

The Health Consumers' Council is an independent community based organisation, representing the consumers' 'voice' in health policy, planning, research and service delivery.

The Council advocates on behalf of consumers to government, doctors, other health professionals, hospitals and the wider health system.

Our Purpose

To raise awareness of and advocate for health consumers rights in Western Australia.

Our Vision

To be an independent, authoritative and effective voice of and for health consumers in Western Australia.

Our Values

The Health Consumers' Council believes that all people are entitled to:

- Be treated with respect, dignity and understanding
- Be informed about their rights and have those rights protected and enhanced
- Receive safe evidenced based care
- Be informed about their condition and any proposed treatment
- Have equitable access to health services
- Have access to information about themselves held by health professionals and the right to correct anomalies.

Objectives

The Health Consumers' Council's objectives are:

1. To educate consumers about health issues and the health system in WA to assist them to obtain health care most appropriate to their needs.
2. To provide an advocacy service for any consumer or group of consumers experiencing problems with the health system, particularly those from disadvantaged backgrounds who may experience difficulties accessing health services.
3. To provide training and support to consumers to enable them to initiate changes in the health system for the benefit of all members of the community.
4. To provide an information service to consumers and groups of consumers to enable them to develop the consumer perspective on health issues.
5. To maximise consumer participation in decision making in the health system of Western Australia.

Outcomes

- To increase health consumer and provider knowledge of consumer rights and responsibilities.
- To develop a partnership approach between doctors and patients for more effective health care.
- To facilitate the development of consumer oriented health care, policy, planning and practice.

Board Members

Anne McKenzie	Chairperson
Lorraine Powell	Deputy Chair
Lois Johnston	Secretary
Alan King	Treasurer co-opted
Ann Banks	Co-opted Chair HIG
Tim Benson	Individual
Sergio Cooper	Co-opted
Madeleine Cox	Individual
Fran England	Individual
Catrina-Luz Aniere	Resigned
Josie Maxted	Co-opted
Ron Okely	Resigned
Glenn Pearson	Individual
Deb Slater	Resigned

Staff

Michele Kosky

Executive Director

Maxine Drake

Senior Advocate

Bill Fox

Advocate

Gio Terni

Advocate

Cheryl Rugdee

Consumer Representative Training and Rural Consumer Participation Project Officer

Danielle Scott

Clerical assistant

Brian Charlie

Aboriginal Consumer Participation Project

Laura Elkin

Aboriginal Consumer Participation Project

Anne Cordingley

Patient First Ambassador Project

Rosemary Caithness

Office Manager

A Snapshot of the Year

- 2 public forums were held
 - 1731 consumers obtained information, referral and advice
 - 70 consumer representatives are currently placed on decision-making bodies
 - 191 consumers are listed on the Health Consumers' Council database, ready and willing to participate in health policy and planning+
 - The Health Issues Group has 12 active members and addressed 18 health issues
 - 95 consumer perspective submissions and consultations were prepared and submitted
 - 2327 brochures were distributed throughout Western Australia
 - 550 health consumers were assisted with complex health complaints
 - 13 small consumer research projects were contributed to or undertaken by the Health Consumers' Council
 - Media comments were made by Health Consumers' Council on radio, print media and television on 56 occasions.
 - The Health Consumers' Council produced and printed four issues and distributed 3768 copies of *Health Matters*.
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Chairperson's Report

It is hard to believe that yet another year has passed and it is once again Annual General Meeting time for the Health Consumers Council. While I have been reflecting on the many achievements and challenges of the past year I am again reminded that the Health Consumers Council is an organisation that we can all be proud to be associated with and that I am privileged to have served as the Chairperson for this past year.

Some highlights of the past twelve months were:

- Consultation with Rockingham Kwinana Division of General Practice;
- Primary Care and Medical Board Roundtable;
- Health Professional Roundtable - 'so you would like to engage with consumers';
- First meeting of the Speakers Bureau;
- National Safety and Quality in Health Care Consultation;
- Consumer Information Session on National Health Reform Agenda with CHF;
- Advance Care Directive Forum;
- Work experience for 2 Aboriginal Health Workers from Marr Mooditj;
- Parliamentary Breakfasts on the 4 Hour Rule and Patient Safety;
- Review of the Health Consumers' Council consumer representatives program; and
- A full audit of our membership.

It is also important to acknowledge the many different people and groups that

contribute to the success of this wide range of activities. Whilst it is impossible to name each and every contribution there are some that deserve a special mention.

First and foremost I commend the staff on another great year. This dedicated team continue to support work of the Council and unfailingly deliver a service to the people of Western Australia that is second to none. They have continued to work to a high standard throughout the year regardless of circumstances which have included refurbishing the office, a wedding, a new baby, continuing with a full service with the resignations of Maxine Drake and Brian Charlie, and finally to provide support to our new staff members. We appreciate and thank you for the extra effort you all make.

To my fellow Board members, who have also worked diligently during the year to ensure that the Council meets its strategic objectives, I thank you for your contributions. In particular I acknowledge and thank the extra work done by the Executive members of the Board who have provided ongoing support and guidance over this past year. During the year we have both farewelled and welcomed new Board members who have all brought new strengths to the Board. I would also like to thank those Board members who are finishing their terms. We wish you well and look forward to your continued involvement with the Council.

Lastly I would like to acknowledge the members, who contribute to the workings of the Council in a wide variety of ways. These include the Health Issues Group Chair and members, the 75 consumer representatives who contribute a

consumer perspective to various state and national health committees, the people who contribute to *Health Matters*, and the members who attend the various functions and activities of the Council. It is fair to say that having such a large group of members can also bring certain tensions and challenges. I believe it is how we address these challenges that will help us to continue building the strengths of the Council and ultimately fulfil our purpose, which is to raise awareness of and advocate for health consumers' rights in Western Australia.

Thank you all.

Anne McKenzie
28 September 2010

Objective 1

Enhancing Community Understanding of Health Issues

1.1 Brochures/Pamphlets

Brochures produced by the Health Consumers' Council that promote consumer rights.

The Council distributed the following brochures:

- *10 Tips for Safer Health Care*
- *A Guide to Your Rights - Patients of Psychiatrists*
- *Aboriginal Consumer Representative Manual*
- *Consent to Medical Treatment - Your Rights*
- *Consumers and Dental Services*
- *Poster for Aboriginal Medical*

Service

- *Does Your Doctor Answer All Your Questions Poster*
- *Development, production and distribution of HDD DVD 'Your voice can make a difference'*
- *Flyer - 'Do you want to have a say?'*
- *Health Consumers' Council Brochure*
- *Having Your Say
Consumer Representation*
- *Making a Complaint*
- *Older Health Consumers' Statement of Rights*
- *Pamphlet - 'Do you know what to do if you have a problem?'*
- *Your Discharge from Hospital*
- *Patient First Booklet and Pamphlets*

Total distributed *2,327*

The Council produced and distributed A Guide to Your Rights, Consent to Medical Treatment and Questions to Ask Your Doctor in five community languages being Arabic, Bosnian, Farsi, Indonesian and Somali.

1.2 Health Consumer forums

Forums on health issues that are relevant and of interest to health consumers in metropolitan and rural areas are held. The forums also represent a unique opportunity for community consultation on health issues.

During the last 12 months 2 forums were held and 130 people participated in the forums in the metropolitan area on the following topics:

During the past 12 months the following forums were held and 40 people attended:

- 2 Parliamentary Breakfasts
- 4 Hour Rule forum
- Patient Safety forum

1.3 Education Program

The Council organised and/or contributed to 21 education/community development sessions on health consumer issues and 1003 people participated.

1.4 Health Information and Referral Service

This service which includes a toll free 1800 number for people from rural and remote areas of Western Australia provides statewide information and referral regarding the health care system. It also represents a mechanism for gathering feedback about the health system from the consumer's point of view.

The Council provided information, referral and advice to 1731 consumers through this service.

1.5 Newsletters

The Council's newsletter 'Health Matters' provides information on current health issues of concern to consumers and keeps people up to date with the Council's activities and changes to the health system in Western Australia.

The Council produced 4 issues, totalling 3768 copies of Health Matters over the last 12 months.

Objective 2

Maximising Community Participation in Health Service Decision-making.

2.1 Consumer Representatives on Committees

The Council promotes/recruits consumer representatives who provide a consumer perspective on various government and non-government committees, working parties, and boards.

Over the last 12 months, there were 19 Consumer Representatives placed on committees. There are 70 Consumer Representatives on 159 decision-making committees.

2.2 Consumer Representative Training and Support

The Council provides training, briefing and support to consumer representatives on committees.

4 consumer representative training courses were run in the past 12 months and 49 people participated.

The Patient 1st Project Officer undertook 3 presentations and 40 hospital personnel attended.

The Council organised 6 Consumer Representative Network meetings and 53 members attended. 5 Community Advisory Council Roundtables were organised and 40 members participated.

The Council organised 2 Health Professionals working with Consumers Roundtables and 60 professionals attended.

2.3 Database of Consumers

The Council maintains a database of consumers with health expertise who are willing and able to participate in health policy and planning activities.

The Council has 191 health consumer representatives on the database available for participation on health care decision-making bodies. This database is referred to on a daily basis.

2.4 Mentoring

The Council conducts a mentoring programme with community organisations, agencies and self help groups, assisting them to develop skills and ensure larger agencies are sensitive to consumer needs, thus maximising the full potential of both.

The Council provided mentoring on 13 occasions to organisations including self-help groups and non-government agencies.

2.5 Rural Consumer Issues

- Access to interpreters
- Access to dental services
- Treatment
- Redress
(opportunity to complain)
- Patient Travel and
Accommodation (PATs)

In addition Health Consumers' Council circulated 12 issues of E-News to District Health Advisory Councils (DHAC).

12 Issues were circulated to DHAC members

2.6 Health Issues Group

This is a standing committee of members from the Council and from the public who meet to discuss and make recommendations on consumer issues that

are brought to the attention of the Council.

The Health Issues Group has 12 active members and addressed the following health issues over the last 12 months:

- Patient for Patient Safety Workshop DVD
- Hospital Shift Takeover Procedures
- Fly-In Fly-Out Workers
- Chemical Poisoning
- Podiatry Scheme
- Funding for Silver Chain Services in the Northern Suburbs
- Community Aids and Equipment Program
- Have-A-Go Day
- Patient First booklets feedback
- Department of Health website review
- Health Consumers' Council additional funding/sponsorship
- Health Consumers' Council Meeting Processes and Membership
- Viagra sales by individuals who bring the drug from overseas
- Plastic spacers for asthma inhalers
- Flu and pneumonia shots for pensioners
- Primary health care definitions
- Quality Use of Pathology
- Private hospital beds
- Transport issue for Midland and Osborne Park

2.7 Membership

Current membership of Health Consumers' Council:

- | | |
|-----------------|-----|
| • Individuals | 782 |
| • Organisations | 117 |
| • Associates | 54 |

2.8 Consultation

The Council provides consumer consultation on health issues.

The Health Consumers' Council participated in 77 meetings and made 18 written submissions to government and non-government agencies, hospitals and other organisations.

2.9 Working Groups

The Council established or maintained the following Working Groups:

- *Consumer Representative Network*
- *Kularri Health Issue Group Broome*
- *Health Issues Group Mt Newman*
- *Membership Working Group*
- *Consumer Representative Programme Review Working Group*
- *EHealth Community Reference Group*

Objective 3

Strengthening the Accountability of the Health Care System

3.1 Initiatives and Health Issues raised by Health Consumers' Council

The following organisations were consulted on issues promoted by the Council in relation to health service policy:

- *Future funding by Department of Health WA for continuation of WA Audit of Surgical Mortality*
- *Reduction of hospital acquired infections by being vigilant with hand washing until it becomes entrenched in the hospital cultures.*

- *Raised legal concerns about medication wastage the gratuitous dispensing of medication*
- *11 x legal information nights and 44 people had an appointment with pro bono lawyers*
- *Governance of the use of force in health services*
- *Sending media statements to inform the community about the new Albany Health Campus*
- *Funding ceased assistance for the payment of funerals*
- *The impact on patients due to the dispute between HBF and Ramseys*
- *Concerns about the operation of SAT in relation to the new national registration scheme for health professionals*
- *Introduction of green prescriptions*
- *Concern about closure of Chronic Disease Management Service*
- *Importance of Aboriginal liaison officers*
- *Concern at the Pfizer Sexual health meeting held in Perth*
- *Advance Health Care Directive there is no mention of an electronic register*
- *Cost for GAP on compulsory medicals for older persons' driving licences*
- *Concern about using thermography as a breast cancer screening or diagnostic tool*
- *Support for a regulatory system for interpreters in WA*
- *Raised concerns about lack of public transport to Rockingham hospital*
- *Consumer concerns about parking availability at the Lions Institute and SCGH especially for those with sight impairment*

- *Raised concerns about work 'information' in Workcover 2D claim form*
- *Concerns raised about witness statements to be used in conciliation meetings*
- *GP research through Health Matters*

3.3 Individual Consumer Advocacy

The Council assists individuals who have difficulties and problems with the health system and health care providers.

The Council assisted 550 health consumers with complex complaints and advocated on their behalf.

Also establishment of monthly Legal Clinics where consumers receive expert legal information at no cost.

11 clinics held in 2009-2010 and 44 consumers attended appointments.

3.4 Public Comment

Contributions to the media to increase consumers' knowledge of health issues and the health system.

The Council contributed to print media discussion 35 times contributed to radio discussion/comment on health matters 10 times, and contributed to television coverage of health matters 9 times.

Objective 4

Maximising the Information Base on Health Consumer Issues

4.1 Networks

Networks with local, national and international consumer organisations

assist the Council in information sharing, programme ideas and policy development.

The Council has maintained networks with the following organisations:

- Aboriginal Health Council of WA
- Aboriginal Liaison Officers
- Alzheimer's Australia
- Australian Medical Association
- Cancer Council of WA
- Chamber of Commerce and Industry
- Community Physiotherapy Services
- Consumer Health Forum
- Consumers' Association of WA
- Department of Consumer & Employment Protection
- ECU School of Nursing, Midwifery and Postgraduate Medicine
- Ethnic Communities Council of Western Australia
- Family Inclusion Network (WA)
- HBF
- Healthcare Consumers' Association of the ACT
- Health Consumers' Queensland
- Health Consumers' Alliance of South Australia
- Health Issues Group, Victoria
- International Alliance Patients' Organization
- Institute of Child Health Research
- ISHAR Multicultural Centre for Women's Health
- Kidney Health Australia
- Kimberley Aboriginal Medical Council
- Launch of Hand Hygiene campaign
- McKesson Health Info
- Mental Health Law Centre
- National Call Centre
- Office of Aboriginal Health

- Office of Health Review
- Office of Safety & Quality
- Ongoing contact with Cochrane Collaboration
- People with Disabilities (WA) Inc
- Public Interest Advocacy Centre
- The University of Western Australia -
- School of Population Health
- Volunteering WA
- WA Council of Social Services
- WA Country Health Service
- WACOSS
- WA GP Network
- Waikato, New Zealand - Patients' Rights Advocacy
- WHO - Patients for Patient Safety

4.2 Policy Information Provided from the Website

The Council accessed the website to provide assistance with policy making.

Information for and number of times the website was accessed to assist with the development of the following policies:

Information accessed	Number
Consumer, Carer, community Engagement Framework	12
Health Reports to the Community	7
Grievance Policy	2

4.3 Brochures

The following pamphlets were distributed by the Council:

Brochure	Number
• Health Consumers' Council generic brochure	148
• Making a Complaint	297

• Consumer Representation	440
• Patients of Psychiatrists	10
• Your Discharge from Hospital	20
• Posters: Aboriginal consumer Representative manual; Pamphlets; flyers and DVDs	51
• Consent to Medical Treatment - Your Rights	343
• Consumers and Dental Services	97
• Public Patients Hospital Charter	20
• Advance Health Directive Brochures & Forms	10
• Older Persons Statement of Rights	146
• Treatment of Rare Conditions	61
• Cerebral Palsy	25
• Patient First Booklet	28
• Health Direct Magnet	132
• 10 tips for Safe Health Care	157
• Medication List	102
• Advocacy Brochure	87
• WA Public Patients Hospital Charter	21
• Medication Line Magnets	132

4.4 Research

The Council undertakes small research projects on consumer issues. It also promotes and encourages consumer research by other government and non-government agencies.

The Council undertook and/or contributed to 13 small research projects.

4.5 Health Consumers' Council Website Access

The World Wide Website had an average of 4715 visitors per month and is updated regularly. The address of the website is www.hconc.org.au

Rural Health Consumer Participation Programme

This programme is funded by WA Country Health Services and is immensely important in linking rural and remote patients and their families, the District Advisory Councils and country consumers generally to Health Consumers' Council.

Some of the highlights of the past 12 months include:

- Health Consumers' Council provided 4 training sessions for District Health Advisory Councils.
- The Council developed an Individual Community and Systemic Advocacy Training Manual for District Health Advisory Councils.
- The Council developed and distributed 12 issues of DHAC E newsletter.
- The Council recruited 28 new country members for the Health Consumers' Council.

Aboriginal Consumer Participation and Complaints Management

The Aboriginal Consumer Participation and Complaints Management Programme promoted health rights and encouraged Aboriginal people and communities to become involved in the management of their health needs.

During 2009/2010 the programme:

We spoke to 450 people about their health rights

We ran 2 Complaints Management Training workshops

We developed and distributed a Complaints Management Guide for Community controlled Services

We promoted Consumer Rights to 34 Community Groups

We promoted greater linkages between hospitals and community controlled services on 14 occasions

We made 10 Aboriginal Community visits

We signed up 9 Aboriginal Community Controlled Organisations to our programme

We included Aboriginal Board members (HCC Board) in regular discussions about 8 issues

We provided an Aboriginal Consumer Report to all Community Controlled Health Services

We gave 2 presentations to Marr Mooditji primary health care students and provided placement opportunities to 2 Aboriginal Health Workers for a 2 week period

We developed and distributed 200 Consent to Medical Treatment posters

We developed and distributed to all Community Controlled Services in WA the Aboriginal Consumer Participation Guide

We captured 100 hospital and health related stories

This programme is funded by Office of Aboriginal and Torres Strait Islander Health and Office of Aboriginal Health.

Advocacy

The Complex Advocacy Report covers new advocacy cases dealt with in the period 1 July 2009 to 30 June 2010.

A newer, updated version of Parrot was introduced in January 2010. There were some differences between the categories and subcategories used in the old version of Parrot and the new version, which were noted where applicable.

- ☆ HCC received 481 new advocacy cases in total.
- ☆ 378 of new cases concerned health services in the metropolitan area;
- ☆ 222 of these cases concerned public hospital / health services;
- ☆ 156 of these cases related to private hospital / health services;
- ☆ 40 cases concerned public rural health services.

Issue Category

- ☆ Each complaint will have at least one issue category recorded, but it is more usual that two or three categories are recorded.

☆ The total number of complaint *categories* is 843, while the total number of *complaints* for the period was 481.

☆ **Treatment** again was the major issue for Consumers, with a total increase of 32 complaints. Again, the most common kind of **Treatment** issues identified by health consumers were injury / adverse outcome, then a poor standard of care, followed by disagreement with treatment.

☆ **Access** to service. The largest percentage of complaints related to refusal of service. This was followed by supply of medication and then excessive waiting time for a service.

☆ **Redress** was lower in the 2009-10 reporting period. Questions regarding the complaint process again topped the list, followed by Consumers wanting legal advice and those seeking compensation.

☆ The fourth most common type of issues identified in advocacy cases from the last year relates to **Interpersonal** issues at 103. The highest number of issues relating to **Interpersonal** was an uncaring attitude by a service provider at 42 complaints, followed by a failure to listen with 23 complaints, then rudeness / disrespect (19 complaints) and judgmental attitude at 15 complaints.

Overall, **Interpersonal** issues were higher. Both **Rights** and **Redress** were lower, with **Rights** dropping out of the traditional top three. We note the inclusion of **Interpersonal** concerns in the top four categories in the 2009-10 reporting period.

Consumer Representatives

The Health Consumers' Council has representatives on the following committees, Boards and working parties:

Activity Based Funding/Management Steering Committee
Acute Care Network Executive Advisory Group
Advocare Board
Aged Care Standards & Accreditation Agency
Alcohol and Pregnancy: Health Promotion Messages that Work Project (2009-2010) Community And Consumer Reference group
Ambulatory Care Heart Failure Joint Consultative Committee
Australian Better Health Initiative Self Management Project Co-ordination Group
Australian College of Midwives Consumer Advisory Committee
Australian College of Midwives WA Branch
Australian Nurse Practitioner Project Advisory Panel
BreastScreen WA Consumer Reference Group
CACH Executive Committee
CACH Publications Working Party Committee
CAEP Clinical Sub-committee
Cardiovascular Health Network Executive Group
CHF Governing Committee
Child and Adolescent Community Health Executive
Chiropractors Registration Board WA
Continence Management and Support Service Steering Committee
Cross Jurisdictional Data Linkage Steering Committee
Curtin University: First Year Curriculum

Steering Group
Curtin University of Technology Human Research Ethics Committee
Curtin University of Technology: Occupational Therapists Consumer Advisory Panel
Data Linkage Advisory Board
DH&A Quality Use of Pathology Committee Technical Reference Group - Quality Consumer Services
Diabetes & Endocrine Health Network - Executive Advisory Group
Digestive Network Executive Advisory Group
DIP Consumer Information Review Group
Division of General Practice, UWA, Primary Health Care Research Evaluation
ECU School of Nursing, Midwifery Advisory Council
Elective Surgery Wait List Advocacy Committee
Falls Linkage Independence Prevention Committee
Falls Prevention Executive Advisory Committee
Foetal Alcohol syndrome Disorder Working Group (Health Network Model of
Fiona Stanley Hospital - Patient Services Reference Group
Four Hour Rule Communications Liaison Group
Friend In Need Emergency Scheme Steering Committee
Health Complaints Co-ordinators Network
Health Department WA Nurse Pap Smear Provider Credentialing Committee
Infectious Diseases & Immunology Health Network Executive Advisory Group
Injury and Trauma Health Network Executive Advisory Group
Infectious Diseases & Immunology Health Network Executive Advisory Group
Injury and Trauma Health Network

Executive Advisory Group
 Joondalup Health Campus Community Board Advisors
 KEMH Community Advisory Council
 SMAHS Primary Care Advisory Group
 Language Services Network Advisory Committee
 Managing Adverse Events - Project Implementation Committee
 Medical Board of WA
 Mentally Healthy WA Steering Committee
 Model of Care Implementation Review Group
 Neurosciences & the Senses Clinical Network Executive Group
 Neurosciences and the Senses Health Consumer Advisory Group CAG
 NMAHS Area Wide Consumer Advisory Council
 NMAHS - Aboriginal Health Reference Group
 Nurses and Midwives Board of WA: Professional Practice Advisory Committee
 Nurses and Midwives Board of WA: Registration and Competency Advisory
 Occupational Therapists Registration Board
 Oral Health Centre WA Quality Improvement Committee
 Osborne Park GP Network
 Osteopaths Registration Board
 Physiotherapists Registration Board of WA
 PMH Consumer Advisory Committee
 Podiatrists Registration Board of Western Australia Complaints Committee
 Podiatry Subsidy Scheme Review Committee
 Princess Margaret Hospital/Child & Adolescent Health Services - Aboriginal Health Action and Advisory Committee

Renal Disease Health Network - Working Group
 Reproductive Technology Council Counselling Committee
 Reproductive Technology Council Embryo Storage Committee
 Respiratory Health Network Advisory Committee
 RPH Animal Ethics Committee
 RPH Community Advisory Council
 RPH Hospital Student Training Ward Initiative
 RTC Counselling Committee
 Self-Management Project Control Group
 Silver Chain Medical Safety and Quality Committee
 Sir Charles Gairdner Hospital Human Research Ethics Committee
 SMAHS Community Advisory Council
 Swan Kalamunda Health Service - Aboriginal Health Reference Group
 Telethon Institute for Child health Research -Consumer and Community Advisory Council
 UWA Faculty of Medicine & Dentistry Advisory Committee
 UWA School of Population Health Consumer and Community Research Advisory Committee
 WA Aged Care Advisory Council
 WA Ambulance Service Clinical Quality Review Committee
 WA Cancer & Palliative Care Network: Research and Evaluation Unit
 WA Child and Youth Health Network Executive Advisory Committee
 WA Community Care Reform Advisory Group
 WA Council for Safety & Quality in Health Care
 WA Leads Health Forum
 WA Nurses & Midwifery Excellence Awards Steering Committee
 WA Nurses Board
 WA Organ, Eye and Tissue Donation

Community Advisory Panel
WA Reproductive Technology Council
WA Trauma Education Committee
Wait List Advocate Committee

Western Australian Association of
Mental Health (WAAMH) Board
WoundsWest Advisory Committee

For additional copies of
Health Consumers' Council
Annual Report
please contact the Council on
(08) 9221 3422



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