



eNews

Email Bulletin of Health Issues Centre

7 March 2008

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WHAT'S HAPPENING AT HEALTH ISSUES CENTRE

Training Gets a Name Change

In recognition of the vast array of skills and expertise amongst consumers, carers and health professionals, Health Issues Centre will no longer use the term "training" when referring to its educational activities. What was formerly called training is now known as Learning and Development.

So what is in a word? We think the answer is "a lot". Whilst training is a very commonly used term that encompasses all sorts of educational activities, it still has connotations of an expert presenter and passive recipients. It implies deficit, which in the case of most adult learners, is not true. Instead we've decided to promote a strength-based approach that works with the existing expertise of individuals and groups and builds on this in ways that they have identified are relevant to them. We encourage people who attend our events to bring and share their knowledge and skills. In so doing, they are adding to the existing knowledge pool and in a very real sense are participating.

So that we can plan and offer relevant, interesting, challenging and current events, an e-survey is attached for you to fill in. It will only take a few minutes and the information we gain will help us greatly.

Click on the link to start the survey.

www.surveymonkey.com/s.aspx?sm=vdig_2bwmHMMIhq52UNLhMwg_3d_3d

OTHER NEWS

Making Patient-centred Health Care a Reality

The 3rd Global Patients Congress of the International Alliance of Patients' Organizations (IAPO) was held in Budapest, Hungary on 20-22 February 2008. It brought together over 180 delegates from around the world, representing patients and other stakeholders in health such as the European Commission, the World Health Organization (WHO) and global health professionals' associations, with the aim of learning from each other's experiences in developing patient-centred health care.

The key theme of patient-centred health care was complemented by a focus on access to health care, patient safety, patient information and patient involvement. Through workshops and plenary sessions, speakers demonstrated the progress that has been made in these areas since the previous Congress in 2006. More and more patients are working with health care providers to make patient-centred health care a reality, and patient groups increasingly achieve recognition for the contribution they make to the design and delivery of health care.

Further information is available at www.patientsorganizations.org/congress2008

COMMUNITY PARTICIPATION

Volunteer Consumer Representatives Required for Cancer Network

The Cancer Network continues to recruit consumer representatives, that is, people and their family members who have used cancer services, to join either the Western and Central Melbourne Integrated Cancer Service's Consumer Reference Group (which will meet formally four times per year) or our Consumer Register (whereby involvement can

be negotiated according to each individual's interest and availability). These are voluntary roles which allow for each individual's availability. Some of the ways in which you may assist in cancer services improvement could be through:

- participating on project or committee meetings;
- attending focus groups or completing patient surveys;
- contributing to new policy development; and
- reviewing patient informational material such as brochures or information for our internet site.

You may be involved via the telephone, internet or face-to-face meetings. Assistance can be provided for car parking and travel costs.

*For further information, please contact Joanne Moss, Ph: (03) 9656 2782
Email: joanne.moss@petermac.org org or visit www.wcmics.org for an application form.*

Victorian Quality Council—Board Member Position

The Victorian Quality Council (VQC) is a ministerial appointed council currently in its second term. The Council's focus is on sustainable strategies that facilitate the systemic take up of evidence-based practices demonstrated to improve the quality and safety of health service provision.

Consumer board members will be required to attend full council meetings and invited to participate as a member of council working groups were appropriate. The commitment is for four years from July 2008 to June 2012. Meetings are held quarterly in the Melbourne CBD and are four hours in duration.

Consumers applying for this position should have a high level of experience with a broad range of services and an interest in the quality and safety agenda of Victorians within the context of health. A sitting fee and reimbursement of expenses will be offered to consumers.

*If you are interested in applying for this position, please **briefly** respond by forwarding your interest to Lauren Cordwell, Ph: (03) 9479 3218
Email: l.cordwell@healthissuescentre.org.au*

Committee Positions Available

Health Issues Centre is currently recruiting consumers, carers and community members for the following committee and national workshop:

1. Victorian Department of Human Services—Clinical Engagement Advisory Group
2. National Prescribing Service—National Symposium on Medication Safety

If you are interested in applying for the positions on these committees, prepare a brief resume (maximum one page) which outlines your experience as it relates to the role and send it to: Assunta Morrone, Health Issues Centre, Level 5, Health Sciences 2, La Trobe University, VIC, 3086 or Email: a.morrone@healthissuescentre.org.au

Further information can be obtained by contacting Assunta Morrone or Lauren Cordwell, Ph: (03) 9479 5827.

Department of Human Services—Clinical Engagement Advisory Group

The Victorian Department of Human Services is seeking **two consumers** to participate on an Advisory Group that is focusing on:

- continuation of credentialing and scope of practice policy;
- performance management for senior doctors; and
- competency and supervision framework for junior doctors.

The consumers' role on the Advisory Group will be to provide comment and advice from the perspective of consumers and community members. Individuals interested in joining this Advisory Group should have an interest in safety and quality in a clinical environment and experience in providing the perspective of consumers and carers on a committee.

Meetings will be held bi-monthly at the Department of Human Services, 50 Lonsdale Street, Melbourne. The first meeting will be held on Tuesday, 8 April 2008. A \$50.00 per meeting sitting fee will be provided in addition to the reimbursement of out-of-pocket transport expenses. An interview will be held for this position.

Closing date for applications is Wednesday, 19 March 2008.

National Prescribing Service—National Symposium on Medication Safety (Canberra)

National Prescribing Service—Workshop on Medication Safety

The National Prescribing Service is seeking **one consumer** to participate in a workshop at a National Medicines Symposium in Canberra on Thursday, 15 May 2008. The workshop is focused on medication safety in the community. One consumer is invited to deliver a 10 minute presentation on consumer views and experience of medication safety and to then participate in the workshop discussion. This role would suit an individual with an interest in medication safety and or experience in working to enhance medication safety.

Travel and conference registration expenses will be covered and support provided to plan the presentation.

Closing date for applications is Wednesday, 19 March 2008.

DO YOU WANT TO BE INVOLVED

Hep C and Me Survey

The Hepatitis C Council of Victoria is conducting a survey to assess community knowledge and understanding of hepatitis B and C as part this year's Hepatitis Awareness Week in May. The Council is looking for 1,000 people from all walks of life to complete the survey regardless of whether or not they have hepatitis B or C. The survey is anonymous and takes about 10 minutes.

To take part in the survey go to www.hepcvic.org.au and follow the HepC and Me survey links.

Volunteer Guides

In June, the Royal Women's Hospital moves to a new state-of-the-art facility on the corner of Flemington Road and Gratton Street in Parkville. To help with the move, the hospital is training volunteer guides to welcome patients and visitors and help people find their way around the new hospital.

The hospital is looking for volunteer guides who have:

- warm and friendly personalities;
- good communication skills;
- the time to volunteer for four hour shift during June and July 2008; and
- the physical fitness to be on their feet for up to four hours.

Many of the hospital's patients and visitors speak English as a second language so people with conversational knowledge in other languages are encouraged to volunteer. Full training and orientation will be provided.

For further information or to apply, please contact April Fay, Development Officer, Royal Women's Hospital Foundation, Ph: (03) 9344 3439, Email: april.fay@rwh.org.au

Volunteer Telephone Counsellors

Lifegoes On is looking for people who have survived a life threatening illness or cared for someone with a life threatening illness to become part of their phone counselling service. Qualities looked for in a telephone volunteer include: relating well to people; the ability to commit to undertaking a robust training program and regular volunteer work for at least two years; and the ability to work with people from a diverse range of beliefs and cultures. Volunteers are asked to complete a 90-hour initial training program and commit to a minimum of three hours a week and participate in ongoing training and education for at least two years.

For further information contact Lifegoes On, Ph: 1300 886 212 or go to www.lifegoeson.org.au

National Cholesterol Awareness Campaign

This campaign aims to raise awareness of the implications associated with high cholesterol and encourage Australians who maybe at risk to talk to their doctor. The campaign will consist of a national media launch on 29 March 2008 and an advertising campaign across print, radio and television starting 2 March 2008.

TRAINING

Strengthening Language Services in Health and Community Organisations

This workshop is designed for language service coordinators and managers looking to improve their language services. The workshop will focus on:

- understanding the Victorian government policy on language services;
- identifying strategies for organisational systems to develop and support language services; and
- implementing strategies to improve language services provision.

When: 19 March 2008
Time: 9.15 am–1.30 pm
Where: Centre for Culture Ethnicity and Health
81–85 Barry Street, Carlton, Victoria
Cost: \$120.00 (including GST and lunch)
Bookings: Ph: (03) 9342 9700
Email: enquiries@ceh.org.au

EVENTS OF INTEREST

What To Do When The Evidence Tells You Something You Don't Want To Know?

The emerging evidence base for clinical, communication, public health and organisational interventions can create challenges for both policy and practice. This seminar, held by the Cochrane Consumer and Communication Review Group, will:

- explore dilemmas and options for action where evidence has not provided expected answers; and
- develop a tool for decision makers to work through possible courses of action.

When: 28 March 2008
Time: 9.30 am – 1.00 pm
Where: Level 1, Seminar Room, Department of Human Services
50 Lonsdale Street, Melbourne
RSVP: Nerolie Powell, Ph: (03) 9096 8098
Email: nerolie.powell@dhs.vic.gov.au
By 17 March 2008

Advocacy in Health Promotion

Women's Health Victoria and Hume Moreland Primary Care Partnership are holding a workshop to: place advocacy and lobbying as legitimate health promotion activities; explore how government and policy making processes work; and how advocates can effectively influence these processes. Strategies and tools for advocacy will be demonstrated and practiced.

When: 8 May 2008
Time: 9.30 am – 4.30 pm
Where: Hume Global Learning Centre
1093 Pascoe Vale Road, Broadmeadows, Victoria
Cost: \$25.00 (includes lunch, refreshments and workbook)
Contact: Bernadette Hetherington Ph: (03) 9300 3086
Email: bernadetteh@mchs.org.au
Registration: www.healthnews.infoxchange.net.au/news/items/2008/02/196897-upload-00001.pdf

Self Help Groups—The Path to Health and Wellbeing

This conference, presented by Collective of Self Help Groups (COSHG), will encourage the exchange of information, ideas, knowledge and experience in exploring the contribution to health and wellbeing that self help groups bring to their members, families and society as a whole. It will also provide an information exchange across the sectors by including a diverse range of participants linked to health-related organisations and groups to share expertise and knowledge, and learn from the self help model.

When: 8–9 April 2008
Where: Northcote Town Hall
189 High Street, Northcote, Victoria
Contact: COSHG, Ph: (03) 9349 2301, Email: vhconf@coshg.org.au
Website: www.coshg.org.au

Building Sustainable Partnerships with Aboriginal Communities

This seminar conducted by VACCA, Uniting Care Victoria and Tasmania, and VCOSS will highlight and share the lessons learnt from partnerships between Aboriginal community-controlled and generalist (mainstream) community sector organisations.

The objectives for the seminar are:

- document and share the key lessons learnt from partnering relationships between Aboriginal community-controlled and generalist organisations, in both metropolitan and regional areas;
- demonstrate the value of walking side-by-side in developing improved ways of working;
- bring together the pool of knowledge and good practice in partnering relationships—what worked, what didn't, what were the stumbling blocks, what strategies were used to overcome these?;
- provide an opportunity for networking and sharing effective practice; and
- identify the key steps that organisations need to undertake in developing and maintaining effective partnering relationships.

When: 11 March 2008
Time: 9.30 am – 3.00 pm
Where: RACV Club Conference Centre
Level 2, 501 Bourke Street, Melbourne
Cost: \$55.00
Contact: VCOSS, Ph: (03) 9654 5050, Email: vcoss@vcoss.org.au
Website: www.vcoss.org.au

Improving the Australian Health Care Agreements

This workshop, run by the Australian Health Care Reform Alliance, will examine the Australian Health Care Agreements from the perspective of the state/territory and federal governments, the public sector and the Alliance.

When: 18 March 2008
Time: 1.30 pm – 5.30 pm
Where: Peninsula Room, National Museum of Australia, Canberra
Cost: \$110.00 Alliance members, \$165.00 non members
Contact: Leanne Coleman, Ph: (02) 6285 4660
Email: leanne@ruralhealth.org.au, Website: www.ruralhealth.org.au

Advocating for Human Rights at Local and International Levels

This strategic workshop for non government organisations features Gay McDougall, an independent expert on minority issues from the United Kingdom and Hina Jiani, a special representative on human rights defenders also from the United Kingdom.

When: 4 April 2008
Time: 10.00 am – 12.00 noon
Where: DLA Phillips Fox, Level 21, 140 William Street, Melbourne
Contact: Ph: (03) 9225 6695, Email: hrlrc@vicbar.com.au

Taking Steps for a Fair Go for All—Social Inclusion Policies and Processes

This ACOSS National Conference will examine the roles of the community services, health and welfare sectors, governments, business and philanthropic organisations in the emerging social inclusion agenda of Australia. The Conference will also look at the meaning and scope of social inclusion and poverty.

When: 9–10 April 2008
Where: Sebel Albert Park, Melbourne
Contact: ACOSS, Ph: (02) 9310 6200, Email: conference@acoss.org.au
Website: www.acoss.org.au

RESOURCES

Consumer, Carer and Community Participation Resource

(Department of Human Services—Primary Health Branch)

This resource is designed to give primary health agencies easy access to ideas and information related to consumer, carer and community participation was launched by Health Issues Centre and the Primary Health Branch, Department of Human Services at the Annual General Meeting of the Health Issues Centre on Tuesday, 20 November 2007.

The resource includes information on four workshops run over 2006–2007. These workshops were based on three themes identified by Primary Care Partnership managers: the connection between consumer participation, health promotion and community development; engaging newly arrived communities; and consumer participation and chronic disease management. The resource contains details of the workshops (including tips for running similar events), relevant articles and case studies and suggested further reading.

The resource is available on Victorian Department of Human Services' website www.health.vic.gov.au/pcps/publications/consumer.htm under what's new.

Learning about Clinical Trials

AccessCR is a new website designed to provide consumers and health professionals with relevant Australian-based information about the what, why, how and where of clinical trials. Information includes:

- understanding how clinical trials contribute to ensuring excellence in future medical care, the clinical process, and how individuals can evaluate if a clinical trial is right for them;
- the many ways to get involved and support clinical research, including professional careers, volunteering for trials and financial support of research;
- how to find or register for clinical trials;
- where to go for more information related to health, clinical trials and clinical research careers;
- newsletter, surveys, blog and discussion forum for sharing information, experiences, opinions and questions relating to clinical trials.

AccessCR can be found at: www.accesscr.com.au/

A New View of Statistics

To those of us who find statistics as easy to understand as quantum physics, this free text book website might come in handy. It explains statistical terms and calculations in simple language and was originally designed for people working in the sports sector.

A New View of Statistics can be found at: <http://sports.org/resource/stats/index.html>

Pushing for Change

This short film (5 minutes) sets out the main concerns the Australian Health Care Reform Alliance has about the current health care system. Our own CEO, Tony McBride, also puts in an appearance.

Pushing for Change can be found at: <http://au.youtube.com/watch?v=vJVy4Pmx0gU&feature=user>

CALLS FOR ABSTRACTS

9th International Mental Health Conference

People are invited to submit abstracts for the 9th International Mental Health Conference being held at Surfers Paradise, Queensland on 14–16 August 2008.

The theme of this year's conference is Managing the Psychologically Injured Worker—Research, Knowledge, Practice. The conference streams include:

- psychological injuries in the workforce including anxiety, addiction, depression, personality disorders, trauma at work, stress and harassment;
- implementing effective clinical treatments including primary interventions and treatments promoting recovery;
- addictions in the workplace; and
- preventing psychological injuries in the workplace including proactive interventions and mental health worker self-care.

For further information and to submit an abstract go to: www.gcimh.com.au/conference

Deadline for abstracts is 14 March 2008.

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