

# Mind The Gap: #NavigatingHealth

## Consumers Health: Resources, Rights and Support

Chair: Siân Slade, PhD Candidate, Nossal Institute for Global Health, University of Melbourne



## Community of Practice: Monday 3 April 12:00 – 1:00pm

Register in advance for this meeting: <https://us06web.zoom.us/join/register/tZlvduuvpzMjGNSu-1ndhl-XGgopZgRVNaMU>

After registering, you will receive a confirmation email containing information about joining the meeting.

- **Consumer Resources: What's Available**
- **Consumer Rights; Partnering with Consumers**
- **The Role of the Health Complaints Commissioner**
- **The Role of the Office of the Public Advocate**

**Presentations followed by Q&A**

**Clare Mullen**



**Anna Flynn**



**Prof Bernice Redley**



**Michelle Wilcox**



### **Clare Mullen, Deputy Director, Health Consumers' Council Western Australia**

Health Consumers' Council WA (HCCWA) is the state's peak body for consumer, carer and lived experience advocacy in the health system and is the only state consumer peak organisation across Australia which offers an individual advocacy service to consumers. Clare leads the Engagement and Systemic Advocacy team who create opportunities for people who use the health system and people who work in the health system to work together to improve health outcomes, and are working to build a social movement in health. She also leads HCCWA's involvement in [The WELL Collaborative](#) – a forum which brings together consumers and people with lived experience, with clinicians, academics and policy makers to change and improve how we talk about and manage healthcare for people with overweight and obesity. She has worked in a range of leadership roles in the health and social care sector in the UK and Australia, including the WA Department of Health and the WA Primary Health Alliance (who run WA's three Primary Health Networks).

### **Anna Flynn, Director, Partnering with Consumers, Australian Commission Safety Quality in Healthcare**

Anna Flynn is a Director at the Australian Commission on Safety and Quality in Health Care. Here she looks after the Partnering with Consumers team which has a focus on helping health services achieve best practice person-centred care. Prior to this Anna spent nine years at the Independent Hospital Pricing Authority working in Policy Development and Communication. Here she worked on innovative funding models including value-based health care initiatives and the importance of patient outcomes and experience. Anna is passionate about improving health systems for all Australians and has a keen interest in health literacy and helping health services to work with different diversity groups.

### **Professor Bernice Redley, Health Complaints Commissioner (Victoria)**

Professor Redley is a highly respected health academic with leadership experience across the university, health service, and government sectors. She came to the HCC from the School of Nursing and Midwifery at Deakin University. Bernice's experience and expertise in patient welfare, collaborative health, governance and education will hold her in good stead over the next five years as Health Complaints Commissioner.

### **Michelle Willcox, Coordinator Health Discussions Project, Victorian Office of the Public Advocate**

Michelle has a burning passion to ensure that health practitioners and patients with disability are able to connect and develop an inter-personal relationship to improve health outcomes. The Healthy Discussions Project has been designed to improve communication pathways between patients with disability and health practitioners to be able to make decisions about their own health. My presentation will provide an overview of the different type of programs and services provided by OPA to vulnerable Victorians including individuals with disability. The presentation will aim to provide an overview of the Healthy Discussions Project and its different activity components. Attendees will have the opportunity to gain a snapshot into the importance of effective communication and engagement so that patients with disability are able to make decisions about their own health.