

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 Mission

To promote quality health services in Western Australia.

Aim

The Health Consumers' Council shall ensure that health consumers contribute to the development of health policy, planning, research and service delivery.

Principles

The principles that inform the work of the Health Consumers' Council are those of confidentiality, consultation, social justice, anti-discrimination, access and equity, and the empowerment of health consumers. The Health Consumers' Council promotes a social model of health and accessible consultation.

The Health Consumers' Council requires that all health services be delivered in a professional and ethical manner, free from any form of discrimination and/or harassment. Appropriate grievance procedures will be developed to deal with any breach.

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

Janet Lowe	Chairperson
Anne McKenzie	Deputy Chair
Tm Benson	Secretary
Ashok Desai	Accountant
Madeleine Cox	Lawyer
Fran England	Individual
Ginger Gordy	Individual
Jon Kaub	Individual
Lois Johnston	Individual
Roy Dobson	Individual
Margaret Ryan	Individual

Staff

Present

Michele Kosky

Executive Director

Maxine Drake

Senior Advocate

Andrea Callaghan

Advocate

Pip Brennan

Advocate

Kathie McLure

*Consumer Representative Training and Rural
Consumer Participation Project Officer*

Rosemary Caithness

Office Manager

Past

Ricki Knoetze

Advocate

Kath Mazzella

Casual (Admin Assistant)

Karen Fernandez

Casual (Admin Assistant)

Margaret Ryan

Casual (Admin Assistant)

Consumer Consultant Trial was completed
in September 2005

Bruce Ambrosius

Co-ordinator - Consumer Consultant Trial

Lyn Mahboub

Project Officer - Consumer Consultant Trial

Lorraine Powell

Casual Project Officer- Consumer Consultant Trial

Harriet Sawyer

Casual Project Officer- Consumer Consultant Trial

A Snapshot of the Year

- 6 public forums were held
- 1542 consumers obtained information, referral and advice
- 55 consumer representatives are currently placed on 177 decision-making bodies
- 250 consumers are listed on the Health Consumers' Council database, ready and willing to participate in health policy and planning
- The Health Issues Group has 13 active members and addressed 26 health issues
- 47 consumer perspective submissions on health policy were prepared and submitted
- 2910 brochures were distributed throughout Western Australia
- 513 health consumers were assisted with complex health complaints
- 17 small consumer research projects were contributed to or undertaken by the Health Consumers' Council
- Health Consumers' Council spokespersons made a number of media comments over the last year;

radio 24 times, print media 25 times and television 18 times

- The Health Consumers' Council produced and printed four issues and distributed 2764 copies of *Health Matters*.

Chairperson's Report

The Health Consumers' Council (WA) has continued to represent and articulate the patient's voice in the health system. We have worked assiduously to encourage WA health to be open and frank with the WA community about the large data collections held by WA health. The result is the Community Data Awareness Project that will produce some resources for the community and health providers before the end of 2006.

I have been involved with Health Consumers' Council for many years. I am pleased to report a change in the relationship between Department of Health and Health Consumers' Council. We are now involved in the pre-discussions about a particular project or policy rather than just being informed of a decision at the end. We have a much more equitable partnership than in the past.

The Health Consumers' Council Board has worked with the staff and members in 2005/2006 to influence the culture and delivery of healthcare in Western Australia. The Board adopted the International Alliance of Patient Organizations (IAPO) Statement on Patient-Centred Healthcare, and has circulated the Statement to all Health Consumers' Council Consumer Representatives.

In December the Board hosted the Annual Health Consumers' Council Christmas Morning Tea with the Minister for Health Hon Jim McGinty and the Director General, Dr Neale Fong, as special guests, and awarded Excellence Awards to the following people who had made an outstanding contribution to patient/consumer care in the previous 12 months:

Mitch Messer

Dr Geoff Cope

Jan Thair

Michael Pervan

Gordon Martin.

The Annual Report gives me the opportunity to warmly thank my fellow Board Members for their support and hard work over the past 12 months. In particular, I would like to thank Anne McKenzie (Deputy Chair) for stepping into the role of Chairperson when I sought leave of absence earlier this year. Many thanks to all those members of Health Issues Group who contribute each month and to the staff and members of Health Consumers' Council for their fine work in 2005/2006.

Janet Lowe

Chairperson

Executive Director's Report

The challenge to identify the key achievements of Health Consumers' Council WA in the past 12 months is a real one. One important achievement that springs to mind is our developed and improved relationships with rural health consumers through the Advocacy service and by working closely with District Health Advisory Councils. We agree strongly that consumer and community participation in all parts of health sector is both a democratic right and a way to sustain and improve health services for patients and their families. It is pleasing to report that a Community/Consumer Engagement Policy Framework for hospitals, health services and Department of Health is out for consultation in health services across the State (1,000 copies for 1,000 people). This is a document for hospitals health services and the Department of Health and we look forward to its implementation in 2006.

Other highlights of the year included a very successful Medical Care of the Dying public forum, a focus on improving knowledge of and attitudes to Patients Assistance Travel Scheme (PATs), support for the Patient First project, participation in the International Alliance of Patient Organizations Conference in Barcelona, participation in the Disease Mongering Conference at the University of Newcastle and our ongoing Consumer Representatives Training and Support

We would like to thank the media: radio, television and print for continuing to seek comment from Health Consumers'

Council and reporting our views fairly and accurately.

Warm thanks and appreciation to Health Consumers' Council Board Members for their commitment and hard work and to all HCC Members and HCC staff for their marvellous work over the past 12 months. Additional thanks to the staff in the Office of the Minister for Health, the staff at Health Reform Implementation Taskforce, the Director General and all Department of Health colleagues who have assisted us in our everyday work.

We must also thank all the WA health consumers and their families who contact HCC for assistance and whose concerns lead to change in the WA health system.

We look forward to the next 12 months and hope to see real improvements for patients/consumers as a result of the WA Health Reform process.

Michele Kosky
Executive Director

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:

- *A Guide to Your Rights - Patients of Psychiatrists*
- *Cerebral Palsy*
- *Consent to Medical Treatment - Your Rights*
- *Questions to Ask Your Doctor*
- *Health Consumers' Council Brochure*
- *Older Health Consumers' Statement of Rights*
- *Your Discharge from Hospital*
- *Making a Complaint*
- *Consumer Training Kits*
- *10 Tips for Safer Health Care*
- *Consumers and Dental Services*
- *Some things you might like to know about the WA health system.*

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. Further information on the number of pamphlets and brochures

distributed by the Council is included under Objective 4 (see page 10).

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.

6 forums were held in the last 12 months in the metropolitan area on the following topics:

- *Medical Power of Attorney/Advance Directives/Living Wills*
- *Parliamentary Breakfast 1*
- *Community Advisory Council Conference*
- *Dignity of Risk*
- *Parliamentary Breakfast 2*
- *Clinical Senate - Community/Consumer Engagement Framework*

1.3 Education Program

The Council organised and/or contributed to 34 education/community development sessions on health consumer issues.

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 consumers' point of view.

The Council provided information, referral and advice to 1542 consumers through this service.

1.5 Newsletters

The Council's newsletter called '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 2764 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 are Consumer Representatives on 177 decision-making committees. The committees are listed on page 12.

2.2 Consumer Representative Training and Support

The Council provides training, briefing and support to consumer representatives on boards. All consumer representatives on committees for the Health Consumers' Council are eligible to

receive training, support and information.

Two consumer representative training courses were run in the past 12 months and 18 people participated. The Council was pleased to work closely with the Cancer Foundation and Diabetes WA in running these training courses.

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 362 health consumer representatives on the database available for participation on health care decision-making bodies. This data 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

In this period the Council has contributed to training and discussions with Local District Health Advisory Councils (DHAC) by video conference and in person. In addition, the Health Consumers' Council assisted in the development and implementation of a DHAC Chairpersons Conference. The

DHAC are located in the following regions: Wheatbelt; Murchison/Midwest; Pilbara/Gascoyne; Great Southern, South East Coastal; Goldfields and Kimberley.

2.6 Health Issues Group

This is an on-going committee of members from the Council who meet to discuss and make recommendations on consumer issues that are brought to the attention of the Council.

The Health Issues Group has 13 active members and addressed the following health issues over the last 12 months:

- *Radiology Department at RPH*
- *Social workers providing medical reports*
- *Role of the Public Trustee*
- *Seniors Week and promotion of health rights*
- *School Dinners: the UK Experience*
- *Consumers and eHealth*
- *Multiple Chemical Sensitivity Rally*
- *Policy of retention of imaging documents*
- *Review of Consumer Participation in the Health Promotion Directorate*
- *Quality of aged care*
- *Office of Health Review review 2004*
- *Termination of pregnancy - late term abortion*
- *Health Promotion Directorate*
- *Genetically Modified Organisms*
- *Treatment of people with mental illness*
- *WACHS Patient Transport Review*

- *Safety and Quality of healthcare in Australia*
- *Pharmacies and emergency contraception*
- *Open Disclosure Standards project*
- *Central Waitlist and waiting lists for orthopaedic surgery and joint replacement*
- *Power subsidy*
- *Cutting back IVF funding*
- *Waiting time at KEMH*
- *Stay On Your Feet Program*
- *Safe Working Hours for doctors*
- *Medical assessments for children in care.*

2.7 Membership

Current membership in Health Consumers' Council is:

• Individuals	362
• Associations	51
• Organisations	124

2.8 Consultation

The Council provides consumer consultation on health issues.

The Health Consumers' Council participated in 74 meetings and made 22 written submissions to government and non-government agencies, hospitals and other organisations.

2.9 Enhancement of Working Groups

The Council maintained the following Working Groups:

- *Esperance Health Issues Group*
- *Consumer Participation Policy Working Group*

- *Mental Health Consumer Consultant Advisory Group.*

Objective 3

Strengthening the Accountability of the Health Care System

3.1 Complaint Handling Agencies

The Council assisted the Health Complaints Network WA with:

- *Improving the IT component of complaints handling*
- *Rolling out the Complaints Policy to country health services.*

3.2 Health Consumers' Council Initiatives

Issues promoted by the Council in relation to health service policy:

- *Concern about funding new RPH units which are at odds with the Reid Report*
- *Requested an audit of services available for Aboriginal people in the metropolitan hospital system*
- *Offered Office of Safety and Quality Health Consumers' Council assistance to develop and draft a Statewide Consumer Participation policy*
- *Health Consumers' Council and Community Legal Centre Association discussed the proposal for Independent Advocacy Agency to Assist People with the Department of Community Development*
- *Mental Health Review Board's reliance on a medical officer's work when considering a person's involuntary status.*

- *Re-establishment of the Centre for Mental Health Services research*
- *Amendment to the Health Legislation Amendment Bill 2004*
- *Dental Health Services requesting reasons for dental waiting lists*
- *Feedback to Office of Health Review about concerns raised by consumers*
- *Legal Aid WA website under the heading of **Information About the Law/Making a Complaint***
- *Determine ways to improve communication between medical practitioners and consumers by reviewing the current UWA School of Medicine curriculum*
- *Ethical issues surrounding human research*
- *Requested changing the name of spectacle subsidy to lens subsidy*
- *Requested guidelines regarding freely available and plentiful supply of water to patrons*
- *Consent requirements in the **Human Reproductive Technology Act 1991***
- *Petition to the Legislative Council regarding provision of unrestricted travel passes to disabled voluntary community workers*
- *Contacted Social Policy, Premier and Cabinet regarding lack of funding of pensioner ambulance services*
- *Policy regarding no access to fertility treatment for homosexual women and commitment to a non-discriminatory approach to access to fertility services*
- *Position of Director of the Office of Health Review*

- *DOCEP review of the Fair Trading/Consumer Affairs Acts to include 'consumers rights'*
- *Suggested to Health Reform that current Consumer Advisory Council Chairpersons become members of the new Area Community Advisory Councils*
- *Requested there be a change to the law that dental x-rays belong to the dental provider and any copies cost \$20*
- *Improved the management of mental health patients at Sir Charles Gairdner Hospital*
- *Improved the process whereby mothers with young children having to queue to see a specialist and for prescriptions*
- *Proposed changes to arrangements for the Birth Defects Registry*
- *Suggested that the management of complex mental health cases be included in the Mental Health Action Plan 2005 -2010*
- *Requested that the OHR be directed to carry out an investigation under section 45 of the **Health Services Act 1995***
- *Supported the future progress of the Western Australian Audit of Surgical Mortality implementation*
- *Requested that the Public Trustee gives people with a mental illness the option of being financially independent*
- *Requested the development of a discussion paper on consumer rights and having legislation enacted titled **Consumer Rights Recognition Act***
- *Queried what employment policies are in place to check overseas*

doctors' qualifications, experience and registration

- *Suggested that the Coroner's Court reduce the time taken to investigate the cause of death and where it is beneficial, advise the community of the findings*
- *Instigated the implementation of changes at Joondalup Hospital as a result of consumer complaints received by Health Consumers' Council.*

3.3 Individual Consumer Advocacy

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

The Council assisted 477 health consumers with complex complaints and advocated on their behalf.

3.4 Public Comment

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

The Council contributed to print media discussion 25 times, contributed to radio discussion/comment on health matters 24 times, and contributed to television coverage of health matters 18 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:

- *Practicum Limited - Toronto*
- *State Administrative Tribunal*
- *Curtin University*
- *Cancer Council WA*
- *WA Council of Social Services*
- *Western Institute of Self Help*
- *Consumers' Association (WA)*
- *WA Association for Mental Health*
- *Divisions of WA*
- *Consumers' Health Forum*
- *Health Issues Centre (VIC)*
- *Rural and Remote Consumers Network*
- *Health Consumers of Rural and Remote Australia*
- *Patients Rights Advocacy (Waikato, New Zealand).*

4.2 Policy Information Provided

The Council's library is a resource for the community providing information on health consumer issues.

The Council assisted consumers a number of times with various health information, including both print and electronic information.

The following number of pamphlets were distributed by the Council:

- *A Guide to Your Rights - Patients of Psychiatrists* 246
- *Cerebral Palsy (being reprinted)* 112
- *Consent to Medical Treatment - Your Rights* 677
- *Questions to Ask Your Doctor* 675
- *Health Consumers' Council Brochure* 299
- *Older Health Consumers' Statement of Rights* 313
- *Your Discharge from Hospital* 353
- *Making a Complaint* 310
- *Consumers and Dental Services* 108
- *Consumer Training Kits* 2
- *10 Tips for Safer Health Care* 151

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 11 small research projects.

4.5 Health Consumers' Council Website Access

The World Wide Website had an average of 94 visitors per day and is updated regularly. The address of the website is www.hcc-wa.global.net.au

Consumer Representatives

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

Advanced Care Planning Respect Patient Choices Reference Committee
Fremantle Hospital

Advisory Committee of Primary Health Care Research, Evaluation and Development Unit

Advisory Committee to the Head of the School of Dentistry

Advisory Group Research Project: Involving COV, MHLC and Mental Health Review Board

Advocare Board

Aged Care Clinical Networks Working Group

Aged Care Standards & Accreditation Agency - WA Liaison Group

Alcohol & Pregnancy Project Reference Group

Alzheimer's Aust WA Dementia & Memory Community Centre Reference Group

Australian Cochrane Centre Review Group Selection Group

Australian Cochrane Centre Steering Group

Australian Council of Health Care Standards Performance Indicators

Australian Council on Health Care Standards (ACHS) Clinical Indicator Working Parties

Australian Divisions of General Practice National Forum Steering Committee 2005

Australian Health Ethics Committee (AHEC) Post-Coma Unresponsiveness Working Party

Australian Medical Council (AMC) - Recognition of Medical Specialties Advisory Committee

Australian Office of Safety and Quality

Consumer Reference Network

Australian Office of Safety and Quality Measurement for Improvement Group

Australian Pharmaceutical Advisory Council

Australian Safety and Quality Council - Adverse Medicine Events Line National Steering Committee

Bentley Health Service Community Advisory Council

Bereavement Literature Review Steering Committee

Bioethics and Genetic Epidemiology Committee

Breastscreen WA Reference Group

Cancer Council Australia

CHF Governing Committee - Chair

CHF/Medicines Australia Guidelines for Working Together: A Guide to Relationships between Health Consumer Organisations and Pharmaceutical Companies

Child & Youth Metro Clinical Services Planning Working Group

Child Development Service Management Group: NMHS Population Health

Clinical Governance Project Steering Committee

Cochrane Collaboration Consumer Network

Cochrane Collaboration Steering Committee

Community AIDS & Equipment Program (CAEP) Clinical Sub-committee

Community Board of Advice of Joondalup Health Campus

Community Data Awareness Linkage Working Group

Community Quality Use of Medicines Steering Committee

Complaints Co-ordinators Committee

Confidentiality of Health Information Committee

Consumer Participation Joint Steering Committee - School of Population

Heath (SPH) & Institute of Child Health Research (ICHR)	DoH & Ageing Pharmaceutical Benefits Pricing Committee
Consumer Participation Project - Cancer Council	DoH & Ageing - Chlamydia Program Implementation Committee
Consumer Representatives Program Steering Group	ECU - School of Nursing Midwifery and Post Graduate Review
Cross Jurisdictional Data Linkage Steering Group	ECU - Nursing Consultative Committee
Curtin University Nursing Advisory Committee	eHealth Steering Committee
Dental Board of WA	Electro Convulsive Therapy Working Committee
Dental Health Services - Consumer Advisory Council	Enhanced Divisional Quality Use of Medicines (EDQUM) Program Steering Group
Department of Health and Ageing - Expert Group Clinical Aged Care	Falls Demonstration Project - North Metro Health Region - finishing
Department of Health and Ageing - Health Connect Evaluation Advisory Group	Feasibility Study Intra-operative Radiotherapy for Grade 1-2 Breast Cancer
Department of Health and Ageing Informed Financial Consent National Taskforce Overarching Committee	Freemason's Research into Aged Care
Department of Health WA - Consumer Participation Policy Working Group	General Practice Hospital Integration Project
Department of Health WA Complaints Coordinators Committee	Genetic Support Council Board
Department of Health WA Review Panel - Mail Opening policy	Genetics Advisory Committee
Deputy - Reproductive Technology Council	Department of Health WA
Deputy for RPH Animal Ethics Committee	Greater Bunbury Division of GP
Deputy-Reproductive Technology Council	Health Advisory Consumer Council
Diabetes Association WA (DAWA) Consumer Reference Group	Health Connect Policy Project Control Group
Diagnostic Imaging Pathways (DIP) Project Reference Group	Health Promotion Funding Evaluation Panel
DoH & Ageing - Health Connect Evaluation Advisory Group	Health Reform Implementation Taskforce (HRIT) Chronic Disease Self Management Steering Group
DoH & Ageing Informed Financial Consent Taskforce for Private Healthcare - Doctor/Patient Working Group	Heart Stroke and Vascular Health Strategies Group
DoH & Ageing Informed Financial Consent Taskforce for Private Healthcare - Health Fund/Hospital Consumer Working Group	Hepatitis Council of WA
DoH & Ageing National Nurse Practitioner Trial in Aged Care	Hospital in the Home Steering Group
	Human Research Ethics Committee - Curtin University
	Implementation of the WA Open Disclosure Policy
	Interim Industry Council for Non-Government Sector
	Joanna Briggs Institute for Evidenced Based Nursing Consumer Advisory

Group
 King Edward Memorial Hospital
 Community Advisory Council
 Lifestyle Prescription Reference Group
 Medical Board - Complaints Committee
 Chair
 Medical Board of WA
 Medical Services Advisory Committee
 (MSAC) Artificial Intervertebral Disc
 Replacement (Application 1090)
 Medical Services Advisory Committee
 (MSAC) Endometrial Ablation of
 Chronic Refractory Menorrhagia
 (Reference 31)
 Medical Services Advisory Services
 International Normalising Ratio Expert
 Committee
 Medicines Australia - Code of Conduct
 Appeals Committee
 Melanoma Advisory Service Management
 Board
 Mentally Healthy WA
 Midwife Project Advisory Committee
 Ministerial Council for Suicide Prevention
 (MCSP): Information and Resource
 Working Group
 Multiple Chemical Sensitivity Taskforce
 National eHealth Transition Authority
 Consumer & Clinician Discussion Forum
 National Health and Medical Research
 Council (NHMRC)
 National Health Priority Advisory Council
 (NHPAC)
 National Pathology Accreditation
 Advisory Council
 National Prescribing Service (NPS)
 Curriculum and Training Working Group
 NPS Pharmaceutical Decision Support
 (PDS) Working Group
 NPS Prescribing Interventions Working
 Group
 National Service Improvement
 Framework for Heart, Circulatory and
 Vascular Health
 NHMRC Research Committee

NHMRC Electromagnetic Energy
 Research Committee
 NHPAC National Heart, Stroke and
 Vascular Health Strategies Group
 NMHS Population Health & Ambulatory
 Care Division Executive Group
 NMHS Population Health Program
 North Metro Health Region: Falls
 Demonstration Project
 North Metropolitan Health Service
 (NMHS) Diabetes Steering Committee
 NMHS Population Health Working Group
 NMHS Alliance for Future Health.
 Nurses Board - Education for the Future
 Nurses Board Network Advisory Panel
 Nurses Professional Practice Board
 Nursing Board of WA Education
 Reference Committee
 Occupational Therapy Australia WA
 Education Advisory Committee
 Office of Chief Nursing Officer
 Reference Group for Mental Health
 Course
 Office of Mental Health Community
 Advisory Body
 Opiate Replacement Pharmacotherapy
 Advocacy & Complaints Service
 (ORPACS)
 Opioid Pharmacotherapies Professional
 Review Group
 Orthopaedic Prosthesis Clinical Advisory
 Group
 Osborne Park Community Advisory Council
 Osborne Park Division of General Practice
 (DGP) Reference Group
 Osborne Park Hospital Diabetes
 Management Team (CAC
 Representative)
 Osteopaths Board
 Palliative Care Edith Cowan University -
 Systemic Review of Bereavement
 Literature
 Pathways Home Technical Reference
 Group

Pharmacy Guild Australia (PGA)
 Dispensing & Monitoring S8 & S4 Drugs
 Commissioned Research Project Expert
 Advisory Group

Pharmacy Guild of Australia (PGA) -
 Change Management in Community
 Pharmacy

Policy Advisory Committee for Prostheses
 and Devices

Primary Health Summit Reference Group

Professional Review Group, Drug &
 Alcohol Office

Prostheses Clinical Advisory Group - Hip
 and Knee Accessories

Prostheses Clinical Advisory Group - Hip
 and Knee Accessories

Prostheses Clinical Advisory Group -
 Orthopaedic (Hips)

Prostheses Clinical Advisory Group -
 Orthopaedic (Knees)

Prostheses Clinical Advisory Group -
 Spinal

Prostheses Clinical Advisory Group -
 Trauma

Prostheses Policy Advisory Group

Prosthesis and Devices Ministerial
 Advisory Committee

Prosthesis and Devices Committee

Prosthesis Clinical Advisory Group - Lens

Prosthesis Policy Advisory Group

Quality Use of Pathology Committee

Recognition of Medical Specialities
 Advisory Committee (MSAC)

Reference 35 - PET for Colorectal Ca,
 Ovarian Ca, Head & Neck Ca.

Royal Australasian College of Physicians,
 Arthritis & Musculoskeletal Conditions
 Quality Improvement Project
 (AMQuIP)

Royal Perth Hospital (RPH) Animal Ethics
 Committee

Rural Private Access Program - WA
 Reference Group

School Advisory Committee, School OT,
 Curtin University of Technology

Seclusion & Low Stimulus Working Group

Sir Charles Gairdner Hospital (SCGH)
 Community Advisory Council (CAC)

Sir Charles Gairdner Hospital Community
 Advisory Council

St John of God Subiaco: Patient Quality
 Care Committee

State Research Advisory Council

Steering Committee on WA Medication
 Safety Committee

The Falls Action Committee

UWA Medical and Dental Faculty
 Advisory Board

WA Aged Care Advisory Council

WA Association of Mental Health
 (WAAMH) Board

WA Centre for Clinical Governance
 Research in Health - Consumer
 Advisory Panel

WA Community Care Reform Advisory
 Group

WA Council on Quality and Safety in
 Healthcare and Executive Committee

WA Council on Safety and Quality in
 Healthcare

WA Department of Health Office of
 Safety and Quality Clinical Advisory
 Group

WA Drug Evaluation Panel

WA Medication Safety Committee
 Steering Committee

WA Medication Safety Group

WA Nursing Excellence Awards 2006

WA Reproductive Technology Council

WA Reproductive Technology Council -
 Embryo Storage Committee

WA Reproductive Technology Council
 Counselling Sub-committee

WA Research Tissue Network

WA Sexually Transmissible Diseases
 (WASTD) Committee.

Website

From July 2005 - June 2006 the Health Consumers' Council Website has attracted over 29,637 hits. The presentation of and new links to the website are updated every six months. Information is uploaded when it becomes available between those dates. Comments on the website are always most welcome and we urge health consumers to utilise this service.

The address is www.hcc-wa.global.net.au

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



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