

Participation in your health service system

Reference committee

Published by the Victorian Government Department of Human Services,
Melbourne, Victoria, Australia.

November 2004

© Copyright State of Victoria, Department of Human Services, 2004.

This publication is copyright. No part may be reproduced by any process except
in accordance with the provisions of the Copyright Act 1968.

Also published on www.health.vic.gov.au/consumer

Authorised by the Victorian Government, 589 Collins Street, Melbourne, Victoria.

Distributed via PDF format.

(041113)

Contents

Chair: Dr Jenny Bartlett	2
Deputy Chair: Ms Helen Kurincic	2
Mrs Judy Rynhart	3
Ms Dell Horey	3
Mr Alan Blackwood	3
Ms Carol Makhoul	4
Mr Robin Ould	4
Ms Jill Thompson	4
Mr Tony McBride	5
Mr Ian Pollerd	5
Ms Beth Wilson	6
Ms Lesley Thornton	6
Mr Graeme Roberts	6
Ms Trish Karadimos	7
Dr Tracey Batten	7
Ms Debra Cerasa	8
Ms Marija Joyce	8
Dr Sophie Hill	9
Mr Paul Butler	9
Ms Robyn Humphries	10
Mr Graham Ludecke	10
Mr Timothy Moore	10
Project Officer: Ms Cath Harmer	11

Participation in your health service system

Reference committee

The Participation in your health service system policy reference committee was established to facilitate the development of the proposed policy through expert advice and stakeholder input to the project officer throughout the policy development process.

Membership of the reference committee is for the duration of the policy development process commencing in July 2004 with the expectation of completion being in June 2005.

Members of the project reference committee were sought from key stakeholder groups and individuals so that consumers, carers and community members, the Department of Human Services, hospital executives, professional and community groups were represented.

The members are:



Chair: Dr Jenny Bartlett

Dr Jenny Bartlett is the Chief Clinical Advisor for the Department of Human Services and heads up the Office of the Chief Clinical Advisor. This office is responsible for developing and implementing clinical quality and innovation programs for Health Services in Victoria. The program covers clinical improvement, clinical risk management, infection control, consumer policy and other aspects of consumer safety.

In addition she provides specialist clinical advice on all aspects of the division's activities, including advice to health services. She established the Victorian Quality Council and the Surgical Consultative Council as well as managing the Consultative Council on Anaesthetic Morbidity and Mortality.

Management of the critical care and trauma programs for the state also sit within her portfolio.



Deputy Chair: Ms Helen Kurincic

Helen Kurincic became the Executive Director of Benetas (formerly Anglican Aged Care Services Group) in October 2000. Benetas offers an integrated network of residential and community aged care services to more than 1500 clients across 17 sites in Melbourne and employs 700 staff supported by several hundred volunteers. Helen first qualified as a registered nurse specialising in critical care. She went on to complete a Graduate Diploma in Women's Studies, a Master of Business Administration (specialising in accounting and finance) and a Company Director's Course. Prior to working in a variety of leadership roles in aged care, Helen held consultancy, academic, counselling/advocacy and nursing positions.

She is actively involved in aged care policy and sector planning, representing the interests of the aged at many national and state forums. Helen is also on the Board of Melbourne Health Metropolitan Health Service (currently Chairperson Workforce Governance Committee and Acting Chair Community Advisory Committee) and the Board of the Victorian Association of Health & Extended Care. Helen was awarded the 2002 Telstra Victorian Business Woman of the Year. Helen was also a finalist in the national top five of the leading CEO for the advancement of women in the 2003 EOWA annual business achievement awards.



Mrs Judy Rynhart

I am married with five children and live on a farm at Elmore, which is half way between Bendigo and Echuca. My husband, Robert, and I farm hay and sheep.

I am a consumer representative on BreastScreen Victoria's Board of Management as well as being on the Victorian Consumer Advisory Committee for BreastScreen. I started on the BreastScreen Board about nine years ago and four years later became the Chair of this meeting and two years ago we started a consumer group at Bendigo which I also chair. The Elmore branch of the Country Women's Association plays a big part in my life and at present I am their president as well as regional chair for Red Cross.

I feel it is important to have consumers on committees as consumers bring a different point of view to the discussion around the table and it keeps the basic tone of the meeting honest.



Ms Dell Horey

I have been an active consumer representative in Australia for more than a decade, prompted by my experiences in maternity care. It seems obvious to me that people using health care services are in a good position to offer input into how health care can be improved and could better meet the needs of individuals.

My interest in perinatal research encouraged me to undertake a masters degree in clinical epidemiology. This was followed by studies towards a PhD looking at issues related to information given to women in pregnancy.

I am a member of the board of the Health Issues Centre and the Australasian coordinator of the consumer panel of the Cochrane Pregnancy and Childbirth Review Group. In this role I encourage women to comment on reviews of research in this area. I am also an editor with the Cochrane Consumers and Communication Review Group. I am also interested in health workforce issues and have participated in a range of working parties that have looked at specific aspects of the workforce.

Mr Alan Blackwood

Alan is the Manager Policy and Community Partnerships at the Multiple Sclerosis (MS) Society of Victoria. The MS Society of Victoria offers specialist services to people with MS, their families, friends and carers around Victoria. Services include: medical, neuropsychology, physiotherapy, occupational therapy, respite and attendant care.



Ms Carol Makhoul

My involvement on this reference committee stems from my interest in the development of a policy that is inclusive of, and reflects, the health needs and experiences of Victoria's culturally and linguistically diverse (CALD) communities, and young people. Both CALD community members and youth have specific health needs and experiences in accessing and using health services, including barriers to full consumer participation which need to be addressed.

My recent exposure to community health related needs and issues has come from telephone counselling, and a research project completed with Deakin University, Centre for Citizenship and Human Rights. The research sought to identify the needs of the Arabic-speaking community and gaps in service provision. A range of health needs and issues were raised by these members of the community, which are also relevant to other CALD communities.

My honours degree at the University of Melbourne sought to examine the accessibility and cultural sensitivity of domestic violence services to non-English speaking background women. Both these research projects have furthered my understanding of the need for culturally responsive services. Further, I am passionate about working with and empowering young people. I have pursued this through project development and research at the Victorian Arabic Social Services, mentoring with the Centre for Multicultural Youth Issues and, direct support through the Youth Referral and Independent Person Program.



Mr Robin Ould

Robin Ould is the Chief Executive Officer of the Asthma Foundation of Victoria, a position he has held since 1997. Robin has had considerable experience in both the corporate and not for profit sector in the fields of human resource management, training and strategic planning. With family experience of asthma, Robin is personally driven to ensure that people with asthma have access to relevant, up to date education and information to better understand and manage their asthma.

Ms Jill Thompson

Jill is Policy Officer for the Victorian office of Council on the Ageing (COTA) where she has been working for the past nine years. Prior to taking this position, Jill worked in Aged Care Services in Local Government (Moorabbin) for eight years.

Council on the Ageing (COTA) is an organisation which has represented the rights and interests of older people at both the State and Federal level for over 50 years. We advocate to government and to service providers, on all the social and political factors, which affect their lives.



Mr Tony McBride

Tony is the Chief Executive Officer of the Health Issues Centre (HIC), a health consumer-focused policy and research organisation based in Melbourne. He is currently involved in policy advocacy around increased oral health services and Medicare, and in managing the wide range of HIC's other research and practice change projects. He was a director of the National Resource Centre for Consumer Participation in Health until its recent closure. Tony has wide experience in a range of sectors: community health and community development in Melbourne and Docklands London; teaching and research in health promotion at Deakin University; managing health and community services for Brunswick and Moreland Councils; coordinating the statewide Healthy Localities Project at the Municipal Association of Victoria; and managing a range of population health funding programs for the Commonwealth Government. Tony was also Chairperson of the Centre for Development and Innovation in Health for many years. Tony is very supportive of this initiative to develop a Department of Human Services consumer participation policy for health. The research (including recent HIC research in Victoria) clearly shows strong policies are an essential component for creating change. Although there are other important factors that will drive increased levels and effectiveness of consumer participation in Victoria, clear departmental policies give a clear message about expectations, offer guidance about directions, and provide a valuable lever for champions at more local levels to utilise.

Mr Ian Pollerd

I began my working life as a Secondary School teacher. I taught economics, legal studies and accounting at a number of schools in metropolitan Melbourne.

Whilst teaching I added to my additional qualifications with a Bachelor of Education and Diploma in Criminology.

I had the opportunity to work as an analyst with the Police Complaints Authority before being appointed to a managerial position at the Baltara Reception Centre. I was then appointed to a number of managerial positions in the Western Metropolitan Region of Melbourne – Specialist Children, Family Services, Community Programs, Disability Services, and Aged Care. I am currently Manager of Rural Health Policy Projects in the Rural and Regional Health Services Branch.

I have a great deal of experience in both policy and operations and believe that I can make a worthwhile contribution to the reference group. I am an advocate of community participation at all levels of decision-making.



Ms Beth Wilson

Beth Wilson has a Bachelor of Arts and a Bachelor of Laws from Monash University and a Graduate Diploma in Information Technology from R.M.I.T and an Honorary Doctorate in Education from RMIT University. She is currently the Health Services Commissioner (health ombudsman) in Victoria, Australia. The Commissioner receives and resolves complaints from consumers of health services about health service providers with a view to improving the quality of health services for all. Prior to becoming the Commissioner Beth was the president of the Mental Health Review Board. Her areas of special interest are in medico/legal issues especially ethical aspects, alternative disputes resolution in health care complaints and medical ethics.



Ms Lesley Thornton

Lesley is currently a Senior Project Officer with the Victorian Quality Council. A ministerial commitment was made to establish a new quality council in an announcement to the media in 2000. This followed a recommendation from the Health Services Policy Review Final Report that identified the need for such a body. Launched by the Minister for Health, the Hon John Thwaites MP in October 2001, the Victorian Quality Council is responsible for fostering better quality health services in Victoria by working with stakeholders to develop useful tools and strategies to improve health service safety and quality.



Mr Graeme Roberts

Graeme was born in Carlton in 1938 the eldest of seven children. He grew up in Footscray and attended Geelong Rd Primary School followed by Williamstown High School. Graeme joined the Government Aircraft Factories then Sir George Godfrey and Partners, makers of aircraft equipment in Airport West. He moved to Gippsland and joined the S.E.C. as a linesman assistant and went on to qualify firstly as a Linesman C Grade and then as a Linesman A Grade. Graeme enjoyed life in Gippsland playing cricket, squash and football in Moe. He later transferred to Essendon and married in 1964. They moved to Broadmeadows and later Epping where they raised their two children.

Graeme currently serves the Northern Hospital as a volunteer driver and is a serving member of the Austin Hospital's HARP Program reference group. He applied to join the Participation in your health service system policy reference committee as he feels that the health system and the hospital system in particular need a rethink on operational matters.



Ms Trish Karadimos

Hi, I'm Trish Karadimos a former carer of seven years of a mother with Lewy Bodies Disease (Dementia with Parkinsons). I'm also married, have two great kids, Jean-Louis and Andre. Previous to being a mum and carer, I had a varied work background from being a Chairman's secretary in a maternity hospital, to marketing and sales in fashion and furniture then going back to school at 32, in a mature aged capacity, of course, to do hospitality management. My path was planned for me and my journey really became meaningful when I had to care for mum. One becomes very resilient, strong-willed, tolerant and compassionate with this role. I lie, sometimes my tolerance failed me, but my journey has lead me to now do volunteer advocacy work on behalf of carers for Carers Victoria and volunteer work in public speaking for dementia awareness with Alzheimer's Victoria.

My passion and belief in a health system that needs major change, restructuring, more respect for the disabled and elderly's needs, more understanding for the cultural and linguistically diverse and the many that cannot advocate for themselves has lead me to be a committee member as a carer representative in a reference group to create a policy for the importance of consumer participation in our health system. I have also been involved in other projects but my biggest highlight and my claim to fame was when I spoke at Government House for Carer's Week in 2002. That was a day in October that I was very humbled to be part of a very special group of people that dedicate their lives to helping their sick family members. It was also the day for my very first public speaking assignment. What a way to be launched into volunteer work!



Dr Tracey Batten

Dr Batten was appointed as the Chief Executive Officer for Eastern Health in January 2004. Eastern Health is the main provider of health services to patients who reside in the central east, outer east and Yarra Ranges regions of greater metropolitan Melbourne. With an annual turnover of \$400 million and approximately 6,900 staff, Eastern Health provides acute, mental health, aged care, rehabilitation and community health services across five main campuses: Angliss Hospital; Box Hill Hospital; Healesville & District Hospital; Maroondah Hospital and the Peter James Centre. Prior to 2004, Tracey was the Chief Executive Officer of Dental Health Services Victoria. Tracey has worked in health management roles for the past ten years including the Chief of Health Programs at the Inner & Eastern Health Care Network and Director of Clinical Services at St Vincent's Hospital. Tracey's qualifications include a Bachelor of Medicine and Surgery from the University of Melbourne, a Master of Health Administration from the University of New South Wales, Fellowship of the Royal Australasian College of Medical Administrators, and a Master of Business Administration from Harvard Business School.



Ms Debra Cerasa

Debra Cerasa is the Chief Nursing Officer at Latrobe Regional Hospital and is currently studying for her Doctorate of Business Administration. Debra is a senior health manager with more than 30 years experience in the health industry. Following general nurse training in Deniliquin, NSW, Debra returned to Melbourne where she gained clinical experience in general surgical, medical and operating theatre nursing, along with certificates in intensive care and midwifery.

Debra has a keen interest in quality management systems and has been involved in public education and nursing education in a number of Melbourne hospitals. She has also worked with the undergraduate and postgraduate paramedic programs of the Victorian Ambulance Service. Debra held an executive management position as Country Manager - Clinics and Training with International SOS, a privately owned international medical service company based in Indonesia, before being appointed to her current position in 2001.

Her interests in nursing are stimulated by innovation and new concepts in care delivery. Debra's commitment to the professionalism of nursing is evidenced by the many initiatives that she has introduced for the Latrobe Regional Hospital nurses, including the annual nurses forum, the quarterly nurses newsletter, the annual nurses International Conference Scholarship and the Hospital Professional Awards for nurses.



Ms Marija Joyce

Marija is the Coordinator, Consumer Participation for the Royal Women's Hospital and acts as Resource Officer for the legislatively-based Community Advisory Committee on Women's Health (CACWH). The ten community-based members of this committee are committed to enhancing links between women in the community and the Board, management and staff of the hospital.

The CACWH has, over the last four years, played a significant role in planning for the redevelopment and building of a new hospital for women, due to open in 2008. This planning has included a series of community consultations detailing issues relevant to both the physical design and service provision of the new hospital, ensuring that the needs of the community are well reflected.

In her role Marija also acts as a resource for staff in the hospital, advising them on the best ways to involve consumers in the planning and review of services. Prior to this role, Marija has been involved in management and coordinating roles in the health and community sector for over twenty years. This has included a focus on working with marginalised communities in a range of international development projects and counselling and group work for people, including adolescents, with long term illnesses such as cancer. Marija looks forward to contributing to the development of a new policy that will hopefully improve the experience of consumers involved in the hospital and health system in Victoria.



Dr Sophie Hill

Dr. Sophie Hill is the Coordinating Editor of the Cochrane Consumers and Communication Review Group. The review group coordinates the production of systematic reviews of the effectiveness of interventions to improve people's interactions with the health system. She is the lead reviewer for a Cochrane review on interventions for informed decision making by consumers on end-of-life decision making, and a co-reviewer with a team examining interventions to prepare children and adolescents for hospital and treatment therein.

In her capacity as Senior Research Fellow in the School of Public Health at La Trobe University, she is the Manager of the PHERP Innovations Program, 'Promoting and facilitating evidence-based policy and practice in public health and health promotion: tertiary education', that has led to the establishment of a tertiary subject on evidence-based public health for public health professionals at La Trobe University. She is also the lead investigator for several projects, including the following in 2004:

- GPs' and consumers' views of the issues of format and communication of absolute risk for cardiovascular disease
- consumers' views of the risks, benefits and regulatory requirements of the professions of naturopathy and western herbal medicine
- an evidence-based approach to quality improvement on communication issues in three Victorian hospitals.

Sophie has extensive experience in working for health consumer organisations and government, researching people's experiences of health care and investigating ways to improve service delivery, including five years with Health Issues Centre. Sophie is a member of the NHMRC Health Advisory Committee and co-edited *Technologies and Health: Critical Compromises* (OUP, 2001).



Mr Paul Butler

Paul Butler is currently the Manager of Policy for the Primary and Community Health Branch of the Department of Human Services. In this role, Paul is responsible for future planning and directions for Victoria's Community and Women's Health Services, Public Dental Services and Primary Care Partnerships. Paul and his team have responsibility for promoting consumer, carer and community participation in Victoria's primary health care services. The branch has a Consumer, Carer and Community Advisory Group that provides advice to the Branch from a consumer perspective.

Prior to working for the department, Paul has worked in a range of jobs in Victoria's primary health care sector, most recently in a research and consultancy role at La Trobe University. Paul has written extensively about primary health care in Victoria and Australia and on the importance of consumer and community involvement.



Ms Robyn Humphries

Robyn Humphries has 25 years experience working in the public mental health sector in Melbourne. Her background is in social work, and in 2000 she achieved a Master of Business Leadership qualification. In 2002 she was appointed Manager of the Northern Area Mental Health Service, NorthWestern Mental Health. Robyn has a strong commitment to consumer and carer participation in the mental health service system, and is pleased to contribute to the development of consumer and carer participation strategies in the broader health services system.



Mr Graham Ludecke

Graham Ludecke, a retired senior banker, has a long association with the Sandringham and District Memorial Hospital (SDMH) on whose Board he served. He was made a life Governor of SDMH in 1981. He has a particular interest in service quality, community health and welfare and the continual improvement of family, local and global values. He is currently a member of the Bayside Health, Community Advisory Committee (CAC) and was a member of the Southern Health Care Network CAC. Mr Ludecke has recently retired as a Director of Southern Family Life and is currently President of the Black Rock Sports Auxiliary, the main fund raising auxiliary for SDMH, Board Secretary of the Banking and Finance Service Ombudsman and Committee Member of ABIE (Australian Business in Europe). He was a Director of the public company, Data Advantage Ltd and continues to be involved in local community activities.

Mr Ludecke welcomed the opportunity to be a member of the Participation in your health service system, Project Reference Committee and to contribute to the development of a policy that will encourage community participation in the health service and subsequently lead to improvements in the delivery of services.

He is particularly interested in exchanging best practice between the various Health Services and to give disadvantaged and under resourced groups a voice in the delivery of health services.

Mr Timothy Moore

Timothy is the Senior Policy Officer at the Victorian Aboriginal Community Controlled Health Organisation Inc (VACCHO). VACCHO is the peak body that represents the Aboriginal Community Controlled Health Services in Victoria. It is the channel for communities to direct Aboriginal health policies, and co-ordinate national and statewide opinion and direction on Aboriginal health issues that affect member organisations. VACCHO supports locally planned, statewide and national initiatives and works on behalf of members as requested.



Project Officer: Ms Cath Harmer

Cath joined the Victorian Department of Human Services in 2004 to manage the Consumer Participation and Information Program in acute health. She has been greatly impressed by the activity between consumers and health service providers working together to improve the systems, particularly, the quality of health care. Prior to this Cath has spent over 10 years working in the community sector for consumer managed organisations. She has been a support worker, consumer advocate, trainer, community development worker and gone on to manage direct care services in the community. Cath worked in the areas of youth homelessness, mental health, acquired brain injury and diabetes. She has also conducted research projects with a strong public health focus and has completed several courses including a Master of Public Health and the Victorian Public Health Officers Trainee Program.