

# Seamless Digital Health – Pip Brennan

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What do  
consumers think?



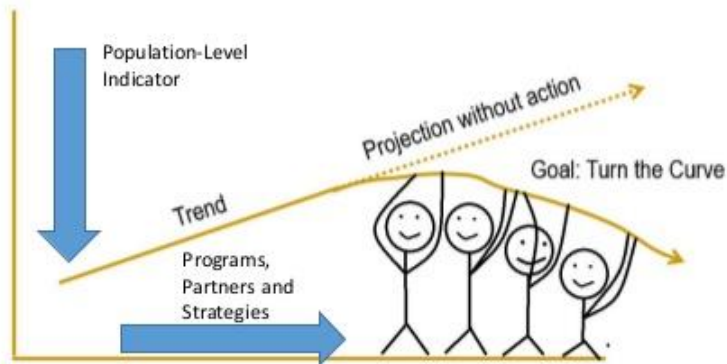
HEALTH CONSUMERS'  
COUNCIL



The Health Consumers' Council  
acknowledges the people who are the  
Traditional Owners of this Land and pay  
respect to all Elders past, present and future.  
We extend our respect to all other Aboriginal  
and Torres Strait Islander Cultures.



## Baselines - Turning the Curve



*Measurable Results* for Children, Adults, Families and Communities

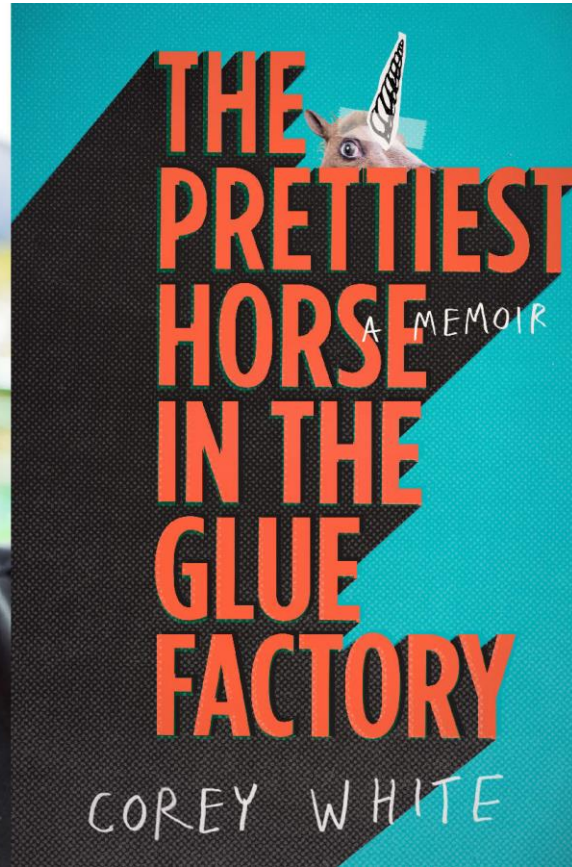
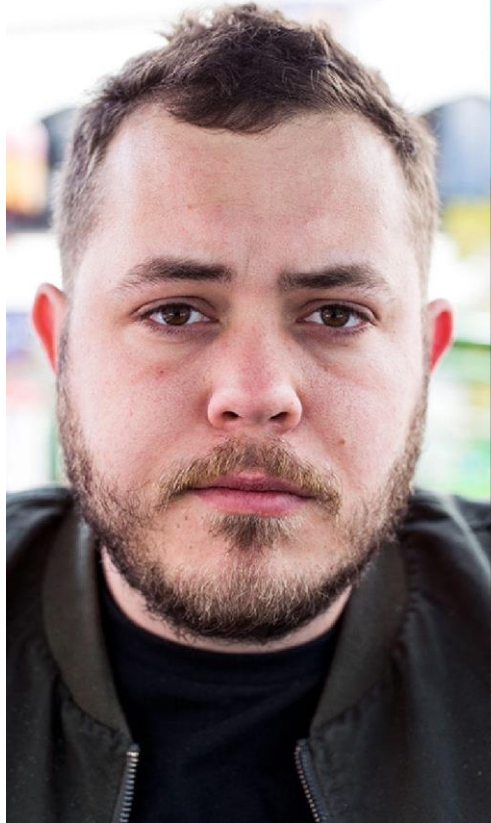
1. There's an assumption we are sharing the data to know that what we invest in works

2. There's a suspicion/  
concern that government's  
privacy  
concerns  
make a virtue  
of inaction

“Child protection legislation prevents the Department from discussing specific cases, as the identification of any of the children would breach the Child Protection Act. A child's safety is always the most important consideration...

The Department is committed to the continuous improvement of Queensland's out-of home care system to make it as safe as possible for children in need of protection.”

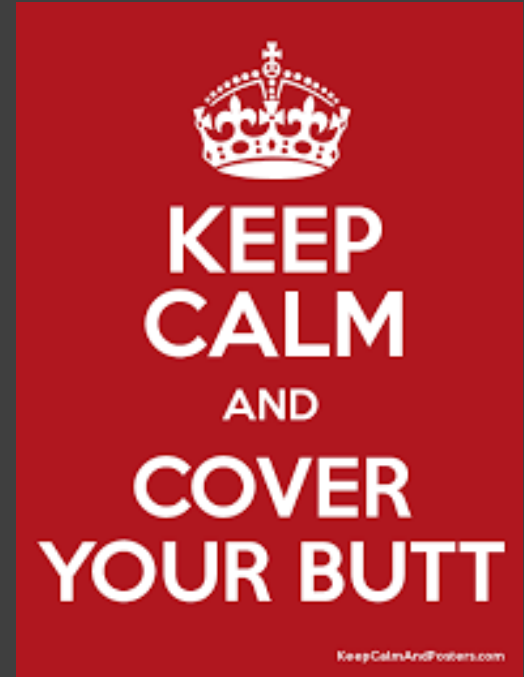
<https://www.abc.net.au/austory/australian-story-seriously-funny-statement-from-department-of-c/9223808>



I wanted to use my tiny profile to raise awareness of the injustices of the foster care system, which have been completely ignored by broader society... All that happened was I briefly became a sort of inspiration-porn star. People messaged, texted and emailed me telling me how brave I was. **But the machine that generated my suffering was still devouring children.** The foster care system remained out there, an architecture of suffering impervious to the earnestness of a nano-celebrity.

# What we hear...

Child safety is going to be as good as we are willing to invest in it, so yeah...still devouring children. And keep me out of the media...



And this is why a transparent, moderated platform for consumer feedback on health and human services is going to be an important cornerstone for safe, high quality services, as it is in the UK



CARE  
OPINION AUSTRALIA  
BE HEARD.

The logo features the words "CARE" and "OPINION" in large, bold, red, distressed-style capital letters. The word "AUSTRALIA" is written vertically in smaller red capital letters to the right of "OPINION". Below these, the phrase "BE HEARD." is written in a light blue, sans-serif font. The entire logo is set against a light blue rectangular background.

3. Consumers  
are beginning  
to understand  
this truth...



4. But many see the benefits of having control of many aspects of their life from their phone... only they can't really do this with their health journey



I have a dream...  
Healthchoice.com.au  
Transparent health  
information to support  
informed choice...

We ask your needs ...

& provide advice  
along the way.

Who do you want the cover for?

Adults:

One  Two

Children under 18:

- 2 +

Do I need hospital insurance?

**CHOICE tip**

Hospital insurance is useful for those health problems that you can't predict. You could get treatment in a public hospital without having private health insurance, and it might be free, but



While the current reality is...

My Health Record is a drop-box for PDFs rather than an interactive Digital My Health Record.

... and  
there has  
been a  
loss of  
trust.

**HealthEngine, medical  
booking app, facing  
multi-million-dollar  
fines for selling patient  
data**

By [Pat McGrath](#), ABC Investigations



Build trust again.  
Try something  
different, that  
really includes  
citizens. Share  
the power of  
deciding with  
community



HEALTH CONSUMERS'  
COUNCIL

Our vision is for safe,  
equitable, person centred  
healthcare for all West  
Australians

[www.hconc.org.au](http://www.hconc.org.au)