

Health Consumers Alliance of SA Inc is the state's peak health consumer body. Our members, partners and consumer advocates have identified priorities for action to ensure consumers are at the centre of health in South Australia. They want health policy based on evidence, research and consumer input at all stages to improve health outcomes and reduce costs.

### ➤ Consumer-centred care

Consumers must be partners in our health system - they should be the focus and consulted in decisions made about health priorities, service delivery and evaluation. Consumers must be full partners in their own care. We call for:

**(1) An advocacy service for individual health consumers**

Establish an advocacy service across the health system for individual consumers and carers.

**(2) Consumers as partners in ongoing health reform**

Establish a consumer-led council to guide health reform and quality improvement across the state's health system. Develop a statewide standard for consumer-centred care.

### ➤ System change

A priority for consumers is a comprehensive health strategy for SA, with joined-up community health, primary health and mental health services. We call for:

**(3) A primary health strategy for SA**

Develop a primary health strategy incorporating preventive health, health education and health literacy, addressing the social determinants of health.

**(4) Strategic reform for mental health clinical services**

Develop an integrated mental health clinical services plan, to bridge the gap between the community and health service initiatives. This aligns with the SA Mental Health Strategic Plan.

### ➤ Health for those with the greatest need

Language, culture, gender and age, where you live and how much you earn should not be barriers to health and wellbeing. We call for:

**(5) Access to in-home palliative care and end-of-life information**

Expand access to in-home palliative care and information for consumers on palliation, end-of-life options and advance care directives. This aligns with Palliative Care South Australia's plan.

**(6) Culturally appropriate healthcare**

Expand training and compliance to deliver culturally appropriate and non-discriminatory healthcare within SA Health, for Aboriginal, culturally and linguistically diverse, LGBTQI and older South Australians.

### Consumers also want:

- **Aboriginal employment in the health and medical professions**  
Increase the number of Aboriginal people employed as health managers, and health and medical professionals, by collaborating with associated training, government and Aboriginal organisations.
- **Informed consumers as partners in their health care**  
Improve consumer access to their records, service and system information, and health and medical research, giving them informed control of their healthcare.
- **Improved systems for reporting and accountability**  
Considering recent failures to protect consumers within the health system, review and strengthen systems for reporting and accountability within SA Health.
- **Telemedicine and new communications technology services**  
Further invest in telemedicine and new communications technology services for rural and remote communities, and for consumers receiving in-home or residential-facility care who have difficulty accessing external health services.

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