



eNews

Email Bulletin of Health Issues Centre

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WHAT'S HAPPENING AT HEALTH ISSUES CENTRE

NEW LOOK HEALTH ISSUES CENTRE WEBSITE

If you go to Health Issues Centre's website today you are in for a big surprise www.healthissuescentre.org.au has a fresh new look. You can still find information about Health Issues Centre, our projects, and how to become a member of Health Issues Centre but other old favourites have had a makeover. There are also some new features including:

1. A **new resource library** with over 200 resources (including both documents and websites) searchable by title and subject, with new resources being added regularly.
2. Improved **search facilities** to make finding what you are looking for simpler.
3. **Hot Issues** to help you keep up with developments in the health sector.
4. A new **Victorians Participate in Health** page for people interested in taking a more active role in the health sector and organisations looking to include consumers, carers and community members in their decision making processes.
5. New pages containing information about our **Consumer Nominee Program**, our **learning and development activities** and for those involved in **Community Advisory Committees**.

So visit www.healthissuescentre.org.au today

New Resources

Getting Started: Involving Consumers on Committees

This new Health Issues Centre resource is specially designed to assist health professionals and organisations to include consumers on advisory or other committees. It covers planning to include consumers on a committee, recruitment, keeping consumers engaged and supported, and frequently asked questions.

Getting Started can be found at our [website](#).

Committed to Participation Forum Report

This report provides details of a one-day forum organised by Health Issues Centre on 20 May 2008 for consumers on committees. It describes the collaborative process undertaken with consumers to develop the content and structure of the forum, the forum abstract, presenter bios, the discussions that took place, the recommendations that developed and a summary of the evaluations.

Committed to Participation Forum Report can be found at our [website](#).

Journal News

Edition 95 will soon be available and will feature articles on cultural diversity. We are currently seeking authors for edition 97 which will focus on chronic illness. We need feature articles (2000-2500 words), news articles (500-1000 words), and opinion pieces (500-1500 words). The deadline for articles is 30 September 2008. If you are interested in writing on this topic please contact Diane Lowther, Ph: (03) 9479 3222, Email: d.lowther@healthissuescentre.org.au

Consumer Participation

Health Issues Centre conducted a survey with consumers on our Consumer Nominee Program to try and gain an estimate of how much time consumers spend participating on committees. Eighteen participants responded to the following questions:

How much time you spend per committee on:

- travelling;
- reading documents for meeting;
- on emails or phone calls related to the committee;
- networking relating to the committee; and
- any other activity relating to the committee.

Most consumers participate on more than one committee but we asked them to just choose one. Results showed that:

- The average time spent traveling to and from meetings was 88 minutes. The most time spent traveling was 180 minutes and the least amount of time spent traveling was 30 minutes.
- The average time spent reading documents for meetings was 93 minutes. The most time spent was 240 minutes and the least amount of time was 30 minutes.
- The average time spent on phone calls and emails was 47 minutes. The most amount of time spent was 120 minutes and the least was 15 minutes.
- The average time spent networking was 47 minutes. The most amount of time spent was 240 minutes and the least amount was 60 minutes.

Policy News

Because Mental Health Matters

Health Issues Centre recently provided a written response to the Victorian Department of Human Services Consultation Paper: *Because Mental Health Matters*. Health Issues Centre commends the vision and detail articulated in the Consultation Paper and hopes this mental health reform strategy will lead to a high quality, comprehensive and responsive mental health system for Victoria. Health Issues Centre response centred on several key issues including access to services, workforce, mental health promotion, consumer and carer participation and the role of the Victorian Charter of Rights and Responsibilities.

A copy of the response can be found at:

www.healthissuescentre.org.au/documents/items/2008/08/223778-upload-00001.pdf

New on our website

Recent additions to the Victorians Participate in Health page include:

Resources

[Getting started: Involving Consumers on Committees](#)

[Community Participation in Community Health Quality of Care Reporting](#)

Practice examples

[Consumer-driven Health Care: Building Partnerships in Research](#)

Websites

[The Men's Referral Service](#)

[Our Consumer Place](#)

Other additions include:

[Health Issues Centre's response to Because Mental Health Matters](#)

[Committed to Participation Forum Report](#)

OTHER NEWS

Australian Charter of Health Care Rights

Australian Health Ministers endorsed the *Australian Charter of Healthcare Rights* at their meeting in Canberra on 22 July 2008. The Charter was developed after wide consultation by the Australian Commission on Safety and Quality in Health Care and specifies the key rights of patients and consumers when seeking or receiving health care services.

The Charter applies to the whole health care system and allows patients, consumers, families, carers and services providers to have a common understanding of the rights of people receiving health care. It is applicable to all health settings anywhere in Australia, including public hospitals, private hospitals, general practice and other ambulatory care environments.

The Charter gives people the rights to:

Access	the right to health care
Safety	the right to receive safe and high quality care
Respect	the right to be shown respect, dignity and consideration
Communication	the right to be informed about services, treatments, options and costs in a clear and open way
Participation	the right to be included in discussions and choices about own care
Privacy	the right to privacy and confidentiality of personal information
Comment	the right to comment on own care and to have concerns addressed

For further information go to: www.safetyandquality.gov.au or Ph: (02) 9263 3633.

Framework for Older Men's Health

The Council on the Ageing Victoria (COTA) has developed a framework for older men's health due to a general lack of such a framework within government and community sectors. The framework addresses physical, psychological and social well being of older Victorian males.

The framework can be found on the COTA Vic's website:

www.cotavic.org.au/_data/assets/pdf_file/1327/a_strategic_policy_framework_april08.pdf

DO YOU WANT TO BE INVOLVED

Search for a Carer's Story 2008

In preparation for National Carers' Week in October, the search for a carer's story 2008 seeks to recognise the important role people who care for a family member or friend with a disability or serious illness play in our society. People receiving either the carer's payment of carers allowance can send in their stories to Sir Roden Cutler Charities. Stories should be no more than 500 words long and explain what makes their carer story unique and what would make a difference in their life. A maximum of four stories will be chosen from each state or territory and from these nominations an overall national carers story of the year will be chosen by the judges. **The closing date is 31 August 2008.**

For further information go to: www.sirrodencutlercharities.org.au

Oral Health of Rural Population in Australia Symposium

The disparity between the oral health of people living in rural areas in Australia and metropolitan populations is striking and includes:

- People living in rural areas are more likely than urban dwellers to report avoiding eating food due to dental problems.
- Rural adults are one and a half times more likely to have no natural teeth than the general population.
- A person living in rural Australia is less likely to have visited a dentist in the last 12 months than someone living in an urban area.

This symposium will look at the explanations and experiences behind these facts and statistics, and consider strategies to reduce the country-city divide in oral health.

When: 26 September 2008
Time: 8.30 am–4.30 pm
Where: Lecture Theatre, Melbourne University School of Rural Health
49 Graham Street, Shepparton, Victoria

For further information and registration go to:

www.crcoralhealthscience.org.au/index.php?option=com_content&task=view&id=330&Itemid=375

EVENTS OF INTEREST

Writing for Effective Cross-culturally Communication

This workshop will assist participations in the development of written and non-written forms of communication. It will assist the participants to:

- identify the benefits and limitations of translated materials;
- identify all the key steps for developing effective content and dissemination;
- understand how to better write and layout formation for easy reading; and
- better resolve any issues that may arise for the process or translating material.

When: 20 August 2008
Time: 9.15 am–2.00 pm
Where: 81–85 Barry Street, Carlton, Victoria
Cost: \$120.00
Contact: Centre for Culture Ethnicity and Health, Ph: (03) 9342 9700
Email: enquiries@ceh.org.au

Negotiating between Health Beliefs

This workshop will assist health workers to effectively engage with CALD people to improve consumer health and wellbeing by exploring the different understanding of illness and associated health-seeking practice and behaviour. It will assist the participants to:

- identify key components of the world's major health belief systems;
- understand the process of cultural change as it relates to health beliefs; and
- negotiate between diverse health beliefs through an explanatory models approach.

When: 17 September 2008
Time: 9.15 am–2.00 pm
Where: 81–85 Barry Street, Carlton, Victoria
Cost: \$120.00
Contact: Centre for Culture Ethnicity and Health, Ph: (03) 9342 9700
Email: enquiries@ceh.org.au

Parkinson's Victoria Recently Diagnosed Seminar

This seminar has been created specifically for those diagnosed with Parkinson's within the last five years. Family members, partners and friends are also encouraged to attend. The one-of-a-kind event is a great opportunity to hear from experts, learn about the various supports available, and meet and share stories with others.

Topics covered by Parkinson's experts and special guests on the day include: Parkinson's: the basics; commonly asked questions; research updates; living with Parkinson's from a personal and partner perspective; services that can help; and depression.

When: 2 September 2008
Time: 10.00 am–3.00 pm
Where: The Camberwell Centre
340 Camberwell Road, Camberwell, Victoria
Cost: \$33 Parkinson's Victoria members, \$50 non-members
\$75 service providers
Contact: Duty Worker, Parkinson's Victoria, Ph: (03) 9551 1122
Email: info@parkinsons-vic.org.au
Website: www.parkinsonsvic.org.au

Chronic Disease Self Management Special Interest Group

This meeting of the Chronic Illness Alliance's Special Interest Group will include presentations by Jo Harris, Care Coordinator, Disease Management Unit, Bayside Health on Managing People with Comorbid Chronic Disease and Kaylene Fiddes on the work of the Australian Chronic Disease Management Association.

When: 21 August 2008
Time: 10.00 am–12.00 noon
Where: Brenan Hall, Conference Centre, St Vincent's Hospital
Cnr Nicholson and Victoria Streets, Fitzroy, Victoria
RSVP to: Christine Walker, Chronic Illness Alliance, Ph: (03) 9882 4654
Email: cwalker@chronicillness.org.au

RESOURCES

Community Participation in Community Health Quality of Care Reporting

A new resource has been prepared to assist Community Health Services to involve consumers, carers and the community members in the development of the Quality of Care Reports. The resource was developed as a joint collaboration between the Victorian Community Participation in Community Health Network and the Victorian Health Care Association.

The resource is available at:

www.hic.infoxchange.net.au/documents/items/2008/08/224249-upload-00001.pdf

To subscribe or unsubscribe to eNews, contact Diane Lowther at:
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