



Consumer Advocate Participation During COVID-19 Pandemic

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This position statement outlines the imperative for health, community, research and other organisations/services who partner with consumers and the community to ensuring the same policy consideration as afforded to staff in terms of social distancing and cancellation of face-to-face meetings, training and events.

Health Consumers Alliance of South Australia (HCASA) seeks to stress the importance for the health consumers and the broader community to take actions that minimise their risk and protect their health during this time of response to the COVID-19 pandemic.

- HCASA recognises that many of our consumer advocates, due to their health circumstances, fall into high risk category groups for COVID-19
- Consumer advocates are encouraged not to attend face to face committee meetings and other forums within health and community services.
- Health and Community Services Partnering with Consumers should, in the current environment prioritise protecting the most vulnerable people in the community including consumer advocates.
- Health and Community Services should explore and make available other ways for consumers to participate to continue to inform practice during this time. Options may include: tele or video conference; separate out-of-session meetings with consumers
- Consumer advocates should receive sitting fees for alternate participation options

Whilst government and service providers continue to try to identify appropriate messaging and information to the Australian community on COVID-19 strategies consumers play a vital role in ensuring this messaging is clear and meets its intended target audience.

People who are concerned and want further information on COVID-19 can call the Australian Government's Coronavirus Health Information Line on 1800 020 080. The line operates 24 hours a day, 7 days a week. Note: To speak directly to a registered nurse may require holding on the line for some time.

Health Consumers Alliance of SA Inc (HCASA)

Vision:

Consumers at the centre of health in South Australia

Mission:

To engage consumers and health services to achieve high quality, safe, consumer-centred care for all South Australians. We promote and strengthen the voices, wellbeing, rights and leadership of health consumers.

HCASA is the peak body for health consumers in South Australia. Since 2002, HCASA has worked in partnership with individual consumers, carers and advocates; with consumer groups and committees; with communities; and with a rich and diverse range of partners to fulfil our mission.

Together, we advocate at the system level to embed consumer engagement policy and practice across the SA health system. This includes public, private and non-government health and community service providers.

See also

HCASA Statements

- Consumer Centred Health Care in South Australia
- Consumer and Community Engagement in Health Care
- Consumer Sitting Fees and Reimbursement
- Health Care Rights Driving Consumer Centred Care