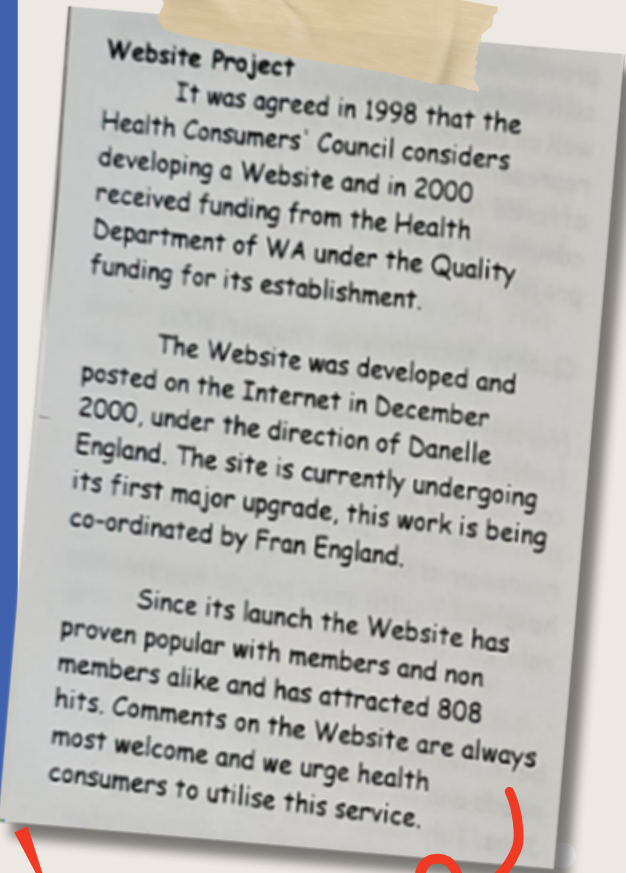


# The 2000s - the dawn of the internet...



HCC Board discuss "Consumer Representative Internet education".

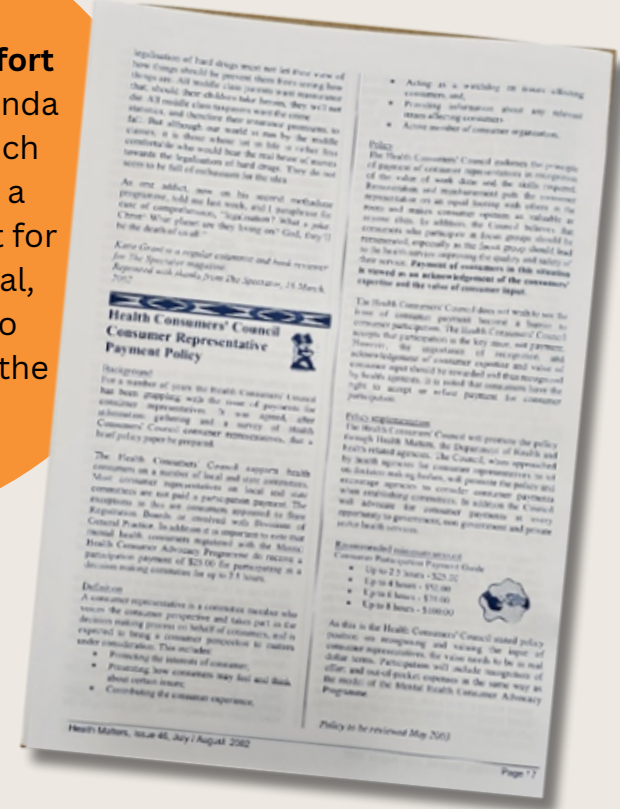
HCC establishes a website: "which aims to be an excellent source of good quality health consumer information and an empowering interactive tool for health consumers... The website has the potential to become a very important interactive tool with members and health consumers. A website will also increase the public exposure of the Health Consumers' Council, and while this is a good thing, we have to keep in mind the workload of the staff, so we hope to keep the website simple, effective and informative."



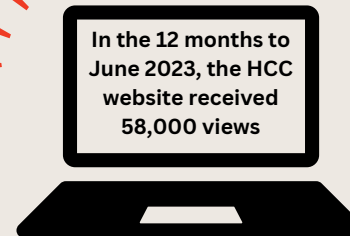
HCC co-sponsors a Clinical Senate Debate on 'WA Health Consumer and Community Engagement Framework: For Health Services, Hospitals and WA Health'. HCC has a permanent position on the Clinical Senate Executive Committee.



**2002: Payment to consumer representatives for their time, effort and contribution** was a Board agenda item for many months. After much discussion the Board agreed on a policy that recommends payment for consumer representation on local, state and federal committees to acknowledge their expertise and the value of their input.



HCC participates in the International Alliance of Patient Organizations Conference in Barcelona



HCC participated in the first Australasian Patients for Patient Safety Workshop. This resulted in the publication of the Perth Declaration for Patient Safety.

The Patient First booklet and other resources are developed in consultation with consumers and distributed to hospitals across the state.



HCC and the Minister for Health host a series of Parliamentary Breakfasts on topics chosen by MPs. Topics included 'The Future of Cancer Care and Treatment' and "The 4 Hour Rule - Change for the Better".

In a process unique to Western Australia, Consumer Advisory Groups have been established and supported by the MH Consumer Advocacy Program. In 2011 the MHCAP supported 10 CAGs providing consumer input to management in various hospitals and clinics. In addition to this there were 86 mental health consumer representatives currently in advisory positions on committees in mental health services.

The Aboriginal Consumer Participation & Complaints Review Project began in 2007, then became the Aboriginal Advocacy Program. Funding for this program ended in 2016.



HCC is funded to establish consumer based groups in rural WA. The Esperance Health Issues Group was formed, providing feedback on a range of health services in the Shire. The **Quality Rural Project** aims to develop and establish a sustainable consumer participation plan in at least four rural and remote centres in WA. The initial target areas as Bunbury, Geraldton, Exmouth, Port Hedland and Albany.



HCC develops a lobbying kit to involve all our members in reforming the 1894 Medical Act. And in June we rallied at Parliament House for Medical Act Reform.

