

ANNUAL REPORT 2022/2023



MESSAGE FROM THE CHAIR & EXECUTIVE DIRECTOR

Welcome to Health Consumer NSW's Annual Report.

We have collaborated with consumers, healthcare professionals, policymakers, and researchers to champion patient-centered care, foster transparent communication, and promote equitable access to quality services. Our initiatives have spanned a wide spectrum, from reporting on people's experience of long COVID to co-designing better ways to engage with young people.

Amid the challenges posed by an ever-evolving healthcare landscape, we have worked tirelessly to amplify the voices of those who rely on the healthcare system. Our achievements reflect the collective strength of our members and communities of New South Wales, as we strive to make meaningful improvements in the way healthcare is delivered and received.

This report highlights the stories, initiatives, and outcomes that have defined our year.

We extend our heartfelt gratitude to our staff and Board members who have worked on these initiatives.

We thank our wonderful members. You inspire us with your continued dedication to ensure healthcare, policies and research are driven by strong consumer voices. Together, we continue to drive positive change and shape a healthier future for New South Wales.

Thank you for being changemakers and joining us on this transformative journey.

John Garbutt
Chair



Dr Anthony Brown
Executive Director

STRATEGIC PLAN 2023 – 2026



Advance effective consumer collaboration, engagement, & involvement



Boldly advocate for quality health systems, policies, services, & research



Grow, diversify, & inspire HCNSW members, partners, & staff



Grow our organisational capacity to achieve our vision & purpose



Contribute to sustainability & climate health resilience

The Board and staff of HCNSW are proud to present our new Strategic Plan. It sets out how we will move forward, building on our past successes.

The priorities and initiatives outlined were developed through meaningful conversations with our members, partners and stakeholders.

Download the Plan here: hcnsw.org.au/strategicplan

MEET OUR TEAM

STAFF

Dr Anthony Brown, Executive Director
Carrie Hayter, Health Consumer Engagement Manager, Health & Medical Research
Tara Lee, Health Consumer Engagement Manager, Health Services
Emma Collins, Training Manager
Julia Brockhausen, Communication Officer
Jenn Kidd, Administration & Membership Coordinator
Bella Spongberg-Ross, Communication



PEOPLE WE WORKED WITH

Sarah Barter, Training courses, facilitation
Melissa Adams, Graphic & web design
Dr Allison Salmon, Business development strategy (Social Impact Hub)
Alan Kramer, IT development, system review
Dr Ilse Blignault, Consumer and Community Involvement in Research training and facilitator
Dr Meredith Tavener, Consumer and Community Involvement in Research training
Sarah Lukeman, Consumer researcher and facilitator

OUR 2022/23 HCNSW BOARD

John Garbutt, Chair, Stroke Recovery Association NSW
Murray McLachlan, Deputy Chair - Cancer Voices NSW
Neil Fraser, Treasurer, Positive Life NSW
Elizabeth Harnett, Secretary, 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
Sharyn McGee, Board member, WayAhead Mental Health Association NSW
Jane Mears, Board member, Older Women's Network NSW

CONSUMERS IN RESEARCH HIGHLIGHTS

- Launch of the online e-module course - **Introduction to Consumer Involvement in Health Research** for consumers, researchers and clinician-researchers in partnership with **Sydney Health Partners**.
- Launch and delivery of three face-to-face intermediate workshops on **Consumer and Community Involvement in Health and Medical Research for Sydney Health Partners**. The workshops bring consumers, researchers and clinician-researchers together to explore how to practically involve consumers and the community in research.
- Co-creation of evidence-based **Consumer and Community Involvement** principles and a framework and language guide with consumers, researchers and clinicians for **Sydney Health Partners**.
- The creation of **remuneration and reimbursement guidelines** for consumer involvement in health and medical research in partnership with **Sydney Health Partners**.
- Working alongside the **ConVICTioN** (Consumer Voices in Clinical Trials in NSW) network to promote **awareness of clinical trials** in NSW (clinicaltrials-consumervoices.com.au).

CONSUMERS IN HEALTH SERVICES HIGHLIGHTS

- Launch of our **HCNSW remuneration and reimbursement guidelines** for health consumers engaged in health services. This included consultation with our health consumers and an information webinar in partnership with **NSW Health**.
- We partnered with the **NSW Agency for Clinical Innovation Critical Intelligence Unit** to gather experiences from people with **Long-COVID**. The outcome informed the development of Long-COVID care models for NSW Health.
- **374 health consumer representatives** enrolled in online consumer engagement training: www.hcnsw.org.au/training-events
- Taskforces: **Our Consumer Leaders' Taskforce** and **Consumer Organisations' Taskforce** have evolved this year to be integral tools that ensure our members have a strong collaborative voice in a strategic way.
- We successfully completed **Walking the Talk**, our youth engagement project in partnership with the **Association for the Wellbeing of Children in Healthcare**. We shared the findings and newly developed **Youth Engagement Guide** at several events, workshops, and panels including the NSW Youth Health Summit. You can find our more here: awch.org.au/wtt/

OTHER HIGHLIGHTS

- **Dr Anthoy Brown, our Executive Director, was awarded the 2022 Consumers Award** by the Research Centre for Primary Health Care and Equity (CPHCE) at the University of NSW.
- **Reimagining consumer involvement: Resilient system indicators in the COVID-19 pandemic response in New South Wales, Australia** – is a research essay that was published in mid-2022 by a collab of consumer representatives, researchers and HCNSW staff who co-designed the study. The paper was selected for the UK's Patient Experience Library.
- Congratulations to **Tara Lee** (HCNSW Community Engagement Manager, Health Services) and **Julia Brockhausen** (HCNSW Communication Officer) for **successfully completing the Social Impact Fellowship program** with the Social Impact Hub.
- Our 2022 Showcase '**Celebrate Connections: Designing the future together**'
- **Mighty Networks**, our online community space, is up and running. Join here: healthconsumersnsw.mn.co

OUR MEMBERS

Our membership has grown **8 percent** in the last financial year. The main growth has been in individual membership which are now at **916**.

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.



FINANCIAL REPORT

This year we saw an increase in demand for our training and project work. This led to growth in our income, from 2021/22 by 21.2%. During the same time our expenditure increased by only 10% leading to an operational surplus of \$21,599. We still have some way to go to return to pre-pandemic income, but things are turning around.

Funding from NSW Health remains our largest single source of income (62.7%). We are grateful for this funding but are very pleased to say that we are increasing the mix of revenue from other sources. Other government funding represented 10% of income. These grants were for specific projects and supporting planning.

Expenditure was steady, with a slight decrease in staff costs (75.4% of expenditure to 66.4%). The increase in project work and training saw an increase in expenditure in these areas.

As part of our financial planning, we have identified potential new and varied sources of income. We will begin implementing this work in 2023/24.

Our total net assets, as of 30 June 2023, were \$196,493. We also received \$34,865 for work to be completed in 2023/24, which is reported in the accounts as prepaid income.

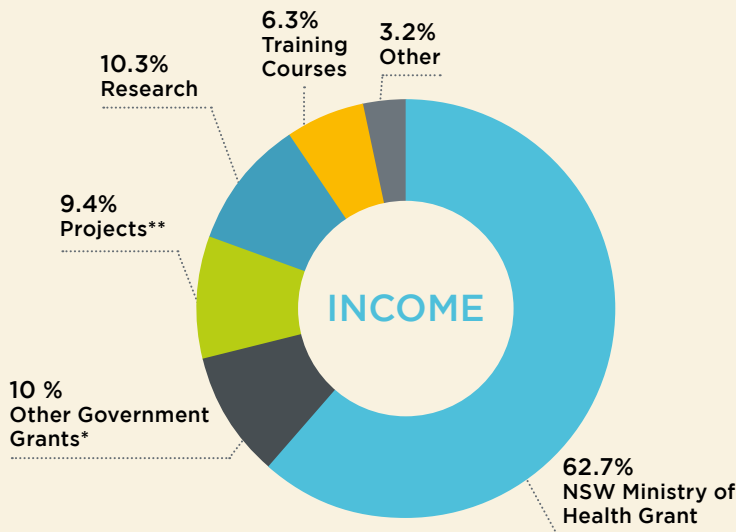
I would like to thank the Finance and Governance Subcommittee members for all their work this year, overseeing the financial management and planning and making sure we comply with our fiduciary responsibilities. Thank you, Kip Turner and the team at Evolution Accounting.

Copies of our audited financial accounts are available on request.

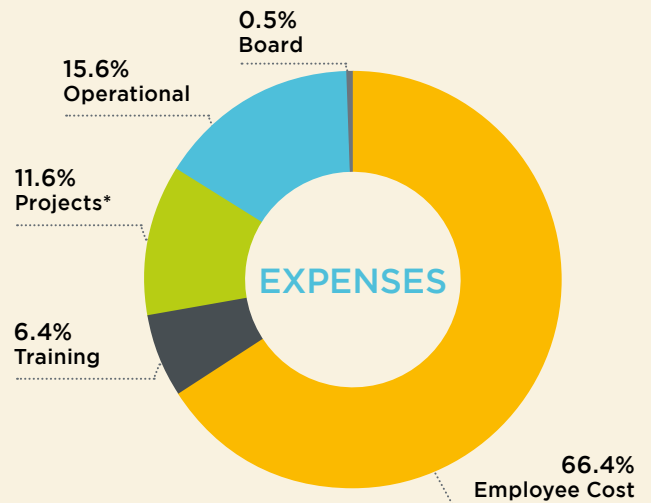


Neil Fraser
Treasurer

THIS FINANCIAL YEAR • 2022 - 2023



* 2021-2022 Government grants were grouped together
** Combines consultancy, workshops and other project income



* Project costs and workshops

LAST FINANCIAL YEAR • 2021 - 2022

