationships with all Medicare Locals...



It is noted that the new CEO of CALHN, Dr David Panter, who had responsibility for the development of the new RAH will be more directly involved in the management of the transition from the old RAH to the new RAH. We believe this should be a very positive move as David has stated he wishes to effect cultural change in the organisations based on the principles of patient centred care.

Relationships

Over the year we have continued to forge strong and positive relationships with our key stakeholders to the extent that SA Health has been engaging with HCA to play a key role in the development of the new Royal Adelaide Hospital. However, while HCA played a very constructive and positive role in the early stages of the development of the new SA Health Consumer Engagement Strategy, this was not carried through to the release of the draft consumer engagement strategy. As a consequence, HCA along with other organisations made constructive comments about the draft plan which has caused a re think by SA Health.

During the year we have held regular meetings with the Minister for Health and the CEO SA



Health and we believe that these relationships are positive. These meetings are very important as they provide us with an opportunity to support good policies and initiatives but also provide constructive criticism as required.

We also continue to enjoy excellent relationships with the Consumers Health Forum of Australia and our sister state and territory organisations.

Membership

Our membership continues to gradually grow and it is pleasing to note that we are attracting more organisation members. In the next year we will be having as a particular focus a further increase in our membership and ensuring that we continue to be relevant to and add value for our members through our Board membership and Community Relations sub committee.

Our membership continues to gradually grow and it is pleasing to note that we are attracting more organisation members.

Thanks to staff and board

HCA continues to make significant headway under the guidance of Stephanie Miller our Executive Director and our relatively new staff team who are all making a very good contribution to the burgeoning workload of what is a very small organisation.

I would like to thank Stephanie and the staff for the very considerable outputs being achieved for such a small group of people.

We are also in the very good position of having a committed, experienced and skilful Board and this has assisted in HCA continuing to implement our Business Plan and achieve our Strategic Objectives.

Our new constitution has assisted us to operate as a modern organisation and we continue to spend considerable time on strengthening our governance framework.



As already outlined our budgetary situation provides constant challenges to the Board and staff as we strive to be sustainable and source new revenue streams.

Initiatives

I would also like to take this opportunity to announce some new initiatives.

1. New HCA Strategic Directions 2012-16 – which involved extensive consultation with members and stakeholders.
2. Policy Council – we did intend to establish a HCA Policy Council early this year but budgetary constraints have meant we needed to put this on hold until next year.
3. HCA's 10th Birthday – we have celebrated this milestone in the following ways:



...work promoting consumer centred care which will continue with the distribution of the Professional Development Kit, new fact sheets and a consumer centred care wrist band.

- ❖ Development of Consumers Speaking Out Professional Development Kit – Working towards consumer centred care
- ❖ Two new fact sheets to accompany the Kit:
 - Fact sheet 10 – Patient or Consumer Centred Care: Kindness – Openness – Respect – Empathy
 - Fact sheet 11 – Top Tips for Providing Consumer Centred Care
- ❖ Partnering with Planetree for Patient Centred Care Awareness Month
- ❖ New and updated consumer training – HCA Introduction to Consumer Advocacy

Our participation in Patient Centred Care Awareness Month has been supported by SA Health and we are grateful for the financial assistance. This has given added impetus to our work promoting consumer centred care which will continue with the distribution of the Professional Development Kit, new fact sheets and a consumer centred care wrist band.



HCA is in a sound position and is well placed to continue to provide a respected and credible voice for health consumers in our state.

HCA believes that at the core of a consumer centred culture of care are the following guiding principles or behaviours:

- **Kindness**
- **Openness**
- **Respect**
- **Empathy**

The wrist band includes these four words separated by the balls in the HCA logo.

We are also currently finalising a report from the Consumer Advocates and Consumer Centred Care workshop and will be seeking support from SA Health for ongoing work in this area.

In closing I am pleased to report that HCA is in a sound position and is well placed to continue to provide a respected and credible voice for health consumers in our state.

Tony Lawson

Tony Lawson - Chairperson

Treasurer's Report

I am pleased to present the Treasurer's Report for the Health Consumers Alliance of SA Inc (HCA) for the year ending 30th June 2012.

HCA's financial statements have been audited by Not-For-Profit Accounting Specialists and are published as an addendum to the HCA's Annual Report. These financial statements which include a Statement of Comprehensive Income and Statement of Financial Position, along with the accompanying Notes to the Financial Statements are prepared and presented in accordance with accounting standards and as required under the provisions of the Associations Incorporation Act 1985.

The year in review has been a challenging one for HCA. The current economic climate has caused a severe tightening of fiscal and monetary policy across all of government including SA Health. This has resulted in a number of expected and budgeted projects being either cancelled or significantly scaled back which has impacted on HCA's strategic growth trajectory. Notwithstanding this, total income for the 2011/12 year was \$598,555, \$31,462 or 5.5% more than the previous financial year of \$567,093. This increase was primarily due to specific project funds received from the Safety and Quality Unit (Health Literacy Toolkit), Mental Health Unit (Stigma reduction), Country Health SA (Patient Journey Story Book), Health and Community Services Advisory Council (Consumers Speaking Out DVD) and Central Adelaide and Hills Medicare Local (After hours needs assessment and planning consumer consultation) .

The year in review has been a challenging one for HCA. The current economic climate has caused a severe tightening of fiscal and monetary policy across all of government including SA Health.



Total expenditure for the 2011/12 financial year was \$631,636 which is an increase of \$86,313 over the previous financial year of \$545,323. This increase is primarily due to the following factors:

- **\$7,116** increase in Depreciation compared to previous year due to full year depreciation in the new office
- **\$2,680** increase in Office expenses
- **\$13,849** increase in Rent compared to previous year
- **\$31,639** increase in Salaries and on costs compared to previous year (cost of project staff)
- **\$9,155** increase in Staff development and training (new team, conferences and IAP2 training)
- **\$17,218** costs associated with temporary staff (agency cover and accounting services)

Overall HCA recorded a net operating deficit for the financial year of \$33,081 and accordingly



In relation to HCA's overall financial position, total assets have increased to \$249,023 an increase of \$66,086 over the previous financial year of \$182,937.

this result reduces HCA's accumulated surplus to \$28,384. Whilst this result fell short of the budgeted expectations, given the challenges and uncertainty with the current economic climate combined with increases in staff costs, HCA did well to contain the extent of the deficit.

In relation to HCA's overall financial position, total assets have increased to \$249,023 an increase of \$66,086 over the previous financial year of \$182,937. This is primarily due to the timing associated with receiving the recurrent funding grant from SA Health. It is worthy to note that there has been a decline in the value of property, plant and equipment of \$14,981 due to the effect of depreciation with the written down value being \$59,698 as at the end of the financial year.

HCA's total liabilities as at the end of June 2012 were \$220,639 an increase of \$99,167 compared to the previous year of \$121,472. As outlined above this increase in liabilities is due to the timing of receiving the recurrent funding grant from SA Health along with a GST payable amount of \$16,025. All other liabilities are comparable with last year's values and are unremarkable.

Therefore, and as stated previously, the Accumulated Funds of HCA as at the 30th June 2012 are \$28,384. Hence, the qualification in the Auditor's Report and the concerns expressed regarding the level of funding from SA Health and the deficit position. It is our auditor's view that HCA's core funding is not sufficient to cover operating costs and that negotiations regarding the next service agreement should seek to rectify this shortfall.

It should be noted that HCA did seek an additional \$50,000 per annum over the life of the current service agreement (2010-13) but this request was rejected. However, it is now very clear that this was an accurate assessment of our core operating costs.

The Executive Committee of the Board along with Executive Director, Stephanie Miller, meets regularly and is perpetually reviewing the financial position of HCA including the close monitoring of cash flow and all commitments. As part of this process a number of business development strategies have been developed to increase income and at the time of writing this report several of these strategies are actively being pursued. Whilst the economic and fiscal outlook continues to look bleak especially for South Australian state government departments, including SA Health, HCA remains cautiously optimistic of improving growth and financial performance through the realisation of these strategies.

Finally, I would like to take this opportunity to thank my fellow Board members for their ongoing support and guidance over this past year and to Stephanie Miller for her stewardship of HCA over what has certainly been a challenging year. Consumers of health services in South Australia are well represented by HCA and despite the difficulties of the past year there have been many strong and positive gains as outlined in the Executive Director's Report. HCA's motto "Nothing About Us Without Us" is the driving force behind HCA's quest to ensure that consumers and consumer directed care is the primary consideration of practitioners, policy makers and bureaucrats throughout the health continuum.

Rob Dempsey

Rob Dempsey - Treasurer

Executive Director's Report

The year ending 30 June 2012, as has been mentioned elsewhere has been one of significant challenge for the Health Consumers Alliance of South Australia. Despite these challenges the organisation has consolidated its role as SA's peak body for health consumers and has developed a number of new projects.

One of our key challenges is resources and we are constantly seeking to diversify our funding sources to supplement the core grant from SA Health. However, with a core staff team of only 4.2 FTEs to fulfil our peak functions representing all health consumers across all public health services we have to carefully prioritise amongst competing expectations and demands as well as develop strategic partnerships with like-minded individuals and organisations.

During 2011-12 we made significant achievements towards the fulfilment of HCA's Strategic Plan 2009-11, with activity focussed on the four key strategic priorities.

Over February, March and April of 2012 we invited members and stakeholders to provide feedback on our activities. Sixty four (64) people participated in this consultation and provided feedback through a mix of surveys and interviews. The HCA Board hosted a Members Forum on, 13 June 2012 to provide an opportunity for members to provide feedback on HCA's draft Strategic Directions 2012-16. The Forum was very well attended and discussion was lively and positive.

HCA very much appreciates the ideas, suggestions and feedback from members and stakeholders and these have enabled the development of a realistic and responsive strategic directions document for the Alliance. HCA's Strategic Directions 2012-16 include a new vision and mission and four strategic directions.

Vision



Consumers at the heart of health care

Mission

A strong and effective voice for the promotion and protection of health consumer wellbeing and rights

Strategic Directions

1. Health equity and rights
2. Policy leadership and systemic advocacy
3. Strategic engagement and partnerships
4. Organisational strength and innovation

Health equity and rights

We work with health consumers, communities and other stakeholders to promote health equity and rights.

Policy leadership and systemic advocacy

We are policy leaders and provide systemic advocacy to inform, shape and sustain consumer centred care.

Engagement and partnerships

We lead health consumer and community engagement and collaboration.



Organisational strength and innovation

We develop the people, culture, systems and resources to be an effective and thriving organisation.

Specifically, during 2011-12 our achievements included:

- Produced Consumers Speaking Out DVD based on the April 2011 Conference presentations through generous support from the South Australian Health and Community Services Advisory Council;
- Produced Patient Journey Storybook in collaboration with CHSA to celebrate achievements of Patient Journey Steering Committee and promote patient journey;
- Review of SA Health Consumer and Community Participation Policy Directive and submitted two part report with recommendations;
- Developed Health Literacy Toolkit for SA Health;
- Accepted for membership of the International Alliance of Patient Organisations and attended first regional meeting in The Phillipines;
- SA Health sponsored attendance at Planetree International Patient Centred Care Conference and site visits to five hospitals in the Greater New York area to explore the Planetree designation model;
- Development of relationship with Planetree and expertise in consumer centred care;
- Substantial submission on SA Health Draft Framework of Active Partnership with Consumers and Community;
- Developed strategic partnerships with SA Medicare Locals and accepted Foundation Membership of Central Adelaide & Hills and Country South SA Medicare Locals;
- Reviewed and upgraded HCA consumer advocate training programme;
- Mental Health Consumer and Carer Conversation held 17 August 2011 and attended by 12 consumers and carers.
- Carer Conversation held on 31 October and attended by 12 carers;
- PEARLS stigma-reduction campaign with consumer advisory group, 11 consumers and carers have completed "Confident and Persuasive Presentations" training, 10 consumers and carers have completed basic radio presentation and interviewing training with Radio Adelaide, and 6 interviews were recorded with consumers with four of the interviews broadcast on Radio Adelaide during Mental Health Week 2011;
- Increased activity in relation to consumer engagement and capacity building, including Forums, training for consumer advocates, and bespoke training for consumer and carer groups;
- Collaboration with the Consumers Health Forum of Australia (CHF), and sister peaks in other states, on Our Health, Our Community Project;
- Development of evidence-based policy submissions and responses in partnership with health consumers and consumer organisations;

We are policy leaders and provide systemic advocacy to inform, shape and sustain consumer centred care.

- Increasing requests for HCA and consumer involvement, advice and presentations.

HCA's Policy and Advocacy activity has continued to grow in influence and supports our work at the highest strategic levels as a respected and informed independent consumer voice.

In 2011/12 this activity included:

- Meetings with the Minister for Health, Mental Health and Substance Abuse on 27 July, 25 October 2011 and 28 March, 27 June 2012.
- Joint letter to the Minister regarding the introduction of Car Parking Charges (with SACOSS, Carers SA, COTA SV and BINSAs).
- Quarterly meetings with SA Health's CEO on 15 August and 21 November 2011.
- Meetings with Hon Duncan McFetridge and Hon Martin Hamilton Smith, Shadow Ministers for Health in July and December 2011.
- Quarterly meetings with the Health & Community Services Complaints Commissioner.
- Quarterly meetings with Office of the Public Advocate.
- Regular meetings with Director, Health Performance Council.

HCA's Policy and Advocacy activity has continued to grow in influence and supports our work at the highest strategic levels as a respected and informed independent consumer voice.

- Regular meetings with CEOs Women's and Children's and Country SA Local Health Network.
- Interview for Country Health SA LHN "Voice of our Stakeholders" DVD.
- Regular meetings with Director, SA Health Safety and Quality Unit and Director, SA Health Mental Health Unit.
- Submitted proposal: A Consumer Centred Framework for Consumer and Community Engagement in the Establishment of the new Royal Adelaide Hospital.
- Submitted report: HCA, Planetree and Patient Centred Care – Making Patient Centred Care a Reality in SA.

HCA policy and advocacy work at a State level has been focused strategically on safety & quality policy and practice, and also mental health. Working in partnership with consumer advocates, HCA has had a significant impact on the development of SA Health policy and guidelines.

HCA will continue to work with CHF on the implementation of the Our Health, Our Communities project and with consumer representatives on the LHN Advisory Councils to facilitate and support their network in SA.

During 2011/12, HCA submitted a number of formal policy responses and reports, including:

- Draft SA Health Detainment of Patients Policy Directive prepared in consultation with consumers, Public Advocate and Health & Community Services Complaints Commissioner;
- Australian Commission for Safety and Quality in Healthcare on National Safety and Quality Goals;



- SA Health Consumer Information Sheets – Oxycodone for Acute Pain and Procedural Opioid/Sedation;
- SA Health Suicide Prevention Strategy 2012-16 Public Consultation Draft;
- Ten Year Roadmap for National Mental Health Reform – Draft 4;
- Rehabilitation and Recovery Framework for South Australia;
- Review of the National Mental Health Statement of Rights and Responsibilities;
- Draft National Mental Health Recovery Framework;
- SA Health Care Plan;
- SA Health Draft Recognising and Responding to the Deteriorating Patient Policy and Guidelines;
- SA Health Draft Framework for Active Partnership with Consumers and the Community;
- Australian Commission for Safety and Quality in Healthcare on Review of Open Disclosure Standard;
- Central Adelaide & Hills Medicare Local After Hours Primary Care Consumer and Community Consultation.

Significant aspects of HCA's policy and advocacy work are undertaken through membership of advisory groups. During 2011/12, these included:

- SA Council for Safety & Quality in Health Care
- SA Council for Safety & Quality in Health Care Consumer & Community Advisory Committee;

- HCSCC Charter of Health & Community Services Rights Project Reference Group;
- SA Health Open Disclosure Advisory Group;
- SA Health Clinical Handover Advisory Group;
- SA Health Measuring Consumer Experience Advisory Group;
- SA Health Consumer Feedback and Complaints Advisory Group;
- SA Health Deteriorating Patient Advisory Group;
- SA Health End of Life Care Policy Project Advisory Group;
- SA Health Mental Health Unit Consumer Reference Group;
- SA Health Suicide Prevention Strategy Development Forums;
- SA Pharmacy Services Review;
- SA Medicines Evaluation Panel;
- SA Health e-Health Consumer Reference Group;
- ACSQHC Technical Advisory Committee on National Safety & Quality Goals;
- SANT DataLink Steering Committee;
- SANT DataLink Consumer Reference Group (Chair);
- Population Health Research Network Management Council;
- Margaret Tobin Awards Judging Panel;

- SA Health Awards Judging Panel;
- SACOSS Policy Council and Health Strategic Policy Advisory Group;
- COTA ACD Peer Educator Project Advisory Group;
- SA Transcultural Mental Health Network;
- Energy Alliance SA;
- Flinders University Medical Courses Bachelor of Medicine and Bachelor of Surgery Advisory Group;
- GPSA Medicare Local Transition and Establishment Steering Committee;
- Country South SA Medicare Local Governance Panel;
- Central Adelaide & Hills Medicare Local After Hours Steering Group;
- CHF “Our Health, Our Communities” Project Reference Group;
- National Rural Health Alliance 2013 Conference Advisory Committee.

We continue to expand our reach and increase opportunities as much as our resources will allow and our partnerships will enable.

In addition, the following consumer engagement forums and workshops were held during 2011/12 on a range of issues and in partnership with key stakeholders.

- Two Members’ Policy Forums on the introduction of car parking charges;
- Health Literacy Toolkit consumer consultations, webinars and focus groups;
- HCA Members Policy Forum on Partnering with Patients Standard 2 of National Safety & Quality Standards held on 24 August 2012;
- HCA Policy Forum on SA Health Detainment of Patients Policy Directive;
- Consultation forum, in partnership with the Older Persons Statewide Clinical Network, on the care of older people in hospitals held 8 December 2011.
- HCA Consumer Forum on SA Health Care Plan held on 18 January 2012;
- HCA Members Policy Forum on ACSQHC National Safety and Quality Goals held on 8 February 2012;
- Consumer Forums on after hours care held on 21, 22, 28 and 29 February 2012;
- Consumer Focus Groups and Key Informant Interviews on after hours care held during February and March 2012;
- HCA Policy Forum on SA Health Draft Framework for Active Partnership with Consumers and Community on 7 June 2012;
- HCA Members Forum on HCA Strategic Directions 2012-16 on 13 June.



I would like to thank all of the staff who were part of the Secretariat during 2011/12 as without them HCA would not be in the stronger position it is today. On behalf of the staff I would like to thank the Board for their support and encouragement.

HCA continues to select, induct, nominate and support consumer advocates and there are now nearly 60 HCA consumer and carer advocates working on a range of committees and advisory groups to represent the consumer perspective and promote safe, quality, consumer centred care in SA.

This work is undertaken in accordance with our Systemic Advocacy Framework which clarifies the roles and responsibilities of HCA representatives and HCA consumer advocates. The consumer advocates programme is vital to the systemic advocacy work of HCA and to strengthening the consumer voice. The Framework has been adopted as part of HCA's three year Service Agreement.

HCA has collaborated with the Consumers Health Forum of Australia (CHF) and our sister state peaks to promote and facilitate the voice of South Australian consumers in the development of national policy and the national reform agenda.

This work of promoting and supporting the consumer voice and facilitating community engagement in the development of health policy is, of course, our core business at HCA. We continue to expand our reach and increase opportunities as much as our resources will allow and our partnerships will enable.

During 2011/12 HCA staff provided:

- Presentations to Consumers Reforming Health, TheMHS Conference and CHF OHOC Workshop.
- Australian Private Hospitals Association (SA Branch);
- Adelaide Prostate Cancer Support Group;
- Health Performance Council Community Engagement Committee;
- SA Health Statewide Clinical Networks' Showcase;
- Community Visitors Scheme induction sessions;
- Flinders University Doctor of Public Health, Public Health Studies Intensive, on consumer engagement in health policy development;
- Contributed article to Health Issues Centre Journal based on CRH Conference presentation.

I would like to thank all of the staff who were part of the Secretariat during 2011/12 as without them HCA would not be in the stronger position it is today. On behalf of the staff I would like to thank the Board for their support and encouragement. Lastly, I invite all of you to join us in building and strengthening the consumer voice in SA. We will be more influential if we support each other and share information, knowledge and experience.

In particular, we look forward to working with members and stakeholders on the delivery of our Strategic Directions 2012-16.

Stephanie Miller

Stephanie Miller
Executive Director

Financials 2011/2012



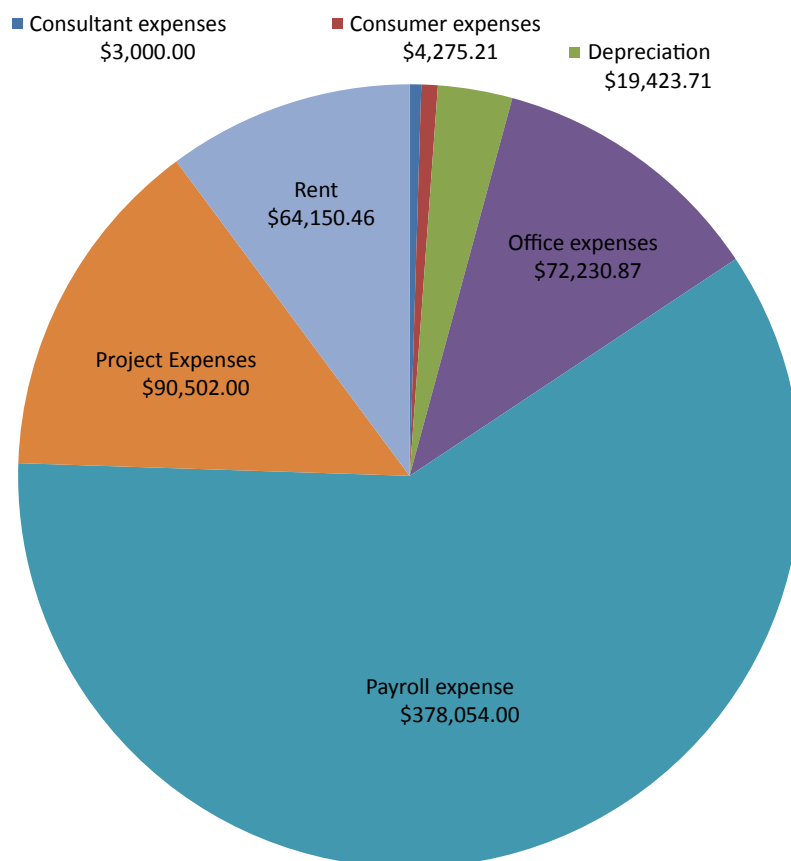
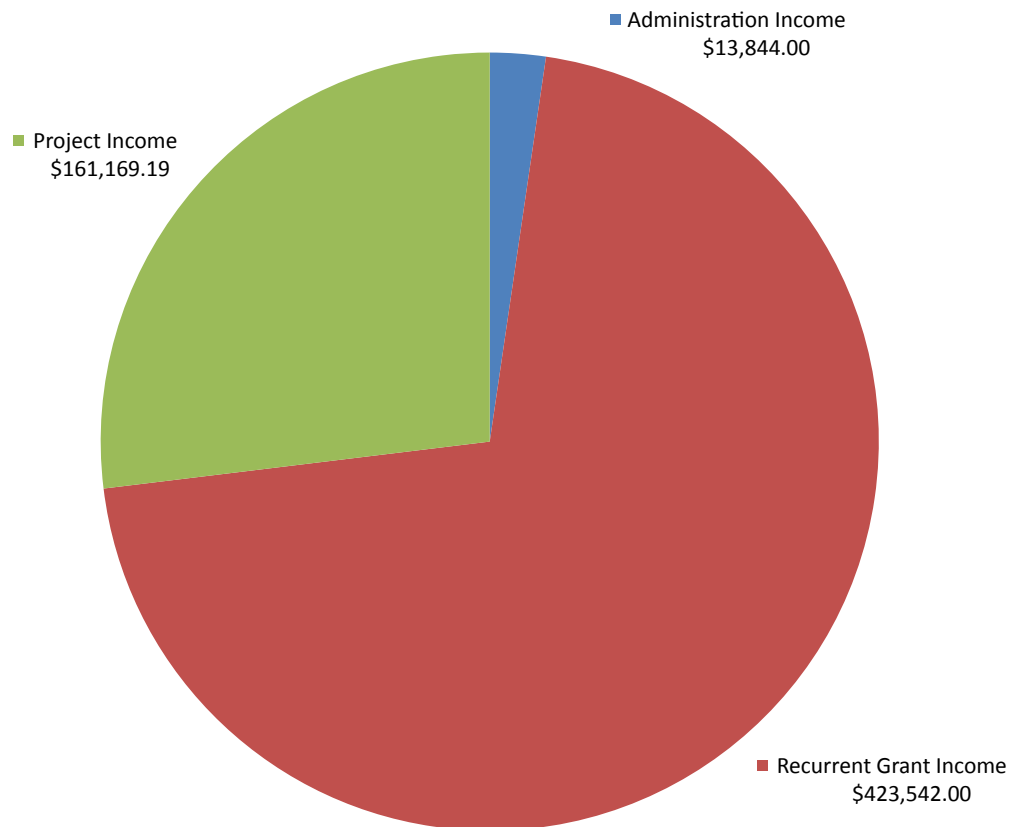
**Health Consumers Alliance of South Australia Inc.
Detailed Statement of Comprehensive Income
For the year ended 30 June 2012**

INCOME	
Recurrent Grant Income	\$423,542
Project Income	\$13,844
Administration Income	\$161,169
TOTAL INCOME	\$598,555
EXPENDITURE	
Project Expenses	\$90,502
Rent	\$64,150
Payroll Expenses	\$378,054
Office Expenses	\$72,231
Consumer Expenses	\$4,275
Consultancy Fees	\$3,000
Depreciation	\$19,424
TOTAL EXPENDITURE	\$631,636
OPERATING SURPLUS/(DEFICIT)	-\$33,081
SURPLUS PRIOR YEARS	\$61,465
ACCUMULATED SURPLUS	\$28,384

**Health Consumers Alliance of South Australia Inc.
Statement of Financial Position
As at 30 June 2012**

CURRENT ASSETS	
Cash & Cash Equivalents	\$164,245
Debtors & Other Receivables	\$17,475
Prepayments	\$7,605
TOTAL CURRENT ASSETS	\$189,325
NON CURRENT ASSETS	
Property Plant & Equipment	\$59,698
TOTAL NON CURRENT ASSETS	\$59,698
TOTAL ASSETS	\$249,023
CURRENT LIABILITIES	
Grants Received in Advance	\$148,306
Trade & Other Payables	\$32,237
Accrued Payroll Liabilities	\$15,288
GST Payable	\$15,838
Provisions	\$8,970
TOTAL CURRENT LIABILITIES	\$220,639
NET ASSETS	\$28,384
ACCUMULATED FUNDS	\$28,384





Representatives

HCA Consumer Advocates and Representatives 30 June 2012

Name	Committee
HCA Consumer Advocates – Statewide Clinical Networks	
Cancer	Julie Marker Don Piro
Gynaecological Cancers Working Party	Sheralyn Stillert
Lung Cancer Pathway Working Party	Melissa Cadzow
Cancer Information On Line Working Party	Don Matters
Cardiology	Colin Purvis Rachel Bishop
Child Health	Alex Centofanti Yvonne Parry
Maternity and Neonatal	Carolyn Donaghey-Harris Helen Hriskin
Mental Health	Ann Blackburn Judy Burke
Borderline Personality Disorder Working Group	Judy Burke
Older Persons	Loueen Bainger Sue Jarrad
Palliative Care	Meg Brassil Adrienne Stoddart
Stroke	Simon Lane Annette McGrath
Orthopaedics	Maire Sutherland



Name	Committee
Rehabilitation	Vickie Castle
Transition to Adult Working Group	Vickie Castle
Renal	Peter Uppington Amy Foote
HCA Consumer Advocates – Other SA Committees	
SA Council for Safety & Quality in Health Care Consumer & Community Advisory Committee	Trevor Bower Anne Johnson Annette McGrath
Quality Risk and Clinical Governance Committee SA Pathology	Stephanie Newell
The Queen Elizabeth Hospital Consumer Advisory Council	Tina Namow
Pregnancy Advisory Committee	Helen Hriskin
Mental Health Nurse Advisory Group	Heather Nowak
Borderline Personality Disorder Work Group	Judy Burke
GPSA Mental Health Shared Clinical Services Integration Committee	John Connolly Louise Fuller
South Australian Medicines Advisory Council	Helen Mikolaj
SANT DataLink Consumer Reference Group	Timothy Braund Janet Durling Annette McGrath Peter Shepherd Ruth Sladek Rosemary Warmington

Name	Committee
Peak Consumers and Community Advisory Group Women's and Children's Local Health Network	Yvonne Parry
GP Plus Health Care Network (Elizabeth)	Peter Uppington
Diagnostic Imaging Accreditation Standards	Stephanie Newell
Australian Technical Advisory Group in Immunisation	Stephanie Newell
UniSA Consumer co-payments for prescription medicines: impact on access and health outcomes	Trevor Bower
Ethics, Privacy and Consumer Advisory Group Population Health Research Network (PHRN)	Stephanie Newell
Commissioners Accreditation Reference Group Australian Commission for Safety and Quality in Healthcare	Trevor Bower
Consumer Advisory Group General Practice Network South (GPNS)	Jill Wishart Trevor Bower
Men's Health Centre University of Adelaide	Gerry McEwen
Consumer Advisory Group Breastscreen SA	Marg Brown
Do It For Life	Helen Mikolaj
SA Health e-Health Consumer Reference Group	Trevor Bower Melissa Cadzow Alan Nankivell
HCA Representatives	
SA Dental Service Consumer Advisory Panel	Marg Brown
SA Health End of Life Care Policy Project Advisory Group	Sue Jarrad
SA Transcultural Mental Health Network	Stephanie Miller
SA Council for Safety & Quality in Health Care Consumer &	Michael Cousins



Name	Committee
Community Advisory Committee	
South Australian Medicines Evaluation Panel	Stephanie Miller
SA Health Consumer Experience Survey Advisory Group	Stephanie Miller
SA Health Consumer Feedback and Complaints Advisory Group	Michael Cousins
SA Health Mental Health Unit Consumer Reference Group	Angelina Edwards
SANT DataLink Steering Committee	Stephanie Miller
SANT DataLink Consumer Reference Group	Stephanie Miller (Chair)
Margaret Tobin Awards Judging Panel	Stephanie Miller
SA Health Awards Judging Panel	Stephanie Miller
SACOSS Policy Council	Stephanie Miller
SACOSS Strategic Policy Advocacy Group	Angelina Edwards
Flinders University Medical Courses Bachelor of Medicine and Bachelor of Surgery Advisory Group	Stephanie Miller
GPSA Medicare Local Transition and Establishment Steering Committee	Stephanie Miller
CHF “Our Health, Our Communities” Project Reference Group	Stephanie Miller
Population Health Research Network Management Council	Stephanie Miller
ACSQHC National Safety & Quality Goals Technical Advisory Committee	Stephanie Miller
Ministerial Appointments	
Health & Community Services Complaints Advisory Council (Presiding Member)	Stephanie Miller

Name	Committee
South Australian Ethics Health Advisory Council	Tony Lawson Sue Jarrad
South Australian Health Practitioners Tribunal	Elaine Golding Christine Belford Michael de Rohan Janne McMahon Stephanie Newell
SA Council for Safety & Quality in Health Care	Stephanie Miller
Central Adelaide Local Health Network Governing Council	Tony Lawson
Southern Adelaide Local Health Network Governing Council	Ellen Kerrins
Women's and Children's Local Health Network Governing Council	Elaine Golding



HCA Member Organisations 30 June 2012

Aboriginal Health Council of SA Inc	Hepatitis C Council of SA Inc
Alzheimers Australia SA Inc	Kidney Health Australia
Arthritis SA	Life Without Barriers
Asthma Foundation SA	Mallee Mental Health Community Liaison Program
Australian Pain Management Association Inc	Mental Illness Fellowship of SA Inc
Beautiful Birth Inc	Migrant Resource Centre of SA
Bridges & Pathways Institute Inc	Mind
Cancer Council South Australia	Murray Mallee Consumer Advisory Group
Cancer Voices SA Inc	Parkinson's South Australia Inc
Carers SA	Polio Awareness SA Inc
Community Mental Health Programs	SHINE SA
Uniting Care Wesley Port Adelaide	South Australian Refugee Health Network
COTA Seniors Voice	Southern Adelaide Health Service Mental Health
Diabetes South Australia	Consumer Advisory Group
General Practice Network South Inc	The Queen Elizabeth Hospital Consumer
Grow SA (Community Mental Health)	Advisory Council
Health Consumers Council WA Inc	Uniting Care Wesley Adelaide
Healthcare Consumers ACT Inc	

Board to 28 November 2011

Tony Lawson Chair
Marg Brown AM Deputy Chair
Rob Dempsey Treasurer
Elaine Golding Secretary

Ellen Kerrins
Keith Kranz OAM

Dr Joseph Masika
Kim Davidson

Desmond Ford

Board from 30 November 2011

Tony Lawson Chair
Marg Brown AM Deputy Chair
Rob Dempsey Treasurer
Ellen Kerrins Secretary

Elaine Golding
Keith Kranz OAM

Dr Joseph Masika
 (resigned April 2012)

Kim Davidson
 (resigned January 2012)

Desmond Ford
Belinda McLeod-Smith



Stephanie Miller Executive Director

Annette McInerney Senior Project Officer
(to 30 September 2011)

Angelina Edwards Senior Project Officer

Helen Smith Senior Project Officer

Michael Cousins Senior Project Officer
(from 12 December 2011)

Michael Brown Finance and Administration Manager
(to 31 December 2011)

Heidi Callins Administration Assistant
(to 6 January 2012)

Maria French CAHML After Hours Consumer Consultation

Ann Hine CAHML After Hours Consumer Consultation

Deb Michael Student Placement

Penny Parker Student Placement

Kaylene Gurr Student Placement

Sarah Sangau Volunteer



Consumers at the heart of health care



hccsa
Health Consumers Alliance of SA Inc.

Level 1, 12 Pirie Street
Adelaide SA 5000
GPO Box 2248
Adelaide SA 5001

t: 08 8231 4169
f: 08 8410 5276
e: info@hcasa.asn.au
w: www.hcasa.asn.au
twitter: [healthconsumers](https://twitter.com/healthconsumers)
abn: 90 294 720 079