



Capacity & capability building across organisations and sectors

Health Insurance (Health Partners)

Health Partners is South Australia's largest open health fund and has been providing services for over 80 years. Health Partners, as a not-for profit organisation, is driven to perform solely for the benefit of its members. They approached HCASA in early 2020 to discuss the implementation of an inaugural members advisory panel. They were looking to establish a panel of Health Partners members and sought HCASA's input in assisting them to determine the role and function of such a panel and how to establish them.

This was the first time that HCASA would be working with a health insurer. Internal discussions were had in relation to whether this was within the scope of the organisation and how, if at all, this would promote the rights of consumers in health.

Private Hospitals (Calvary Wakefield)

In 2019 HCASA was approached by Calvary Wakefield Hospital Group to recruit two consumer advocates to its Safety and Quality committee. This followed on from a previous recruitment process HCASA ran for them. HCASA met with key staff, leadership and clinicians, in an informal session to answer their questions regarding consumer participation in Calvary. Two consumers were subsequently recruited and HCASA was asked to develop a partnership proposal to assist Calvary to establish consumer engagement to meet their obligations under Standard 1.

UniSA

In 2020 HCASA was approached by the School of Allied Health Sciences and Practice University of South Australia, to support them to understand the process of consumer participation and establish consumer codesign in the development of curriculum and other processes within and across this newly established school of health science. HCASA drafted a partnership proposal to support the establishment of a consumer advisory panel. In the end the School decided they would progress this process internally.

Hospital Research Foundation

In 2018 HCASA began meeting with the Hospital Research Foundation to mentor and support the Foundation to implement a consumer codesign process in; setting their funding priorities, providing feedback to research and funding applications/proposals, as part of application selection and evaluation and ongoing evaluation processes.

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