



**Health Consumers
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27 AUGUST 2010

The Health Consumers Alliance Inc of South Australia (HCA) is a not for profit, independent peak body. We are a membership based organisation with both individual and organisational members who work together to provide a strong, independent and effective health consumer voice in South Australia.

The HCA E-bulletin is issued twice a month to keep members and consumer representatives up to date with what's happening at HCA. You are encouraged to forward HCA's E-bulletin to your members.

You can read the HCA E-bulletin as an email or as a PDF document (attached). This and previous issues are also available in the Publications section of the HCA website (www.hcasa.asn.au).

** Use the link list below to navigate easily around this e-bulletin.*

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SPECIAL ANNOUNCEMENTS

HCA CONSUMER CONFERENCE: SEEKING YOUR VIEWS ABOUT THE CONFERENCE PROGRAMME

In November 2009, HCA held the very first health consumer conference in South Australia on the theme "Consumer Leadership and Community Engagement". It was an extremely successful event with very positive feedback from participants.

A key outcome from the Conference was a HCA Consumers Speaking Out publication "Nothing about us without us: Putting consumers at the heart of our health care system". This reflected the response of the conference participants to the World Café question: how do we build and strengthen consumer leadership? The key message from health consumers and carers was that consumers need a strong and well resourced peak body to promote, facilitate and support the voice of consumers in health planning and decision-making.

We were planning to have the second Conference on 6 October 2010. However, the Federal election outcome has resulted in a very uncertain national health policy environment. Hence, HCA's Board has decided to defer the Conference until perhaps late February/early March 2011 when we will (hopefully) have more clarity and certainty about national health reform plans. More importantly, it provides us with an opportunity to ask our members about your aspirations and priorities for the Conference.

We'd really appreciate your input to make sure that the Conference we put together is what you want and is relevant and up to date. The Survey will be available from Monday, 30 August. Please complete the short survey at the link below by Monday, 13 September. If you would prefer we send you a hard copy to complete and return please call Claire Aberle on 8223 1374 or email info@hcasa.asn.au.

<http://survey.peoplelogic.com.au/survey.php?sid=1861&name=hca-conference-survey>



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USABILITY TESTING OF THE NEW SA HEALTH WEBSITE: EXCITING OPPORTUNITY

HCA has been asked to identify consumers to be part of the usability testing for SA Health's new website, to be launched very soon.

SA Health is looking for a range of people to test the site including people from a range of ages, people with English as a second language, Aboriginal or Torres Strait Islanders, rural and remote consumers and the vision impaired.

Participants will be observed while undertaking scenario style tasks to test the site, and the participants will be required to sign an informed consent agreement to cover confidentiality. There is remuneration for participating but limited places are available.

Testing will take place at the Citi Centre, Hindmarsh Square, Adelaide, between 5.30 – 7.00pm on the following dates:

Tuesday, 31 August

Wednesday, 1 September

Thursday, 2 September

There is some facility for arranging testing at different times during the day.

For more information or to register your interest please contact Sheila Brown, Consumer Engagement Officer on 8223 1374 or by email at sbrown@hcasa.asn.au.

STATEWIDE CLINICAL NETWORK FOR OLDER PEOPLE: CONSUMER FORUM

Join us for some important conversations about the care of older people in the public health sector.

Monday, 20 September 2010

9.45 am for 10.00 am – 3.30 pm

TQEH Research Foundation

50 Woodville Road

Woodville South

HCA, in collaboration with SA Health and the Statewide Clinical Network for Older People, will host this forum to engage consumers and carers who have used the public hospital system in the past two years.



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The purpose of the Forum is to provide an update on current and new developments in geriatric care in SA and gather stories from consumers about their experiences in the public health system.

The expected outcomes of the forum are:

- consumers and carers will have an increased understanding of new geriatric care services in SA;
- HCA and SA Health will have received significant consumer input into the future of geriatric care services in SA;
- consumer and carer experiences will influence the future needs and planning for geriatric care in SA;
- a network of informed and interested consumers and carers will be developed to ensure future involvement of consumers and carers in the development of the Network plans;
- a report of the forum will be presented to the Older Persons SWCN.

The forum will include a guided tour of the facilities developed specifically for older people at The Queen Elizabeth Hospital.

For more information or to register your interest please contact Sheila Brown, Consumer Engagement Officer on 8223 1374 or by email at sbrown@hcasasa.asn.au.

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTHCARE – CONSUMER WORKSHOP ON NATIONAL SAFETY & QUALITY HEALTH SERVICE STANDARDS

Thursday, 23 September

10.00 am – 4.00 pm

Ayers House

North Terrace

Adelaide

The Australian Commission on Safety and Quality in Health Care (the Commission) conducted a series of consumer workshops on the National Safety and Quality Health Service (NSQHS) Standards (Standards 1-5) in 2009.

Since then, the NSQHS Standards have been further developed and an additional five Standards have been developed (Standards 6-10). HCA is again working with the Commission to conduct a one-day consumer consultation workshop focussing on NSQHS Standards 6-10.



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The Commission is keen to consult with consumers in relation to current accreditation reforms, but particularly about the draft NSQHS Standards. The Commission will prepare a consultation document that will include the NSQHS Standards, to be distributed to participants before attending the workshop.

The workshop will be a conversation with consumers about the Standards, by discussing what they expect, what their experiences are and to test the Standards against these expectations.

For more information or to register your interest in attending, please do contact Claire Aberlé on 8223 1374 or email info@hcasa.asn.au.

ADVANCE NOTICE: CONSUMERS REFORMING HEALTH INTERNATIONAL CONFERENCE

The 2011 Consumers Reforming Health Conference is the inaugural international conference for community engagement in health care. The Conference will take place from 18 - 20 July 2011 with a Public Forum on Sunday 17 July 2011 at the Melbourne Convention and Exhibition Centre.

For more information visit www.consumersreforminghealth.org.

HCA MEMBERSHIP RENEWALS

The Alliance very much appreciates your membership and we thank those of you who have recently renewed. Please remember to ensure that any payment by Direct Debit or directly into our bank account has a record of your name attached. If you have already made a payment and suspect it may be hard to identify, please do contact Claire Aberlé or Mag Merrilees on 8223 1374 or email info@hcasa.asn.au with the details.

We will be sending out receipts and membership cards to all our members, new and renewed, in the near future.

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UP COMING EVENTS

JOINT HCA/SACOSS EVENT: WHOSE HEALTH IS IT ANYWAY?

Monday, 20 September

4.15 pm for 4.30 – 6.00 pm

SACOSS

Marjorie Black Community Room

[47 King William Road, Unley](#) (enter via Young Street)

The discussion will focus on the principles of health care rights and consumer-centred care. Consumers are experts in their own health. What are the barriers to people being able to take control of their own health? The organisers hope that this will be the beginning of an ongoing discussion on aspects of health and social justice of importance to the health and community sector.

The speakers include:

- Lorna Hallahan - member of the Social Inclusion Board, a person with a disability, and Senior Lecturer and Program Coordinator Master of Social Work, Flinders University Department of Social Work and Social Planning.
- Leena Sudano – Commissioner, Office of the Health & Community Services Complaints Commissioner
- Dr David Panter - Executive Director, Statewide Service Strategy Division, SA Health
- Stephanie Miller – Executive Director, Health Consumers Alliance of SA, and Chair, Health & Community Services Complaints Advisory Council

For more information or to register your interest please contact Sheila Brown, Consumer Engagement Officer on 8223 1374 or by email at

sbrown@hcasa.asn.au.

SOUTH AUSTRALIAN STRATEGIC PLAN CONSULTATION

The South Australian Strategic Plan, the state government's blueprint of targets and progress measurement for South Australia, is up for revision and the South Australian government is inviting South Australians to get involved in the process. There is a range of new options for people to engage with the plan. People can join the conversation though face-to-face consultation and information sessions, online tools such as blogs and surveys, written submissions, emails and more.

Stakeholder consultations are commencing, with a consultation on Safety and Justice, on Monday 6 September.



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To register for a think tank, consultation or information session please visit <http://www.saplan.org.au/events>. If you can't make it to these consultations, you can share your ideas at the interactive website which has been designed for public discussion around the action at <http://ideas.saplan.net.au/issues/>.

For more information on the SASP Consultations please go to http://www.eoc.sa.gov.au/site/home/hot_topics.jsp.

RURAL INFRASTRUCTURE UNDER THE SPOTLIGHT

The infrastructure required for productive and healthy living in rural, regional and remote Australia, including broadband applications in health, will be the subject of a free public seminar in Canberra on Monday, 30 August.

Held as part of the annual meeting of the Council of the National Rural Health Alliance, the seminar will hear addresses from a range of interest groups concerned with rural infrastructure, with a specific focus on telecommunications and health infrastructure.

Chris Pearce, Clinical Lead with the National E-Health Transition Authority, will describe some of the broadband-based e-health applications for rural communities while Sue Salthouse, Chair of the Australian Communications Consumer Action Network, will talk about regional communications from a consumer perspective.

Also on health, Bill Coote will provide insights into matters relating to the Pambula Hospital on the NSW south coast.

Speakers from the Australian Local Government Association (ALGA), the Department of Infrastructure, and Infrastructure Australia will also describe some of the challenges involved in providing local infrastructure in a federal system.

The full program can be found at www.ruralhealth.org.au. Registration is free and can be completed by sending an e-mail to carol@ruralhealth.org.au.



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COMPLEMENTARY THERAPIES IN DEMENTIA CARE FORUM

Thursday, 9 September 2010

10.30 am – 12.30 pm

DIRC (Disability Information and Resource Centre)

195 Gilles Street

Adelaide SA 5000

Dementia is a debilitating condition, which has been described as ‘a living death’ and for which there is currently no cure. Both the nature and progress of the disease are highly individualistic and there is no ‘one treatment fits all’. However, research has shown that professional carers are highly innovative in designing treatment regimes for people with dementia and that the majority of Nursing Homes use a wide variety of Complementary Therapies to support regular medical treatments.

This forum, to be held at the Disability Information and Resource Centre, will ask: What are Complementary Therapies? How can they be used by professional carers and family members who are supporting people with Dementia?

This will be an informative introduction to the use of Complementary Therapies in dementia care and an opportunity to discuss your thoughts and concerns.

A gold coin donation is required and a simple morning tea will be provided, including gluten free options, water, tea and coffee. Bookings should be sent via email to jane@dircsa.org.au or call 8236 0555 to indicate your interest.

DIRC provides access via limited parking, wheelchair accessibility, a hearing loop, microphone and accessible toilets. If you have other needs related to access please indicate when booking and they will try to accommodate your needs.

THE FLINDERS CENTRE FOR INNOVATION IN CANCER 2010 CANCER SURVIVORSHIP CONFERENCE - ONLY 50 PLACES AVAILABLE

Saturday, 11 September 2010

9.00 am - 4.30 pm

Flinders University Health Sciences Lecture Complex

This Conference marks the commencement of the construction of the new Flinders Centre for Innovation in Cancer incorporating the LIVESTRONG Cancer Research Centre.



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The 2010 Survivorship Conference will bring together cancer professionals and cancer survivors to discuss latest strategies in survivorship care and supportive care in cancer.

- What is survivorship?
- How best to meet the needs of survivors
- Complementary care in cancer
- Nutrition in cancer
- Interactive workshops in yoga, massage and nutrition

Full registration: \$20; Survivor, student, unemployed: \$10

For Bookings contact the FMC Foundation on 8204 5216 or foundation@health.sa.gov.au or www.fmcfoundation.com.au.

DON'T MISS INDUCTION TRAINING FOR CONSUMER ADVOCATES

Learn about the role, challenges and benefits of being a consumer advocate. The next induction training session will be held on Wednesday, 15 September from 1.30 to 4.30pm at Volunteering SA, Meeting Room 1, 220 Victoria Square, Adelaide.

Training will include:

- An understanding of the consumer advocate/representative role - opportunities, challenges and benefits;
- A discussion of governance and meeting procedures;
- The importance of networking and much more.

For more information and to reserve your place please contact HCA's Consumer Engagement Officer, Sheila Brown on 8223 1374, or email sbrown@hcasa.asn.au.

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IAP2 ACTIVITIES AND EVENTS

IAP2 CERTIFICATE PROGRAM TRAINING

If you are looking to do something exciting and rewarding to help you keep on top of those Winter blues, then you might be interested in the final public training session of the IAP2 Certificate training for this year. The dates are:



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Planning for Effective Public Participation	Monday & Tuesday	25 & 26 October
Techniques for Effective Public Participation	Thursday & Friday	18 & 19 November
Communications for Effective Public Participation	Monday	22 November
Emotion, Outrage and Public Participation	Monday & Tuesday	27 & 28 September

The training is available as an in-house course and can be delivered to suit your timeframe and budget. The new course, Emotion, Outrage and Public Participation, was developed by Peter Sandman and IAP2. Peter is one of the pre-eminent risk communication speakers and consultants in the United States today, and has also worked extensively in Europe, Australia, and elsewhere.

IAP2 Certificate training is available as a public course or as an in-house course. In-house training fees are less than the public course fees. Please contact Barbara Chappell at chappell@aapt.net.au or on 0429 155 743 for further information.

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SEEKING CONSUMER ADVOCATES

A consumer advocate is a member of a government, professional body, industry or non-governmental organisation committee who voices consumer perspectives and takes part in the decision-making process on behalf of consumers.

HCA offers support and training for consumer advocates and encourages applications from those with relevant experience to apply. All applicants for HCA consumer advocate opportunities, or where HCA endorsement is required (for example, CHF), must be HCA members, or members of a member organisation of HCA.

Consumer advocates are encouraged to apply for the following positions. Do not be discouraged if you are not successful the first time you apply as your application will assist us to know who might be interested when similar positions are offered in the future.



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THE SA HEALTH STATEWIDE CLINICAL NETWORKS AIM TO INCREASE CONSUMER INVOLVEMENT IN THE PLANNING OF HEALTH SERVICES. THE FOLLOWING POSITIONS ARE CURRENTLY AVAILABLE:

STATEWIDE CLINICAL NETWORK – REHABILITATION (ONE POSITION)

The Statewide Rehabilitation Clinical Network is one of 11 networks established by the Government of South Australia to provide leadership and strategic planning for clinical service development across the continuum of care and across both metropolitan and country areas. The Networks aim to increase clinician and consumer involvement in the planning of health services.

A Steering Committee provides leadership and guidance to the Network. Membership of the Steering Committee is multi-disciplinary including medical, nursing and allied health from metropolitan and county areas. Consumer involvement is also a key part of the Network Steering Committee.

The Rehabilitation Clinical Network has for the past year had the task of developing a plan for rehabilitation services in South Australia for the next ten years. Other areas of focus for the Network have included developing plans to guide specific areas of clinical service including stroke, brain injury and amputees.

Over the next year the Rehabilitation Clinical Network will address the clinical areas of spinal cord injury, complex and progressive neurological conditions (e.g., Multiple Sclerosis and Parkinson's Disease) and respiratory rehabilitation.

For more information please contact HCA's Consumer Engagement Officer, Sheila Brown on (08) 8223 1374, or email sbrown@hcasa.asn.au

STATEWIDE CLINICAL NETWORK – RENAL (ONE POSITION)

The Statewide Renal Clinical Network is one of 11 networks established by the Government of South Australia to provide leadership and strategic planning for clinical service development across the continuum of care and across both metropolitan and country areas. The Networks aim to increase clinician and consumer involvement in the planning of health services.

A Steering Committee provides leadership and guidance to the Network. Membership of the Steering Committee is multi-disciplinary including medical, nursing and allied health from metropolitan and country areas. Consumer involvement is also a key part of the Network Steering Committee.

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To date the Network has made 44 recommendations to the Department of Health on Home Based Renal Therapies, Satellite Dialysis Services, Country Renal Services and Aboriginal and Torres Strait Islander Renal Health. Currently the Renal Network continues to work on a range of issues including:

- Country Renal Services with a focus on:
 - Rural and Remote areas particularly for Aboriginal communities;
 - Providing services closer to home; and
 - Allied Health services for patients;
- Pharmaceutical supply pathways for patients;
- Guidelines for the prevention and management of Blood Borne Viruses in dialysis;
- Renal Research Plan;
- SA Renal Nurses Education Framework;
- Forecasting demand for dialysis services in SA.

In the future the Renal Network would like to work on prevention and screening for Chronic Kidney Disease and Workforce. For more information please contact HCA's Consumer Engagement Officer, Sheila Brown on (08) 8223 1374, or email sbrown@hcasa.asn.au

STATEWIDE CLINICAL NETWORK – STROKE, COUNTRY WORK GROUP (ONE POSITION)

The Statewide Stroke Clinical Network is one of 11 networks established by the Government of South Australia to provide leadership and strategic planning for clinical service development across the continuum of care and across both metropolitan and country areas. The Networks aim to increase clinician and consumer involvement in the planning of health services.

The Stroke Clinical Network has a Steering Committee to direct the Network and four Work Groups. Membership of the Country Work Group is multi-disciplinary including medical, nursing and allied health from country areas. Consumer involvement is also a key part of the Network Work Groups.

The Work Groups have been tasked with developing pathways and protocols for delivery of evidence based stroke care. The Country Work Group has developed a Country Report and will begin working through the pathways and protocols to improve care for stroke patients in rural and remote South Australia. The Country Work Group meets monthly via teleconference.

For more information please contact HCA's Consumer Engagement Officer, Sheila Brown on (08) 8223 1374, or email sbrown@hcasa.asn.au



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STATEWIDE CLINICAL NETWORK – CANCER, LUNG CANCER PATHWAY WORKING PARTY (ONE POSITION)

The Statewide Cancer Clinical Network is one of 11 networks established by the Government of South Australia to provide leadership and strategic planning for clinical service development across the continuum of care for all relevant patients regardless of their age, place of residence or social background. The Networks aim to increase clinician and consumer involvement in the planning of health services.

The Cancer Clinical Network has a Steering Committee which sets the Network priorities and guides the committees and working groups that sit underneath. Membership of the Lung Cancer Clinical Pathway Working Group is multi-disciplinary and will reflect a balance of knowledge and experience. It will include respiratory physicians, surgeons, radiation and medical oncologists, palliative care specialist, cancer nursing specialists plus allied health and country representation.

The aim of the group is to develop and commence implementation of a pathway for patients with lung cancer as guided by the pathway framework developed by the Optimising Cancer Care Committee of the Network and based on evidence-based best-practice and a strong consumer focus.

Consumer involvement is expected to be a key element leading to successful lung cancer clinical pathway development and implementation. The frequency of meetings is at the discretion of the group, but may be up to once every two to three weeks.

For more information please contact HCA's Consumer Engagement Officer, Sheila Brown on (08) 8223 1374, or email sbrown@hcasa.asn.au

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SEEKING CONSUMER COMMENT

THE AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE: PATIENT SAFETY IN PRIMARY HEALTH CARE DISCUSSION PAPER AND CONSULTATION

In Australia the most common exposure of people to the health care system occurs at the primary health care level. Almost one in five people visit a general practitioner and one in ten visit an allied health professional in any given two week period.



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A broad range of professional quality improvement activities are undertaken in primary health care, however, there is limited evidence regarding patient safety and the effectiveness of patient safety solutions in primary health care.

The Australian Commission on Safety and Quality in Health Care is seeking to clarify its understanding of patient safety issues in primary health care in Australia, including identifying key priorities and solutions both nationally and internationally that could be applied to the Australian primary health care context.

A draft discussion paper on Patient Safety in Primary Health Care has been developed for public consultation and can be found by visiting:

http://www.health.gov.au/internet/safety/publishing.nsf/Content/com-pubs_PSinPHC-DiscussionPaper

This paper seeks to broadly map potential patient safety issues, the type of work that is currently being undertaken both nationally and internationally to mitigate patient safety risks, the national primary health care policy environment and identification of key stakeholder groups.

The findings of this consultation process will be used to inform the Commission's consideration of activities it could undertake or support to strengthen patient safety in primary health care in Australia.

Submissions can be sent by post or email. All written submissions should be received by close of business on 15 October 2010 to be considered in the consultation process and should include:

- Name, organisation (if relevant) and contact details,
- Responses to questions posed
- General comments
- Additional information, for example, any technical, economic or business information, or research-based evidence the Commission should be made aware of to support the views or comments.

Written submissions marked 'Patient Safety in Primary Health Care' can be forwarded to:

Australian Commission on Safety and Quality in Health Care
GPO Box 5480
SYDNEY NSW 2001

Or via email to: mail@safetyandquality.gov.au

Any questions relating to submissions should be directed to Naomi Poole, Senior Project Officer: mail@safetyandquality.gov.au or (02) 9263 3633.



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ADVANCE NOTICE: DRAFT NATIONAL FRAMEWORK FOR ADVANCE CARE DIRECTIVES TO BE RELEASED FOR CONSULTATION

The Draft National Framework for Advance Care Directives which will be released for comment on Monday, 23 August.

The Draft Framework has been developed by the National Advance Care Directives Working Group, at the request of the Clinical, Ethical and Technical Principal Committee of the Australian Health Ministers Advisory Council. It is aimed at policy makers and legislators and has been designed to move Australia towards a nationally consistent approach to ACDs.

The framework takes into account the needs of the person/client/patient, substitute decision makers/family/carers and health professionals.

A consultant (HWL Ebsworth) has been engaged to manage the national consultation process and will be emailing stakeholders with the relevant information early next week. There is no specific format for submissions.

If you would like to discuss the detail of the draft Framework contact the Consultation Consultant via the web site, www.acdframework.submissions@hwlebsworth.com.au for information about the consultation process itself.

The deadline for submissions is 11 October, 2010.

MENTAL HEALTH FOCUS

PEER WORKFORCE SURVEY – NATIONAL QUALIFICATIONS FRAMEWORK

The Community Services & Health Industry Skills Council (CS&HISC) is developing a national qualifications framework for the mental health peer workforce (consumers and carers).

The CS&HISC would like to understand the various aspects of the job roles within the mental health peer workforce. This information will guide the development of the competencies that will make up the qualifications framework.

Think about best practice – this qualifications framework will set the groundwork for understanding and defining skill and knowledge requirements, establishing industry standards and improving training and support mechanisms for the emerging peer workforce.



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Provide your contribution by completing the 'peer workforce' survey at www.cshisc.com.au/index.php?option=com_content&task=view&id=545&Itemid=162&limit=1&limitstart=5 and return it to the CS&HISC as soon as possible.

For any further information regarding the Mental Health Peer Workforce Competency Development Project, contact Project Coordinator Rebecca Tidey on (02) 9270 6649 or email Rebecca.Tidey@cshisc.com.au.

RESEARCH PROJECT: HOMELESSNESS AMONGST PEOPLE FROM CALD BACKGROUNDS WITH MENTAL ILLNESS IN AUSTRALIA

Multicultural Mental Health Australia (MMHA) has partnered with the Victorian Transcultural Psychiatry Unit (VTPU) to conduct research on the extent of homelessness of people from a CALD background with mental illness. This project was initiated by MMHA and funded by the Department of Health and Ageing. A reference group of experts was set up including senior staff from national peak agencies for the homeless such as Homelessness Australia, Council to Homeless Persons, Mission Australia, Youth Accommodation Association and Psychiatric Disability Services of Victoria, alongside VTPU and MMHA.

The aim of the research is to gain a baseline understanding of homelessness amongst people from a CALD background with mental illness. At present there is little research in this area and a pressing need for some data in order to identify needs and make recommendations to better provide services to this group.

If you are a service provider in a related field to individuals from a CALD background, you are in an ideal position to participate in this important project. Participation requires just one person in your organisation to fill in this survey using the user-friendly online tool Survey Monkey. This takes approximately 15-20 minutes. It may be helpful for a senior staff member to respond, in that they may have access to the relevant information. Please note that confidentiality is maintained and all data will be de-identified.

Please fill out the survey by following the appropriate link below. Surveys close on **Friday 1 October 2010**:

If you are an organisation for the homeless, please follow the link: <http://www.surveymonkey.com/s/PRVHNCW> .

If you are a mental health organisation, please follow the link: <http://www.surveymonkey.com/s/YXWZDRV> .



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If you are a multicultural/ethno-specific organisation, please follow the link:
<http://www.surveymonkey.com/s/PN2XKDX>.

For more information on the research project, contact the researchers:
Brendon.MOSS@svhm.org.au or Madeleine.TEMPANY@svhm.org.au.

FREE TRAINING PROGRAM: INTRODUCTION TO MENTAL HEALTH – FIRST AID

Thursday, 9 September 2010

1.00 – 5.00 p.

**Murray Bridge Community Centre
18 Beatty Terrace
Murray Bridge**

The Community and Neighbourhood Houses and Centres Association Inc (CANH) are offering a workshop to provide people with information that can assist in responding appropriately to family, friends and community members who are living with mental illness.

One in five Australian adults experiences a mental health problem. Drawn from the nationally renowned Mental health First Aid training program, this workshop will assist participants to understand and respond effectively to people in their workplace and personal life. It will provide some strategies to identify when someone has a mental health problem and how to help them during a crisis.

Topics covered will include:

- Common mental health problems
- Signs, symptoms and treatments for –
 - Anxiety disorders
 - Depression
 - Psychotic disorders
 - Substance use disorders
- Suicide risk assessment and intervention
- South Australian resources for mental health

The Introduction to Mental Health workshop is provided free of charge, but places are limited. Please book early to ensure your place. Contact Community and Neighbourhood Houses and Centres Association Janet Brinkworth on (08) 8271 4622 (extension 5) or email janet.brinkworth@canh.asn.au.



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RESEARCH WITH CONSUMERS, CARERS AND CLINICIANS ABOUT INVOLUNTARY MENTAL HEALTH TREATMENT

Wednesday, 15 September 2010

MIFSA

5 Cooke Terrace Wayville

3.00 - 5.00 pm

Thursday, 16 September 2010

The Hackney Hotel

Torrens Room

95 Hackney Road

5.30 - 7.30pm

Research participants and other interested parties are invited to attend a seminar to discuss the Findings of Research with Consumers, Carers and Clinicians about Involuntary Mental Health Treatment.

There are two seminars: the daytime Wednesday Seminar is for ease of access for consumers and carers. The Thursday evening seminar is to accommodate interested mental health staff, though both Seminars are open to any interested parties, consumers, carers and staff.

RSVP Bookings are essential to Ellie Rosenfeld at 8342 8214 or 0416 735 284 or email rosenfeld.ellen@agd.sa.gov.au. Light refreshments will be provided at both venues.

OUR CONSUMER PLACE – AUGUST NEWSLETTER 2010

Victoria's resource centre for consumers by consumers – Our Consumer Place - has released its August 2010 Newsletter. This edition includes interview of the issue with inspirational Ron Coleman, Scottish Mental Health Trainer and Consultant which is well worth reading.

To access Our Consumer Place website and the latest Newsletter, go to www.ourconsumerplace.com.au.



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THE HALL – ANNUAL GENERAL MEETING

**The Hall
5 Greening Street
Mannum SA 5238**

The Hall is holding its AGM on the 1 September, 2010 at 10.30am. Please RSVP to Terry Udy on (08) 8569 1643.

ONE VOICE NETWORK – ANNUAL GENERAL MEETING

**The Hall
5 Greening Street
Mannum SA 5238**

The One Voice Network Inc is holding its AGM on 28 September at 11.00 am. Please RSVP to (08) 8569 1643. Lunch is provided for a donation.

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ITEMS OF INTEREST

SA HEALTH PRESS RELEASE: RESTRICTION ON SALE OF LYE WATER

A national restriction on the sale of the most dangerous types of lye water will come into effect on 1 September following a number of serious injuries in Australia involving the cooking ingredient. This change in regulation will mean that retailers and wholesalers in South Australia will no longer be able to sell lye water with a pH above 11.5 for household use. Sale for commercial uses such as food manufacture and in restaurants will not be affected.

Dr Kevin Buckett, SA Health's Public Health Director, said this restriction would reduce the risk of serious injury from lye water, particularly to children.

"Lye water is mainly used in small amounts by some Asian and African communities as a cooking ingredient but if it's swallowed neat it can cause potentially life-threatening burns to the mouth, throat and stomach," he said.

"As with other cooking ingredients, lye water is often kept in the kitchen within easy reach of children, who see it being added to their food and assume it's safe to drink. The higher the pH the more caustic the lye water so this restriction will remove the most dangerous types of lye water from our shop shelves and lower the risk of serious injury."



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The regulatory change relates only to lye water when it is packed and sold as a food additive and does not apply to lye water packed and sold for other purposes.

Retailers will have to remove products from their shelves by 1 September and SA Health is communicating the new arrangements to them.

Consumers will still be able to purchase lye water with a pH of 11.5 and below for cooking and SA Health is reminding parents that no lye water should be drunk undiluted.

“No lye water should be drunk neat so we’re reminding parents to always keep lye water out of the reach and sight of children,” Dr Buckett said.

Thirteen cases where children have accidentally swallowed lye water have been reported across Australia since June 2006 with six cases occurring in SA.

If you suspect that a child has swallowed neat lye water phone 000 immediately and seek urgent medical attention.

THE AUSTRALIAN INSTITUTE OF HEALTH AND WELFARE LATEST REPORTS:

CHRONIC KIDNEY DISEASE HOSPITALISATIONS IN AUSTRALIA 2000-01 TO 2007-08

In 2007-08, chronic kidney disease (CKD) contributed to 15% (nearly 1.2 million) of all hospitalisations in Australia, one million of which were for regular dialysis. Indigenous Australians were hospitalised at 11 times the rate of other Australians for regular dialysis, and at 5 times the rate for other principal and additional CKD diagnoses.

Hospitalisations for regular dialysis increased by an average of 60,000 per year between 2000-01 and 2007-08, equating to a 71% increase over this period. Increases of 12% for other principal diagnoses of CKD and 48% for additional diagnoses were also recorded.

The full report can be accessed at
<http://www.aihw.gov.au/publications/phe/127/11234.pdf>.



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NATIONAL COMMUNITY SERVICES DATA DICTIONARY V6 & NATIONAL HEALTH DATA DICTIONARY V15

The July 2010 revision to both the National Community Services Data Dictionary (NCSDD) and the National Health Data Dictionary (NHDD) - including national minimum data sets - have now been released and are available on the Australian Institute of Health and Welfare (AIHW) website.

As part of the METeOR metadata online registry, the purpose of the dictionaries is to provide national standards on the community services reporting framework for both statistical and clinical analysis, providing meaningful input to community discussion and public policy debate on community services issues in Australia.

Both dictionaries are available online at:

<http://meteor.aihw.gov.au/content/index.phtml/itemId/274816>.

To view these and other AIHW reports please go to:

<http://www.aihw.gov.au/publications/index.cfm>

NEW REPORT: "ALL PARTIES COMMIT TO NATIONAL DISABILITY INSURANCE SCHEME"

According to The National Disability and Carer Alliance, three major parties have confirmed they will commit to major reform of the disability sector in their next term if elected, including supporting the introduction of a National Disability Insurance Scheme.

A summary of the Australian Labour Party, Coalition, and the Australian Greens' party positions has been collated and circulated by The National Disability and Carer Alliance, along with a press release.

To read the press release and party position summaries, visit

<http://www.ndis.org.au/news.php>.

For further information about the Alliance or the National Disability Insurance Scheme, please call Kirsten Deane, Executive Director, National Disability and Carer Alliance on 0409 565 925.



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ANTI-POVERTY WEEK 17- 23 OCTOBER 2010

This year, the United Nations has designated 17 October as International Anti-Poverty Day, and the date marks the start of *Anti-Poverty Week*.

The Week is concerned with poverty around the world, especially in the poorest countries but also in wealthier countries such as Australia. Last year, at least 1,000 organisations around Australia participated in more than 400 activities during the Week, with a total participation of more than 10,000 people.

The main aims of *Anti-Poverty Week* in Australia are to:

- strengthen public understanding of the causes and consequences of poverty and hardship around the world and within Australia;
- encourage research, discussion and action to address these problems, including action by individuals, communities, organisations and governments.

Everyone is very welcome to organise an activity during the Week or join in something being organised by other people. The activities can be large or small, and activities at local levels are especially welcome.

Visit <http://www.antipovertyweek.org.au/> for basic fact sheets, promotional material, a calendar of activities and links to other sources of information, ideas and contact details for the National Office and the Co-Chairs in each state. Alternatively, for more info or to list activities on the website, contact 1300-797-290 or apw@antipovertyweek.org.au.

CONSUMERS HEALTH FORUM OF AUSTRALIA INC (CHF)

CHF is the peak organisation providing leadership in representing the interests of Australian healthcare consumers by:

1. Advocating for appropriate and equitable healthcare;
2. Undertaking consumer-based research and developing a strong consumer knowledge base;
3. Identifying key issues in safety and quality of health services for consumers
4. Raising the health literacy of consumers, health professionals and stakeholders
5. Providing a strong national voice for health consumers and supporting consumer participation in health policy and program decision making



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CHF member organisations reach thousands of Australian health consumers across a wide range of health interests and health system experiences. CHF policy is developed through consultation with members, ensuring that CHF maintains a broad, representative, health consumer perspective.

HCA is a member organisation of CHF and, as such, members of HCA can access a range of information as well as registering to use the CHF Member Discussion Forum and the members' only area of the CHF website at:

<http://www.chf.org.au/smf/>.

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HCA EVENTS CALENDAR

DATE	EVENT	AUDIENCE
SEPTEMBER		
6	HCA Statewide Clinical Network Consumer Advocates Quarterly Meeting	SWCN HCA Consumer Advocates
15	HCA Consumer Advocate Induction Training	Any consumer wanting to learn more about being a consumer advocate.
20	Statewide Clinical Network For Older People: Consumer Forum	Health consumers with experience of or interest in public health services for older people
20	SACOSS and HCA Forum Whose health is it anyway?	Health consumers & SACOSS members
23	Australian Commission on Safety and Quality In Healthcare – Consumer Workshop on National Safety & Quality Health Service Standards	Health consumers

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