



# HCNSW

2020/2021 Annual Report



## Message from the Chair

Our 2020/21 annual report is shorter than usual and is a supplement to our special publication *Celebrating a Decade of HCNSW*.

This has been another challenging year, but also a year of new partnerships and great achievements.

HCNSW continues to work in partnership with our member organisations, other consumer groups, health services and, increasingly, researchers to bring the voice and experience of health consumers to the fore. We worked closely with the Older Women's Network

NSW and WayAhead Mental Health Association, to highlight older people's experiences of ageism in healthcare, and the introduction of new Real Time Prescription Monitoring (now called SafeScript).

We collaborated with the NSW Council of Social Services (NCOSS) to show the impact of out-of-pocket healthcare expenses on people's everyday lives, and we are also working with the Physical Disability Council of NSW to develop a care passport for NSW. We also continue to work with Sydney Health Partners (SHP) to strengthen consumers involvement in health and medical research.

All this work could not have been completed without the hard work of our staff, volunteers, and student placements. The staff team, led by Anthony, continues to achieve so much. On behalf of the Board, I want to thank Anthony and the team for

all they have achieved this year. I also thank my fellow Board members for all their hard work over the year.

I am optimistic and excited about the work of HCNSW as we head into our second decade.

**John  
Garbutt**



2021 is our tenth year as an organisation. We have built new partnerships with our members and supporters, and the pandemic continues!

Our project with Sydney Health Partners (SHP) identified wonderful examples of local consumer involvement in research. As our partnership continues, we will produce practical resources and support, develop new training modules, and create opportunities to bring consumers and researchers together to learn from each other.

We continued to respond to the pandemic and support the engagement of consumers and consumer organisations in health services responses to COVID, partially through our online engagement platform Amplify. We found out people's experiences and concerns around telehealth and health services visiting policies during the pandemic, publishing two reports.

I would like to thank and acknowledge the hard work of our staff, volunteers, and students over the year. Achieving all these things during a pandemic and lockdown is difficult. We maintained connections and our camaraderie.

We also said goodbye to Serena Joyner. She had been our Consumer Engagement Manager since 2013 and worked diligently to ensure we involved consumers and our members in all our work.

The dedication of our Board to supporting and guiding the organisation during this challenging year has been amazing. Thank you, John, our Chair, and all the Board.

Despite all the challenges of the year our members continue to work to maintain their involvement with health services and research. Your perseverance continues to inspire us all. Thanks!



# Message from the Executive Officer

**Dr Anthony Brown**



## Meet our Team

### Staff

**Dr Anthony Brown**, Executive Director  
**Emma Collins**, Training Manager  
**Serena Joyner**, Consumer Engagement Manager (until April 2021)  
**Julia Brockhausen**, Communication Officer  
**Jenn Kidd**, Administration and Membership Coordinator  
**Aakriti Chhetri**, Project Officer May/June 2021, volunteer

### Student placement

**Yilin Zhang** (from 15 June 2021)

### People we worked with

**Sarah Barter**, Consultant - Learning Networks  
**Carrie Hayter**, Consultant - Sydney Health Partners Research Project  
**Dr Ilse Blignault**, Consultant - Research Training

### Our 2020/21 HCNSW Board

**John Garbutt**, Chair - Stroke Recovery Association NSW  
**Neil Fraser**, Deputy Chair - Positive Life NSW  
**Annette Bray**, Secretary - Older Women's Network NSW  
**Oliver Phillips**, Treasurer - Co-opted onto Board  
**Mary Potter**, Board member - Arthritis and Osteoporosis NSW  
**Elizabeth Harnett**, Board member - Association for the Wellbeing of Children in Healthcare  
**George Houssos**, Board member - Thalassaemia & Sickle Cell Society of NSW  
**Kaye Duffy OAM**, Board member - Hunter Brain Tumour Support Network  
**Murray McLachlan**, Board member - Cancer Voices NSW



# Highlights

Of The Year

**Healthcare Visiting Guide:**  
An Amplify project by our COVID-19 Consumer Leaders

**Real Time Prescription Monitoring consultation with WayAhead**

**Ongoing use of Amplify**

**Cost of Healthcare - The Stories:**  
Partnership with the NSW Council of Social Services producing an experience report

**Tell us about telehealth:** An Amplify project by our COVID-19 Consumer Leaders Taskforce : published Navigating Telehealth - the Patients' Perspective report.

**Consumer Leadership survey and videos**

**Learning Networks**

**First online training for health consumer representatives**

**Ageism in Healthcare:**  
A project, webinar and report with the Older Women's Network

**Consumer Experience and Engagement during COVID-19 Workshop**

**Health consumers in research partnership:** With Sydney Health Partners; Scoping and mapping project/development and delivery of research training

**Elevating the Human Experience:** Project with NSW Health working on their Guide to action for patient, family, carer and caregiver experiences.

**Health consumers in research partnership:** With Sydney Health Partners; Scoping and mapping project/development and delivery of research training

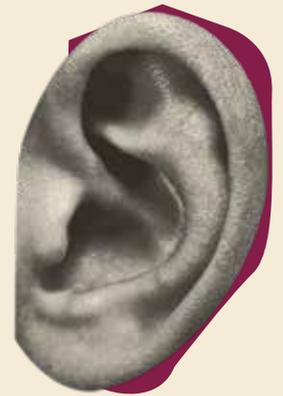
## Our Members

*Passionate Voices*

**802**  
INDIVIDUAL  
MEMBERS

**49**  
VOTING  
MEMBERS

**66**  
ASSOCIATE  
MEMBERS



Our membership has continued to grow this financial year. We now have over 800 individual members. A very warm welcome to all our new members this year and a heartfelt thanks to our existing members for your ongoing participation and support.



Interested in becoming a member?  
Visit: [hcnsw.org.au/become-a-member](https://hcnsw.org.au/become-a-member)

# Financial Report

The uncertainties of the year resulted in another drop in demand for our training, workshops, and other fee-for-service offerings. Our training income dropped to 5% of total income, and income from consultancy and workshops was 2%. Jobkeeper and the Commonwealth subsidy made up 15% of our income. This allowed us to retain staff and use the time to review our training and other service offerings.

Our grant from the NSW Ministry of Health continues to be our main source of income, representing 70% of our income for the year. Our collaboration with Sydney Health Partners resulted in 8% of our income.

Running fewer training and workshops caused a fall in expenditure for these activities (less than 0.5% of total expenditure). The proportion of staff costs and operating costs remained similar to previous years (78% staff costs and 21% operating costs).

Despite the challenges of the year, I am pleased that we can report a modest operating surplus of \$1,675 and net assets of \$217,952.

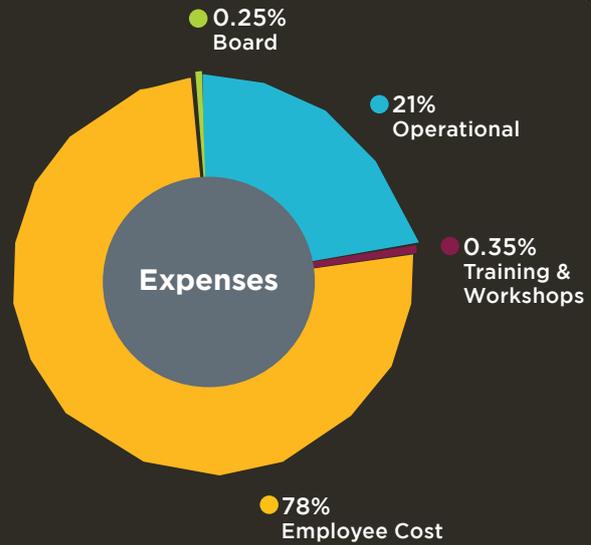
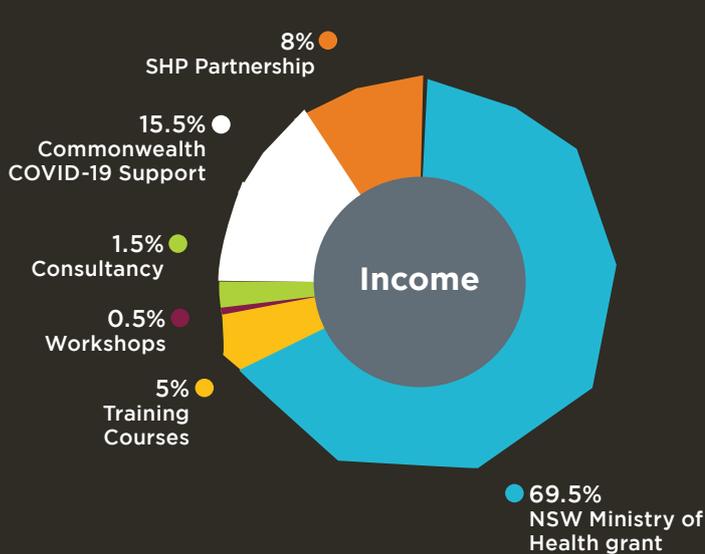
This was achieved through sound financial management. Led by our Executive Director and the Finance and Governance Subcommittee of the Board. I also thank Kip Turner from Accounting Evolution for his advice and support.

A copy of our audited financial statements is available from HCNSW on request.



**John Garbutt**

## This financial year • 2020 - 2021



## Last financial year • 2019 - 2020

