

Health CAN SA

Health Consumer Advocacy Network



The **Health Consumer Advocacy Network of South Australia** (Health CAN SA - the Network) is a group of health consumers who believe the people, who pay for, fund and use health services in South Australia should be able to inform and influence how those services are designed and delivered. The Network recognises and promotes the growing body of evidence that partnering with health consumers ensures greater access and equity, and safety and quality health care, and improves health outcomes

The Network provides an independent health consumer voice in South Australia to inform government, service providers and policy makers about the experiences, issues and concerns of health consumers and contribute to shared planning and problem solving.

Network members share the belief that South Australian health consumers:

- **Need an independent voice** - to question, contribute and raise concerns about health care policy, planning, delivery and evaluation
- **Are experts through lived experience** – and should be respected and actively acknowledged as equal partners in health service codesign
- **Have the right** - to be part of decision-making that affects and impacts their health and wellbeing
- **Know best** - how their communities want and need to receive health information

In 2019 the South Australian government made a decision to cease funding health consumer partnerships at a statewide level. As a result, the Health Consumers Alliance of South Australia (HCASA) ended in September 2020. After nearly 20 years there is no longer independent, systemic health consumer advocacy in South Australia to inform health policy. The Network is committed to ensuring independent health consumer advocacy continues in South Australia.

The Network actively advocates for the principles of diversity, inclusion and cultural safety as vital to meeting the unique healthcare needs and rights of all citizens, most significantly those with lived experience of health disadvantage, stigma, discrimination and racism.

The Network will actively seek to partner with state and national peak bodies and groups and organisations who are linked to communities and who have an interest or mandate to support the health and wellbeing of their constituents.

The Network will work in partnerships to:

- **Identify and report** - on emerging health issues and concerns
- **Actively promote** - the value and benefits of consumer engagement and participation
- **Advocate for equity** - in addressing the needs of health consumers and communities particularly those living with and experiencing health disadvantage
- **Build the capability of health consumers** - to effectively represent community views and perspectives
- **Provide opportunities** - for mutual support, learning, networking and growth for health consumer advocates and representatives to increase health consumers circles of influence
- **Identify partnering opportunities** - to promote health consumer rights, consumer engagement and advocacy

- **Advocate for the health and human rights of all South Australians** – with due consideration for:
 - *Universal Declaration of Human Rights*
 - *Convention on the Rights of Persons with Disabilities United Nations*
 - *Convention of the Rights of the Child United Nations*
 - *Declaration on the Rights of Indigenous Peoples 2007 United Nations*
 - *Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment United Nations*
 - *Charter of Health and Community Services Rights South Australian Health and Community Services Complaints Commissioner*
 - *Australian Charter of Healthcare Rights Australian Commission on Safety and Quality in Health Care second edition (2019)*
 - *Charter of Aged Care Rights (2019) Aged Care Quality and Safety Commission*
 - *The Multicultural Access and Equity (2018) Policy Department of Home Affairs*
 - *New and Emerging Communities in Australia Enhancing Capacity for Advocacy Federation of Ethnic Communities Council of Australia*
 - *Cultural Respect Framework for Aboriginal and Torres Strait Islander Health 2016-2026 National Aboriginal and Torres Strait Islander Health Standing Committee*
 - *United Nations Resolutions on Sexual Orientation and Gender Identity Human Rights Council*

The Network has no political, statutory or legislative or government policy requirements.

The *Health Consumers Advocacy Network of South Australia* was established by Allison Willis, Principal Consultant, Health Consumer CoLab (healthconsumercolab.com.au). Allison was the former HCASA Principal Policy Advisor, with HCASA. The Network was established as a strategy to address the concerns and priorities identified by health consumers and service providers in the HCASA Issues Paper, *The Yellow Brick Road: a path to the future of health advocacy in South Australia (August 2020)*.

For information about becoming a member contact;

Allison Willis
Principal Consultant, Health Consumer CoLab
Convener: Health CAN SA
 E: awillis@healthconsumercolab.com.au
 P: 0409 674 367

Or go to our website and download and complete the Expression of Interest Form
 W: <https://healthconsumercolab.com.au/health-can-sa>