

ANNUAL REPORT

2012/13

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Chairperson's Report 2012/13

2013 has been another 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.

Service Agreement

After a tortuous few months we have finally signed our service agreement with the Minister of Health. The negotiations were protracted as we needed to reconcile the requirements of the agreement with the level of funding we were to receive. We were pleased that the level of funding was not being reduced but we felt there was a gap in the requirements and the finds being provided to undertake a number of activities. The ED with support from the Executive Committee worked tirelessly on achieving an outcome we could live with. At one stage we had to draw breath and ask the serious questions as directors of the board could we in all honesty sign an agreement which could jeopardise the health of our staff and organisation. I am pleased to report that the requirements have been paired back somewhat and we could sign the agreement.

The agreement requires us to work closely with the Local Health Networks to assist them achieve consumer engagement strategies and hence improve health outcomes for consumers. While it is early days this has proved problematic as the LHNs have not been aware of this requirement due to a lack of communication between the Department and the LHNs. We are working to redress this but it is disappointing that this has occurred.

The members of the LHN Governing Councils who have links with health consumer organisations are continuing to meet 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.

We also published our Strategic Directions 2012-16 which was based on a very extensive engagement process with our stakeholders and members and this document formed the basis of our service agreement with SA Health.

Relationships

SA Health

Over the year we have continued to forge strong and positive relationships with our key stakeholders and HCA has provided a response to the Final Draft SA Health Framework for Active Partnership with Consumers and the Community.

We continue to hold 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.

Planetree

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We hold regular teleconferences with Planetree USA to discuss potential partnerships with them and to establish a base in Australia.

We also partnered with Planetree and SA Health for Patient Centred Care Awareness Month October 2012 and we continue to extol the virtues of the new RAH becoming a Planetree designated hospital with the Minister and senior Department officers.

CHF

HCA supported and attended the CHF Consumer Leaders Workshop in Adelaide on 21-22 March, attended by 22 SA consumer leaders.

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

SAHMRI

In April this year HCA entered an agreement with the South Australian Health and Medical Research Institute (SAHMRI) to undertake the Health Consumers and the Community Research Project.

Through this project HCA seeks to identify the benefits, evidence and models of consumer participation in health and medical research and develop a consumer and community engagement framework to support the South Australian Health and Medical Research Institute's (SAHMRI) vision of translating science into health via all their research themes which cover Aboriginal Health, Cancer, Healthy Mothers, Babies and Children, Heart Disease, Infection and Immunity, Mind and Brain, Nutrition and Metabolism.

The project is to be completed this month and we are very excited about how successful it has been and that the outcomes will be really influential.

Policy Council

After a few false starts due to competing priorities in June we commenced bi-monthly HCA Policy Council meetings. The Council is chaired by a board member - Alice Clark and there is always a good attendance of members. We are currently working on an election policy manifesto.

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 subcommittee.

Thanks to staff and board

HCA continues to make significant headway under the guidance of Stephanie Miller our Executive Director and our relatively new and super small staff team who are all making an excellent contribution to the burgeoning workload of what is a very small organisation. I am constantly amazed at the output of the organisation and I would like to thank Stephanie and the staff for their very considerable efforts.

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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.

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. I am sad to report that we are losing two valuable members who are not continuing because of work and professional demands.

Rob Dempsey has been our tireless Treasurer for a number of years now and the organisation will be the poorer as we will really miss his expertise and insight on financial matters but also his tremendous knowledge of the health system.

Keith Krantz is taking up a new role in Melbourne so he had no choice to resign. In the time Keith has been on the Board and recently as our Secretary he has made a significant contribution through his intimate knowledge of the health sector.

We thank Rob and Keith sincerely for their very significant contributions to HCA.

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

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

Chairperson

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Treasurer's Report 2012/13

I am pleased to present the Treasurer's Report for the Health Consumers Alliance of SA Inc (HCA) for the year ending 30 June 2013.

HCA's financial statements have been audited by Not-For-Profit Accounting Specialists and are published as an addendum to 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.

I am delighted to report that the past year, although challenging, has seen a significant turnaround from a financial perspective compared to the previous year. This has primarily been due to the stringent financial controls put in place to enhance HCA's cash flow situation and the stewardship of HCA's Executive Director, Stephanie Miller.

The current economic climate continues to be a major concern and the severe tightening of fiscal and monetary policy across all of government including SA Health has impacted on HCA's ability to secure some major projects which would have resulted in considerable additional revenues. Accordingly, to meet the requirements of HCA's strategic plan and achieve the outcomes and expectations of our key stakeholders, HCA has simply had to do more with less. This is reflected in total income for the 2012/13 financial year being \$522,210 compared with \$598,555 for the previous year, reflecting a decrease in income of \$76,345.

However, total expenditure for the 2012/13 financial year was \$478,221 compared with \$631,636 for the previous year which is a decrease in expenditure of \$153,415. This decrease is primarily due to the following factors:

- \$62,213 decrease in salaries
- \$11,677 decrease in salary on-costs
- \$64,646 decrease in expenditure relating to specific projects
- \$13,621 decrease in staff training and development

Overall HCA recorded a net operating surplus for the financial year of \$43,989 and accordingly this result increases HCA's accumulated surplus to \$72,373. Given the challenges and uncertainty with the current economic climate, HCA did very well to achieve this result.

In relation to HCA's overall financial position, total assets have decreased to \$107,803 a decrease of \$141,220 over the previous financial year of \$249,023. However this is primarily due to the timing of receiving the recurrent funding grant from SA Health. It is worthy to note that there has been a decline in the value property, plant and equipment of \$20,090 due to the effect of depreciation with the written down value being \$39,608 as at the end of the financial year.

HCA's total liabilities as at the end of June 2013 were \$35,430 a decrease of \$185,639 compared to the previous year of \$220,639. As outlined above this decrease in liabilities is also due to the timing of receiving the recurrent funding grant from SA Health along with a GST

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payable amount of \$8,063. Other liability variations between this year and last include Trade and Other Payables and Accrued Payroll Liabilities and these too are related to timing anomalies and the decline in staffing levels and therefore costs.

Accordingly, and as stated previously, the Accumulated Funds of HCA as at the 30 June 2013 are \$72,372.

The Executive Committee of the Board along with Executive Director, Stephanie Miller meet monthly and are constantly reviewing the financial performance and position of HCA including the close monitoring of cash flow and all commitments. It has certainly been a year of challenge but HCA has performed well financially and despite many adversities has managed to considerably enhance its overall financial position and cash flow. 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 its Business Plan 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 continued stewardship of HCA. HCA has recently signed off on the next Service Agreement with SA Health.

Unfortunately, the efficiency penalty which has been applied to all NGO's funded by SA Health has resulted in a considerable reduction in HCA's funding over the next three years. Stephanie has worked tirelessly through the negotiation process to minimise the impact on HCA and is to be congratulated for the outcome she managed to achieve.

Advocating for the interests and needs of health consumers is of paramount importance. Despite the modern advances in medicine, surgery, and therapeutic services we continue to hear stories of poor outcomes for health consumers much of which is caused by the 'system' not understanding the needs of consumers or even taking the time to listen to them. This is where HCA can play such an important role for SA Health and other providers through effective consumer engagement. This, however, is difficult to achieve without adequate funding and resources.

This is my final report as Treasurer as I will be stepping down from the Board at this AGM. It has been a privilege to serve on the Board over the past three years and I thank and pay tribute to my fellow Board members and the staff at HCA past and present. I would also like to thank and pay tribute to Stephanie, a tireless campaigner for health consumers in South Australia.

Rob Dempsey

Treasurer

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Executive Director's Report 2012/13

The year ending 30 June 2013, 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 4.0 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 2012-13 we made significant achievements towards the fulfilment of HCA's Strategic Directions 2012-16, our vision of Consumers at the heart of health care, with activity focussed on the four key strategic priorities.

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

Specifically, during 2012-13 our achievements included:

- Further development of our partnership with Planetree, expertise in consumer centred care and participation in Planetree's Patient Centred Care Awareness Month October 2012;
- Reviewed and upgraded HCA consumer advocate training programme;
- Four consumer advocate induction training sessions were held and we trained 61 consumers.
- Increased activity in relation to consumer engagement and capacity building, including Forums, training for consumer advocates, and bespoke training for consumer and carer groups;
- Established the HCA Consumers Advocates Network with meetings held on 14 March and 22 May 2013. The Network is developing as Consumer Advocates Community of Practice and has an online platform;
- Commenced HCA Policy Council meetings on 13 June.
- Collaboration with the Consumers Health Forum of Australia (CHF), and sister peaks in other states, on Our Health, Our Community Project;
- Supported and attended CHF Consumer Leaders Workshop in Adelaide on 21-22 March, attended by 22 SA consumer leaders.

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- Invited to participate in the new RAH transition planning with SA Health and CALHN Executive Leadership.
- Development of evidence-based policy submissions and responses in partnership with health consumers and consumer organisations;
- 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 2012/13 this activity included:

- Meetings with the Minister for Health, Mental Health and Substance Abuse on 19 September and 18 December 2012 and 26 March 2013.
- Letter to Minister for Health regarding consumer concerns about Bedside Computers.
- Meetings with SA Health's CEO on 16 November 2012 and 17 May 2013.
- Letter to SA Health CEO regarding Review of Non-Hospital Based Services and consumer consultation.
- Letter to SA Health CEO regarding SA Health's e-Health Consumer Reference Group.

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 2012/13, HCA submitted a number of formal policy responses and reports, including:

- Draft SA Health Policy, Guidelines and Education Framework for Recognising and Responding to Clinical Deterioration.
- Second Consultation on Draft National Recovery-Oriented Mental Health Practice Framework.
- Australian Commission for Safety and Quality in HealthCare on Draft Safety and Quality Improvement Guide – Standard 2: Partnering with Consumers.
- Draft SA Health Restraint and Seclusion Policy.
- ACSQHC's Consultation on the Review of the Open Disclosure Standard.
- SA Health Draft Framework for Active Participation with Consumers and the Community.
- Response to Aged Care Assessment Program Evaluation (interview).
- McCann Review of Non-Hospital Based Services.
- Proposal to Protect Midwifery Practice.

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- State Public Health Plan.
- Senate Inquiry into the Health Insurance Amendment (Medicare Funding for Certain Types of Abortion) Bill 2013.

Significant aspects of HCA's policy and advocacy work are undertaken through membership of advisory groups. During 2012/13, these included:

- SA Council for Safety & Quality in Health Care;
- SA Council for Safety & Quality in Health Care Consumer & Community Advisory Committee;
- SA Health Partnering with Consumer and Community Advisory Group (Chair);
- SA Health Recognising and Managing Challenging Behaviour Advisory Group;
- SA Health ACAP Evaluation Executive Advisory Committee;
- SA Health Mental Health Unit Consumer Reference Group;
- State Primary Health Care Plan Steering Committee;
- SA Medicines Evaluation Panel;
- SA Medicines Safety Advisory Group;
- Quality Use of Medicines SA Working Group;
- SA Formulary Committee;
- SANT DataLink Steering Committee;
- SANT DataLink Consumer Reference Group (Chair);
- Population Health Research Network Management Council;
- COTA ACD Peer Educator Project Advisory Group;
- Flinders University Medical Courses Bachelor of Medicine and Bachelor of Surgery Advisory Group;
- Central Adelaide & Hills Medicare Local After Hours Steering Group;
- CHF "Our Health, Our Communities" Project Reference Group;
- ACSQHC Primary Care Committee;
- CALHN Consumer Advisory Council;
- CALHN Improving Outpatients Clinical Leadership Group;
- Lyell McEwin Hospital Consumer Advisory Committee;
- Modbury Hospital Consumer Advisory Committee;
- Health First's MPA Project Stakeholder Advisory Group;

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- SAHMRI Consumer and Community Engagement Strategy Project Steering Committee and Partnership Reference Group.
- National Rural Health Alliance 2013 Conference Advisory Committee.

In addition, the following consumer engagement forums and workshops were held during 2012/13 on a range of issues and in partnership with key stakeholders.

- Members Policy Forum on SA Health's Draft Policy, Guidelines and Education Framework for Recognising and Responding to Clinical Deterioration held on 26 July 2012.
- Members Forum with Hon John Hill, Minister for Health and Ageing, on SA Hospital Budget Performance and Remediation Review held on 21 August 2012.
- Consumer Advocates and Consumer Centred Care Workshop held 5 October and attended by 56 consumers and carers.
- Community Conversation with SANT DataLink held on 22 November and attended by 72 consumers.
- Two focus groups held for Chief Nurse to obtain consumer feedback about Clinical Services Co-ordinator role.
- Members Policy Forum on Review of non-Hospital based Services with Sinead O'Brien as guest speaker.
- Focus group on Proposal to Protect Midwifery Practice.
- Members Policy Forum on State Public Health Plan.
- Information session on MBS for Adelaide-based consumers held at HCA by the Australian Government Department of Health and Ageing on the MBS Listing and Review process.

HCA is regularly asked to participate in research projects. During 2012-13 this included interviews for:

- UniSA Research Project: Mapping Quality Use of Medicines (QUM) Groups, Activities and Issues in South Australia.
- UniSA Research Project: Continuity of medication management for patients focusing on the discharge and post-discharge processes in South Australia.

HCA signed a Memorandum of Understanding with the South Australian Health and Medical Research Institute (SAHMRI), and commenced the Health Consumers and the Community Research Project.

Through this project HCA seeks to identify the benefits, evidence and models of consumer participation in health and medical research and develop a consumer and community engagement framework to support the South Australian Health and Medical Research Institute's (SAHMRI) vision of translating science into health. SAHMRI's research themes are: Aboriginal

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Health, Cancer, Healthy Mothers, Babies and Children, Heart Disease, Infection and Immunity, Mind and Brain, Nutrition and Metabolism.

HCA continues to select, induct, nominate and support consumer advocates and there are now nearly 70 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 2012/13 HCA staff provided presentations to the:

- Southern Adelaide Local Health Network Governing Council regarding HCA & consumer engagement.
- 3rd Annual Healthcare Complaints Management Conference on "Towards A Patient Centred Culture Of Care: Valuing The Consumer Voice In The Evaluation And Regulation Of Health Care Systems And Services".
- 2012 Australian Nursing & Midwifery Federation (SA Branch) Professional Day Debate.
- Royal Adelaide Hospital Consumer Advisory Council.
- Inaugural Improving Patient Experience Conference on Measuring Consumer Experience – The SA Consumer Experience Surveillance System (SACESS) with Karina Eckert from PROS, UoA.
- HCSCC Charter Champions on consumer centred care.
- Joanna Briggs Institute Clinical Fellows on consumer engagement.
- JBI Evidence Translation event to promote translating research into policy and practice.
- Health Activism & the Knowledge Society: Engaging Consumer/ Citizens in Shaping Health Workshop.

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I would like to thank all of the staff who were part of the Secretariat during 2012/13 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

Executive Director

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HCA Consumer Advocates and Representatives 30 June 2013

Name	Committee
HCA Consumer Advocates – Statewide Clinical Networks	
Cancer	Julie Marker Don Piro
Lung Cancer Pathway Working Party	Melissa Cadzow
Cancer Information On Line Working Party	Don Matters
Head and Neck Cancer Care Pathway Development Working Party	Ashleigh Moore
Hepatocellular Cancer (Primary Liver Cancer) Working Party	Rickie Southwell
Cardiology	Colin Purvis Rachel Bishop Matthew Turner
Child Health	Alex Centofanti Yvonne Parry
Maternity and Neonatal	Carolyn Donaghey-Harris Helen Hriskin Jane Every
Mental Health	Ann Blackburn Judy Burke
Borderline Personality Disorder Working Group	Judy Burke
Older Persons	Loueen Bainger Sue Jarrad Tony Lawson

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Name	Committee
	Kate Swaffer Joy Whitehorn
Palliative Care	Meg Brassil Adrienne Stoddart
Stroke	Simon Lane Annette McGrath
Orthopaedics	
Rehabilitation	Vickie Castle
Transition to Adult Working Group	Vickie Castle
Renal	Amy Foote Jennifer Roadknight
HCA Consumer Advocates – Other SA Committees	
SA Council for Safety & Quality in Health Care Consumer & Community Advisory Committee	Trevor Bower Anne Johnson Annette McGrath
The Queen Elizabeth Hospital Consumer Advisory Council	Tina Namow
Pregnancy Advisory Committee	Helen Hriskin
Quality Risk and Clinical Governance Committee SA Pathology	Stephanie Newell
Mental Health Nurse Advisory Group	Heather Nowak
GPSA Mental Health Shared Clinical Services Integration Committee	Roslyn Udy
South Australian Medicines Advisory Council	Helen Mikolaj
SANT DataLink Consumer Reference Group	Timothy Braund



Name	Committee
	Janet Durling Annette McGrath Peter Shepherd Ruth Sladek Rosemary Warmington Maryann Bin-Sallick Rachel Bishop
Ethics, Privacy and Consumer Advisory Group Population Health Research Network (PHRN)	Stephanie Newell
Consumer Advisory Group BreastScreen SA	Marg Brown
eHealth Consumer Reference Group	Trevor Bower Melissa Cadzow Eric Browne Alan Nankivell
Healthy Laws Advisory Committee	Lynda Whiteway
CALHN Improving Outpatients Clinical Leadership Group	Lynda Whiteway
SAHMRI Partnership Reference Group	Mary Buckskin Helen Mikolaj Justin Hughes Geoff Vass Julie Marker Cathy Chong
HCA Representatives	
SA Dental Service Consumer Advisory Panel	Marg Brown
SA Health End of Life Care Policy Project Advisory Group	Sue Jarrad



Name	Committee
SA Health ACAP Evaluation Executive Advisory Committee	Stephanie Miller
SA Council for Safety & Quality in Health Care Consumer & Community Advisory Committee	Michael Cousins
SA Medicines Evaluation Panel	Stephanie Miller
SA Medicines Safety Advisory Group	Michael Cousins
Quality Use of Medicines SA Working Group	Stephanie Miller
SA Formulary Committee	Michael Cousins
SA Health Partnering with Consumer and Community Advisory Group	Stephanie Miller (Chair)
SA Health Recognising and Managing Challenging Behaviour Advisory Group	Stephanie Miller
SA Health Mental Health Unit Consumer Reference Group	Angelina Edwards/ Michael Cousins
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
Flinders University Medical Courses Bachelor of Medicine and Bachelor of Surgery Advisory Group	Stephanie Miller
CHF "Our Health, Our Communities" Project Reference Group	Stephanie Miller
Population Health Research Network Management Council	Stephanie Miller
ACSQHC Primary Care Committee	Michael Cousins
CALHN Consumer Advisory Council	Michael Cousins
CALHN Improving Outpatients Clinical Leadership Group	Michael Cousins

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Name	Committee
Lyell McEwin Hospital Consumer Advisory Committee	Stephanie Miller
Modbury Hospital Consumer Advisory Committee	Stephanie Miller
Country South Medicare Local Governance Panel	Michael Cousins
State Primary Health Care Plan Steering Committee	Stephanie Miller
Ministerial Appointments	
Health & Community Services Complaints Advisory Council (Presiding Member)	Stephanie Miller
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

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HCA Member Organisations 30 June 2013

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Alzheimers Australia SA Inc

Arthritis SA

Australian Pain Management Association Inc

Bridges & Pathways Institute Inc

Cancer Council South Australia

Cancer Voices SA Inc

Carers SA

COTA Seniors Voice

Diabetes South Australia

Flinders Medical Centre Consumer Advisory Council

Grow SA (Community Mental Health)

Healthy Cities Onkaparinga Inc

Health Consumers Council WA Inc

Healthcare Consumers ACT Inc

Hepatitis SA Inc

Life Without Barriers

Loxton and Districts Health Advisory Council

Lyell McEwin Health Service Consumer Advisory Council

Mallee Mental Health Community Liaison Program

Mental Health Consumer Advisory Council

Mental Illness Fellowship of SA Inc

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Migrant Resource Centre of SA

Mind

Modbury Hospital Community Advisory Council

Multicultural Communities Council of SA Inc

Murray Mallee Consumer Advisory Group

NEAMI

NOFASD

One Voice Network Inc.

Parkinson's South Australia Inc

SHINE SA

Southern Adelaide Local Health Network Consumer Advisory Council

Southern Adelaide Local Health Network Mental Health Consumer Advisory Group

SA Ambulance Service Community Advisory Committee

The Royal Adelaide Hospital Consumer Advisory Council

The Queen Elizabeth Hospital Consumer Advisory Council

Uniting Care Wesley Port Adelaide

Uniting Communities

Women's and Children's Health Network Consumer and Community Advisory Committee

Level 1, 12 Pirie Street
Adelaide SA 5000

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abn: 90 294 720 079



HCA Board and Staff 2012/13

Board to 22 October 2012

Tony Lawson

Chair

Marg Brown AM

Deputy Chair

Rob Dempsey

Treasurer

Ellen Kerrins

Secretary

Elaine Golding

Keith Kranz OAM

Desmond Ford

Belinda McLeod-Smith

Board from 22 October 2012

Tony Lawson

Chair

Marg Brown AM

Deputy Chair

Rob Dempsey

Treasurer

Keith Kranz OAM

Secretary

Roslyn Udy

Roslyn Chataway

Desmond Ford

Dana Bell (from 25 February 2013)

Alice Clark (from 25 February 2013)

Marie Heartfield (from 25 February 2013)

Staff

Stephanie Miller

Executive Director

Michael Cousins

Senior Project Officer

Angelina Edwards

Senior Project Officer

(to 21 February 2013)

Sarah Sangau

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Health Consumers Alliance of SA Inc.

Administration Assistant

(from 6 August 2012 to 28 June 2013)

Duncan Bainbridge

Community Relations Officer

(from 18 February to 28 June 2013)

Teresa Duncan

Office Manager/Executive Assistant

(from 24 June 2013)

Helen Smith

Senior Project Officer

(to 3 August 2012)

Consumers at the heart of health care

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