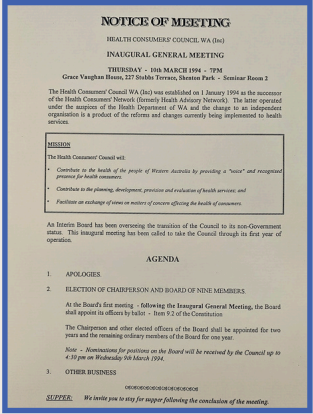


10 March 1994 - first AGM

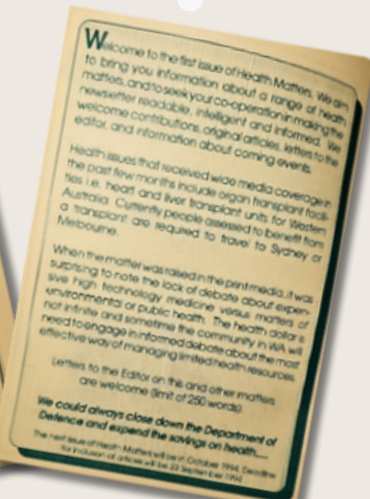


7 April 1994: official launch

launched on World Health Day (7 April) 1994 as the independent “voice” on health policy, planning and decision making.



Health Matters - HCC’s newsletter is launched



Health Matters is published in hard copy, then online 4-6 times/year until 2021 when readers switch to other formats.

Longer articles are now published on HCC’s blog at www.hconc.org.au/category/blog

Mental Health Consumer Representatives Training Project starts

Consumers in research

Prompted by the HCC Executive Director Michele Kosky, Professor D’Arcy Holman appoints the first consumer rep to UWA data linkage project.

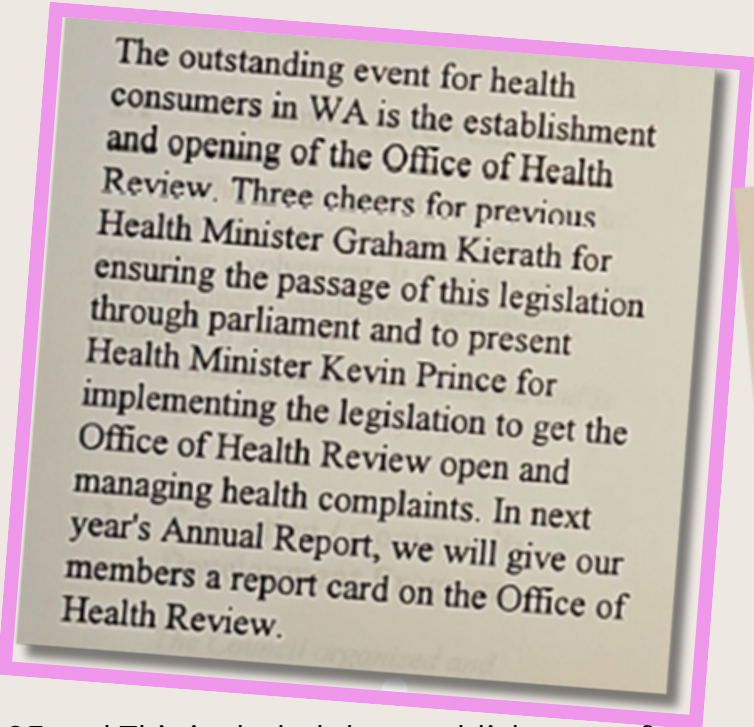


The 1990s

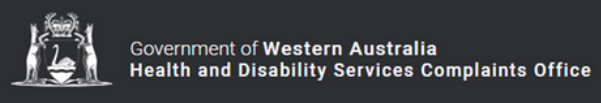
HCC campaign strongly for the passing of the **Health Services (Conciliation and Review) Bill 1994**.

This included circulating a lobbying kit to all HCC members encouraging them to make contact with and discuss the Bill with their local Member of Parliament.

The Bill sought to establish an independent Health Complaints Unit – which HCC was a strong supporter of.



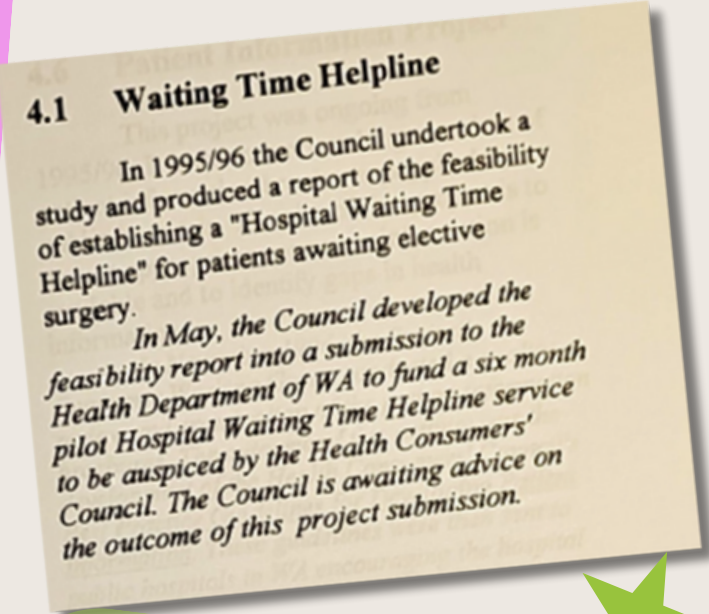
The Bill was passed in 1995 and This included the establishment of the Office of Health Review – which later became the Health and Disability Services Complaints Office as it’s known today.



“The Act provided an entirely new concept and way of thinking about the handling health complaints, recognising the importance for all parties to be involved in the resolution process and allowed deficiencies in the health delivery system to be identified and improvements and changes implemented.”

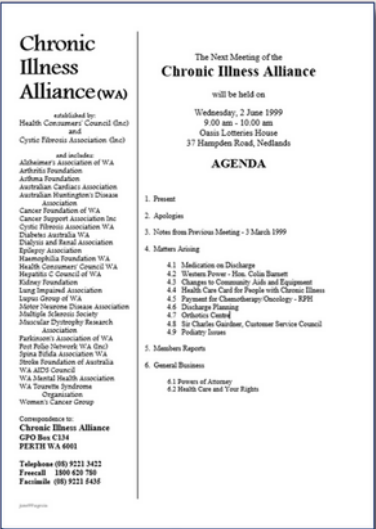
HCC participates in the **Homeward 2000** program with the **WA GP Divisions of General Practice** “...Homeward 2000 is a primary care diversion program aimed at keeping certain groups of patients out of acute care. Emergency Departments refer patients to a pool of on-call GPs and a home and community nursing group is contracted to deliver necessary treatment and care to the patient at home... the model has been positively received by consumers and the GPs and community nurses involved.”

In 2024, HCC is supporting consumer involvement in the **virtual care and emergency access reform** programs which have the same objective as Homeward 2000.



With a \$50k grant from DoHWA, HCC organises the 1st WA complaints conference. The **“For Crying Out Loud”** conference took place in August 1999 and was attended by about 200 people.

HCC and the Cystic Fibrosis Association establish the **Chronic Illness Alliance** “to identify critical issues impacting on the lives of people with chronic illness and to work together to respond to chronic illness issues”



Community Advisory Councils are established in the Perth metropolitan area to encourage consumer participation and improve the customer service/patient focus of the hospital/health service.