

# **ANNUAL REPORT**

**2013/14**

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## Chairperson's Report 2013/14

2014 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. One thing for sure is that there is no end to the demands being made on the organisation.

### Service Agreement

Our service agreement with SA Health is currently on track. We provide regular reports to the Department and meet regularly with the contract management staff to ensure all our KPIs are being met. This is working out satisfactorily.

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.

To this end we provided significant advice to CALHN on the development of CALHNs Vision and Values and new model for consumer engagement, and we developed new training courses in consumer centred care and partnering with consumers and provided fee for service training to SALHN and NALHN Executive Teams. Plans are underway to provide assistance to the Women's and Children's Hospital.

Our Strategic Directions Plan which formed the basis of our service agreement with SA Health continues to drive our strategies and approach.

### Relationships

#### SA Health

Over the year we have maintained our relationship with SA Health and our staff are involved in many activities with the Department.

We continue to hold regular meetings with the CEO SA Health and would like to have more regular meetings with the Minister. We believe that 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.

#### Medicare Locals

HCA has been a foundation member of a number of Medicare Locals and we have undertaken a number of projects for them over time. Everyone would be aware of the decision made by the Federal Government to transition Medicare Locals into Primary Health Networks to become operational by 1 July 2015. There will be two PHNs to cover the whole of SA – one based on metropolitan Adelaide and the other to service country South Australia. As there is a focus of the new PHNs on having appropriate consumer representation via advisory boards, HCA has already been approached by some Medicare Locals to "partner" with them as they develop tender proposals to become a designated PHN. While it is early days the new HCA will need to develop a clear policy position on who it will work with and on what basis.

## **Planetree**

Susan Frampton, CEO of Planetree visited Australia and we arranged for her to meet with the Minister for Health and Ageing and the Clinical Senate Executive to discuss patient centred leadership and the role of clinicians as champions. We also arranged for Susan to deliver a lunchtime session at the RAH for staff and consumers. Attendance was over 200 and her presentation was very well received.

## **CHF**

We continue to enjoy excellent relationships with the Consumers Health Forum of Australia and our sister state and territory organisations. As Chair of CHF I am able to ensure close linkages between CHF and the state bodies.

## **SAHMRI**

In partnership with SAHMRI we have developed a Consumer and Community Engagement Framework which is regarded as one of the first such agreements with a prestigious research institute in Australia. We are very excited about how successful it has been and that the outcomes will be really influential.

## **Policy Council**

Our Policy Council has met frequently and it oversaw the development of the HCA State Election Policy Platform Top Ten Issues under the title of - How do you want to be remembered?

We also established the HCA Consumer Advocates Network and signed a Statement of Collaborative Intent with the International Centre for Allied Health Evidence.

## **Membership**

Our individual and organisational membership continues to gradually grow and it is pleasing to note that we are attracting more organisation members which now number 35.

## **Thanks to staff and board**

HCA continues to make significant headway under the guidance of Stephanie Miller our Executive Director and our 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, Michael, Mark, Teresa and Julie for their very considerable efforts.

Our reach extends globally as Stephanie was invited to speak at the IAPO 6th Global Congress in London.

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.

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

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.

This is my last time I will report to you as Chair. I am standing down after many years involved with the organisation. I have been privileged to have led the organisation through some difficult times but am pleased to be leaving HCA in a sound position and one which continues to strive for improved health outcomes for all consumers. We are very privileged to be living in a country and State that has a very good health system but there are still many challenges to ensure the on-going viability and sustainability of the health system. I firmly believe that the consumer voice can add immeasurably to this.

This is also the last meeting for our Deputy Chair Marg Brown. Marg has been a tireless advocate for health consumers and particularly those living in regional and rural Australia. Marg has made a great contribution to HCA and she will be sorely missed.

While it is not ideal for HCA to be losing both the Chair and Deputy Chair at the same time I am confident that the new Chair Deb Kay and Deputy Chair and current board member Jessie Byrne will make a terrific contribution to the consumer health cause. Deb is a long time consumer advocate with a very good policy and management background and Jessie brings a policy and management focus to the role as deputy. I wish both Deb and Jessie, the new board and HCA staff all the best for the future. I will remain in contact through my role as Chair CHF Australia.

**Tony Lawson**

**Chairperson**

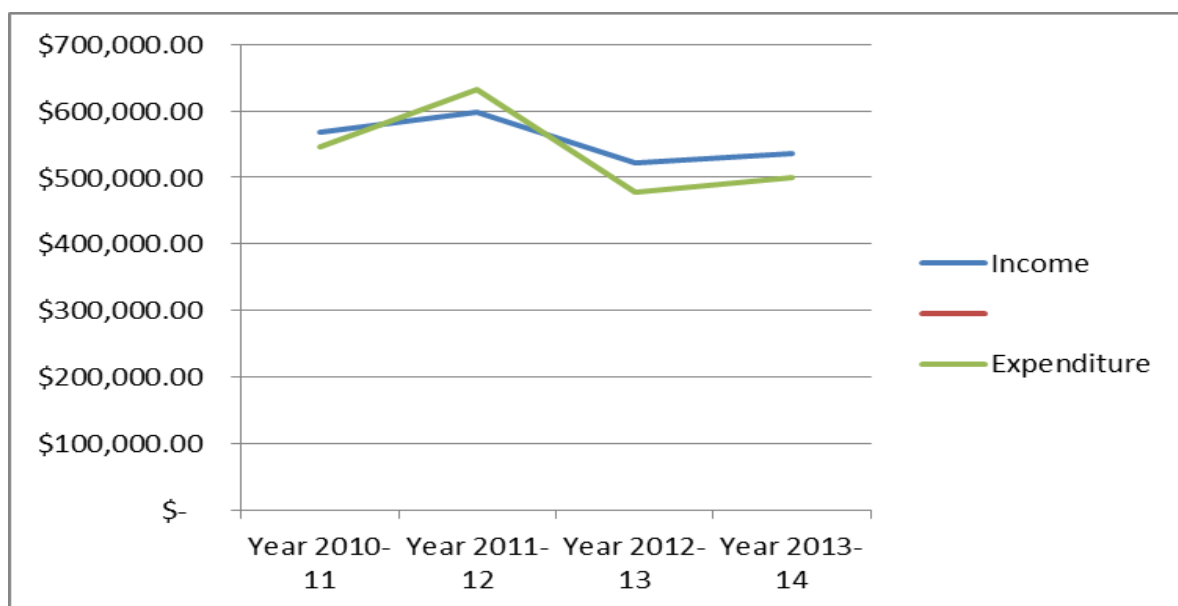
## Treasurer's Report 2013/14

I am pleased to present the Treasurer's Report for the Health Consumers Alliance of SA Inc (HCA) for the year ending 30 June 2014.

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.

It is encouraging that our retained surpluses continue to grow. In looking at the last four years of the organisation and the current fiscal environment, particularly in relation to health funding, it is important to consider our overall income streams and from where our future growth may come.

	Year 2010-11	Year 2011-12	Year 2012-13	Year 2013-14
<b>Income</b>	\$ 567,093.00	\$ 598,555.00	\$ 522,210.00	\$ 535,269.00
<b>Expenditure</b>	\$ 545,323.00	\$ 631,636.00	\$ 478,221.00	\$ 498,919.00
<b>Surplus/(shortfall)</b>	\$ 21,770.00	-\$ 33,081.00	\$ 43,989.00	\$ 36,350.00
<b>Accum Surplus</b>	\$ 61,465.00	\$ 28,384.00	\$ 72,373.00	\$ 108,723.00



This is particularly important when our current budget predicts only a modest surplus in 2014-15. When we look at our main funding body and the impact of our finances overall; we can see the

flattening of state health funding against the ongoing operational expenses of the organisation, which continue to grow modestly mainly influenced by CPI increases. It behoves us to continually review and look for additional income streams to insulate HCA (SA) against any unexpected cuts in funding.



As an organisation this has been part of our planning for some time and its importance is probably on the increase.

I am pleased with the attention that finance matters are given and acknowledge HCA (SA) staff members who work within this financially tight environment to support the Board and the membership.

The financial risks identified in the 2013/14 audit that we continue to manage are:

- HCA's dependence on funding from SA Health;
- the implications of the current premises lease; and
- the impact both on cash flows and the ongoing liquidity of the Association.

Both have formed part of our planning and thinking over the last 12 months.

My closing comment for the membership is "let's look for opportunities to expand the role of HCA (SA) and continue to make it the relevant health consumers' organisation for South Australia."

**Brenton Chappell MBA MABP**

**Treasurer**

## Executive Director's Report 2013/14

The year ending 30 June 2014, as has been mentioned elsewhere has been one of significant activity and growing influence. As a result, HCA has further consolidated its role as SA's peak body for health consumers and continued to work in partnership with members and stakeholders to put consumers at the heart of health care.

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 3.8 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 2013-14 we made good progress towards the fulfilment of HCA's Strategic Directions 2012-16, and our vision of Consumers at the heart of health care, with activity focused 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 2013-14 our achievements included:

- Delivered the HCA consumer advocate training programme externally to NALHN Consumer Advisory Councils, Health Advisory Council members based in the Riverland and St Andrews Hospital Community Reference Group;
- In total, including HCAs quarterly consumer advocate induction training sessions, we trained 67 consumers.
- Recruited a total of 26 HCA Consumer Advocates for SA Health and Local Health Network Committees and Advisory Groups, including 13 new consumer advocates for SA Health's Statewide Clinical Networks.
- Training provided to SA Health mental health consumer and carer reference groups on preparing for and participating in meetings (10 participants).
- Provided consumer centred care training to SALHN and NALHN Executive teams.
- Signed a Statement of Collaborative Intent with the International Centre for Allied Health Evidence and explored the development of a Consumer Journal Club. Three focus groups were held in March 2014 with HCA's Consumer Advocates Network and a report 'Exploring the feasibility of establishing journal clubs for consumer advocates' was presented to the CAN for endorsement.
- Convened an inaugural bi-annual meeting of Presiding Members and Chairs of Health Advisory Councils and Consumer Advisory Committees.
- Continued to support LHN Governing Council consumer representatives through quarterly meetings.



- Collaboration with the Consumers Health Forum of Australia (CHF), and sister peaks in other states, on Our Health, Our Community Project;
- Completed the SAHMRI Consumer and Community Engagement in Research Project. An academic paper has been drafted for possible publication.
- Invited to participate in the CALHN Vision and Values Workshop and advised on the development of CALHN's Partnering with Consumers Governance Structure discussion document.
- Assisted SALHN with the development of a new Consumer and Community Engagement Model and co-facilitated two workshops with consumers.
- Further development of our partnership with Planetree, expertise in consumer centred care and participation in Planetree's Patient Centred Care Awareness Month October 2013;
- Joined the Southern Adelaide Health Alliance as one of the four core members;
- Developed a planning document, identifying vulnerable community groups and proposed strategies for engagement within our strategic directions. External consultation with key organisations, including Youth Affairs Council SA, Multicultural Communities Council SA, COTA SA, the Council for the Care of Children, Aboriginal Health Council of SA, Shelter SA, Multicultural Youth SA and Community Centres SA.

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 2013/14 this activity included:

- Co-sponsored the Clinical Senate held in February 2014 - Safety and Quality Metrics: Connecting clinical outcomes and consumer experiences.
- Regular meetings with the Minister for Health, Mental Health and Substance Abuse and with SA Health's CEO.
- Developed a HCA State Election Policy Platform 2014 in partnership with members and HCA Policy Council and sent to Hon Jay Weatherill, Premier of SA; Hon Jack Snelling, Minister for Health and Ageing; Hon Steven Marshall, Leader of the Opposition; Hon Rob Lucas, Opposition Health Spokesperson; and Mark Parnell, SA Greens. Written responses received from Labour, Liberal Party SA and Greens SA.
- HCA wrote to the Minister for Health regarding the Federal and State Health Budgets and the impact on South Australians.
- Joined the SA Health Alliance formed in opposition to the proposed Federal Budget cuts to health care in South Australia. HCA was a speaker at the Keep SA Healthy Rally, and also met with Senator Nick Xenophon, Senator Richard Di Natale, Senator Penny Wright, Senator Anne McEwen, Senator Ann Ruston, Senator Mark Butler and Senator Kate Ellis in Canberra as part of a three person delegation from the Alliance.

During 2013/14, HCA submitted a number of formal policy responses and reports, including on:

- Strategy for Safeguarding Older People 2014-21
- End of Life Care and Review of Palliative Care Services Plan

- State of our Health Report 2011-14 Review
- Review of the Mental Health Stepped System of Care
- Specialist Outpatient Services Waiting List Management Guideline
- Review of the Patient Assistance Transport Scheme
- Review of the Mental Health Act
- Recognition and Management of Challenging Behaviours Framework
- Population Health Research Network Review
- Pathways to Care Policy Series
- Draft Advanced Care Directives DIY Kit
- SA Health Recognition and Management of Challenging Behaviour Framework
- Operational Guidelines for Youth Mental Health Services
- RCPA-AACB Consensus Statement for the management of laboratory results that pose high risk to patients and require timely communication

Significant aspects of HCA's policy and advocacy work are undertaken through membership of advisory groups. There is a list of committees attached.

In addition, the following consumer engagement forums and workshops were held during 2013/14 on a range of issues and in partnership with key stakeholders.

- HCA Health Issues Seminar in July 2013 – Health Literacy: More Than Just Words – guest speaker Dr Anne Johnson.
- Members Policy Forum on the state election and development of HCA's Policy Platform.
- Members Policy Forums were also convened to enable consumers and carers to provide advice for HCA's submissions on:
  - Review of the Mental Health Act
  - Pathways to Care Policies for Mental Health
  - Recognition and Management of Challenging Behaviour Framework
- HCA held three Consumer Focus Groups as part of the consultation process on SA Health's draft Advanced Care Directive (ACD) DIY Kit with 41 attendees, with follow up to the Advanced Care Directives Implementation Steering Committee.

HCA's current research partnerships included:

- School of Population Health, Adelaide University – Healthy Laws Project Advisory Committee
- School of Population Health, UniSA – Implementing a needs-based evidence-driven primary health care workforce planning model to describe the multidisciplinary primary health care team necessary to deliver best practice in community mental health care and prevention
- International Centre for Allied Health Evidence (iCAHE), UniSA, Study: Older people living in the community: 75+ health checks and functional decline (FD)

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.

Consumer speakers were provided for the launch of SA Health's Nursing and Midwifery Strategic Framework (Lyn Whiteway), Clinical Senate (Rachel Bishop) and CHSALHN Aboriginal Consumer and Community Engagement Gathering (Marg Brown).

HCA and Cancer Voices presented a guest Lecture to Pharmacy students on consumers and quality use of medicines in May 2014.

During 2012/13 HCA staff provided presentations to the:

- International Alliance of Patient Organisations 6th Global Congress held in the UK in April 2014 on Challenges in Achieving Quality Healthcare
- Development of the next Statewide Cancer Control Plan Planning Day
- CALHN CAC
- DASSA Managers
- SA Health CEO Forum
- Southern Adelaide Health Alliance
- Loxton HAC
- SAHMRI Scientific Launch - a panel on Appropriateness: Why do we not make the right decisions in health care?
- Neami Launching Pad consumer education and leadership program

Specific advice on the Partnering with Consumers Standard was provided to:

- St Andrews Hospital
- Burnside Memorial Hospital
- SA Network of Drug & Alcohol Services (SANDAS) Co-morbidity Consumer Voices Group
- SA Medical Imaging
- Veterans Health Advisory Council
- Kidney Health SA
- Drug and Alcohol Services of SA (DASSA)
- Northern Adelaide Medicare Local
- Central Adelaide and Hills Medicare Local
- Vietnamese Community in Australia (SA Chapter)

I would like to thank the staff who were part of the team during 2013/14 – Michael Cousins, Teresa Duncan, Daisy Miller and Mark Loughhead 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**

## HCA Consumer Advocates and Representatives 30 June 2014

Committee	HCA Representatives	HCA Consumer Advocates	HCA Nominees
Australian Commission for Safety & Quality in Health Care Primary Care Committee	Michael Cousins		
CALHN Consumer Advisory Council	Michael Cousins		
CALHN Improving Outpatients Clinical Leadership Group	Michael Cousins	Lyn Whiteway	
CALHN Medical Directorate Advisory Council Co-ordinating Oversight of Resilient Dynamism (ACCORD)	Stephanie Miller		
CALHN New Memory Service Working Group		Jenny Potter	
CALHN Outpatient Clinical Leadership Group	Michael Cousins	Lyn Whiteway	
CALHN TQEH Consumer Advisory Group		Tina Namow	
Central Adelaide and Hills Medicare Local (CAHML) Comprehensive Needs Assessment Strategic Leadership Group	Stephanie Miller		
CHSALHN Aboriginal Consumer & Community Engagement Project Committee	Michael Cousins		
CHSALHN Consumer & Community Engagement Steering Committee	Stephanie Miller		
CHSALHN Patient Assistance Transport Scheme Administration Review Meeting - 16/9/14	Mark Loughhead	Vickie Castle Anne Hall	
COTA SA Policy Council	Michael Cousins		
Gay Men's Health South Australia Advisory Committee	Michael Cousins		
Health and Community Services Complaints Commissioners Advisory Committee (Presiding Member)	Stephanie Miller		
Healthy Laws Advisory Committee	Stephanie Miller	Lyn Whiteway	
Human Services Partnership Forum	Stephanie Miller		
International Centre for Allied Health Evidence (iCAHE) Older people living in the community: 75+ health checks and functional decline advisory group	Michael Cousins		
NALHN Consumer Advisory Council	Stephanie Miller		

Committee	HCA Representatives	HCA Consumer Advocates	HCA Nominees
NALHN Best Practice Spotlight Organisation Steering Committee	Stephanie Miller		
Northern Adelaide Medicare Local (NAML) Consumers and Carers Membership Consortium Group	Mark Loughhead		
NPS Medicine Wise Consumer Advisory Committee		Rachel Bishop Leena Sudano	
Population Health Research Network Management Council	Stephanie Miller		
Primary Care Committee, Australian Commission on Safety and Quality in Health Care	Michael Cousins		
SA Council for Safety & Quality in Health Care	Stephanie Miller		
SA Council for Safety & Quality in Health Care Consumer and Community Advisory Committee		Debra Kay Trevor Bower Annette McGrath	
SA Health Advanced Care Directive Planning Ahead Day sub-Committee	Stephanie Miller		
SA Health Advanced Care Directives Implementation Steering Committee	Stephanie Miller		
SA Health Cardio Clinical Network		Rachel Bishop Matt Turner	
SA Health Child Health Clinical Network		Sarah Bamford Nina Sivertsen	
SA Ethics Health Advisory Committee			Sue Jarrad Marie Heartfield
SA Health Food Safety Reference Group		Lyn Whiteway Alice Clark	
SA Formulary Committee	Michael Cousins		
SA Health Interagency Taskforce on Disclosure of Serious Criminal Offences	Stephanie Miller		
SA Health Maternal and Neonatal Clinical Network		Jane Every Helen Hriskin	
SA Medicines Advisory Council		Helen Mikolaj	
SA Medicines Evaluation Panel	Stephanie Miller Michael Cousins		

Committee	HCA Representatives	HCA Consumer Advocates	HCA Nominees
SA Medicines Safety Advisory Group	Michael Cousins		
SA Health Mental Health Carer Reference Group	Michael Cousins		
SA Health Mental Health Clinical Network		Heather Nowak Justin Hughes Janne McMahon	
SA Health Mental Health Consumer Reference Group	Michael Cousins		
SA Health Nursing and Midwifery Practice Development Committee	Stephanie Miller	Debra Kay	
SA Health Older Persons Services Clinical Network		Kate Swaffer Joy Whitehorn	
SA Health Open Disclosure Work Group	Stephanie Miller		
SA Health Palliative Care Clinical Network		Jules Ferguson Robyn Rouvray	
SA Health Partnering with Consumers Advisory Group (Chair)	Stephanie Miller		
SA Health Policy Advisory Committee on Technology	Michael Cousins		
SA Health Practitioners Tribunal			Elaine Golding Deb Kay Tina Namow Michael de Rohan Judy Smith Lyn Whiteway
SA Quality Use of Medicines SA Working Group	Stephanie Miller		
SA Health Recognition and Management of Challenging Behaviour Advisory Group	Stephanie Miller		
SA Health Rehabilitation Services Clinical Network		Vicki Castle	
SA Health Renal Clinical Network		Jen Roadnight John Griffiths	
SA Health Review of SA Health Carers	Stephanie Miller		

<b>Committee</b>	<b>HCA Representatives</b>	<b>HCA Consumer Advocates</b>	<b>HCA Nominees</b>
Participation Statement Working Group	Michael Cousins		
SA Health SA Cancer Services Reform Group		Scott Nussey Sandra Plew	
SA Health SA Cancer Services Strategy Group		Julie Marker Don Piro	
SA Health Stroke Clinical Network		Simon Lane Annette McGrath	
Safeguarding the Rights of Older South Australians 2014-2021 Action Plan Steering Committee	Stephanie Miller		
SAHMRI Consumers in Research Project Steering Committee	Tony Lawson Stephanie Miller Michael Cousins		
SALHN Governing Council			Rachel Bishop
SANT DataLink Steering Committee	Stephanie Miller		
Southern Adelaide Health Alliance Executive	Stephanie Miller	Chris Jones	
WCHN Governing Council			Melissa Cadzow
WCHN Safety & Quality Group 8 (Partnering with Consumers)	Daisy Miller Stephanie Miller		



## **HCA Member Organisations 30 June 2014**

Aboriginal Health Council of SA Inc

Asthma Foundation of SA Inc

Bridges & Pathways Institute Inc

Cancer Council South Australia

Cancer Voices SA Inc

COTA SA

Diabetes South Australia

Grow SA (Community Mental Health)

Healthy Cities Onkaparinga Inc

Hepatitis SA Inc

Kidney Health Australia

Life Without Barriers

Lower North Health Advisory Council

Loxton & Districts Health Advisory Council

Lyell McEwin Health Service Consumer Advisory Council

Mallee Mental Health Community Liaison Program

Mental Illness Fellowship of SA Inc

Migrant Resource Centre of SA

Mind

Modbury Hospital Community Advisory Council

Multicultural Communities Council of SA Inc

Neami Limited

One Voice Network Inc.

Parkinson's SA

SA Ambulance Service Community Advisory Committee

SHINE SA

SALHN Mental Health Consumer Advisory Group

Uniting Care Wesley Port Adelaide

Uniting Communities

Veterans Health Advisory Council

## HCA Board and Staff 2013/14

### Board to 27 November 2013

Tony Lawson

Chair

Marg Brown AM

Deputy Chair

Rob Dempsey

Treasurer

Keith Kranz OAM

Secretary

Roslyn Udy

Roslyn Chataway

Desmond Ford

Dana Bell

Alice Clark

Marie Heartfield

### Staff

Stephanie Miller

Executive Director

Michael Cousins

Manager, Policy & Advocacy

Mark Loughhead

Senior Engagements & Partnerships Officer

Teresa Duncan

Office Manager/Executive Assistant

### Board from 27 November 2013

Tony Lawson

Chair

Marg Brown AM

Deputy Chair

Brenton Chappell

Treasurer

Roslyn Chataway

Secretary

Roslyn Udy

Dana Bell

Alice Clark

Marie Heartfield

Jessie Byrne

Chris Jones

Daisy Miller

Project Officer, Policy and Community Relations