



Consumers shaping health in Australia

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Consumers' Health Forum of Australia

CHF, established in 1987, is membership based, with a Governing Committee elected by members.

Strategic Plan 2005-09

Vision: Consumers shaping health in Australia

Mission: To provide an informed and respected voice on national health issues



Consumers' Health Forum of Australia

Voting members represent nearly 1 million health consumers

Population: older people, women, culturally diverse groups

Illness and self-help: diabetes, asthma, arthritis, cardiovascular, HIV/AIDS

Health interest: state, community groups



CHF members – frequent users of the health system

Australians with direct health system experience means CHF can:

Communicate complex health policy issues

Get consumer feedback on proposed changes from experienced users

Consult and share input across health interests, not limited to priority areas



CHF strategies influence national health policy

Consumer Representatives Program

Submissions, reports, verbal input

Discussion papers, government initiatives,
strategic directions

Advocacy, publications and media

Consumer perspective to balance others

Broad consumer view



CHF Consumer Representatives Program

Over 100 consumer representatives on
around 200 national health committees

Strategic framework

Policy framework for consumer representation

Recruitment, training and support

Health policy, development, analysis and advocacy

Performance and effectiveness



Consumer representatives - a consumer perspective

Protect the interests of consumers

Present how consumers may think and feel

Contribute consumer experiences

Ensure consumer concerns are recognised

Report the activities of the committee to
consumers

Ensure accountability to consumers



CHF works with health consumers

Communicates with members

Monthly newsletter *HealthUpdate* and e-update

The Australian Health Consumer

Policy briefings and consultation papers

CHF website

Projects involve members and consumers

National workshops

Participate in members meetings

Community workshops



CHF Current Priorities

Safe and appropriate use of medicines

Safety and quality across the health system

Optimising health outcomes for people with chronic conditions



CHF Current Projects

Community Quality Use of Medicines (QUM) project

Conducted in collaboration with the National Prescribing Service to ensure that CHF members are engaged in the national Community QUM Program

Electronic Health Records Project

Funded by the Department of Health and Ageing, ensures consumer participation in the development of *HealthConnect*



CHF Collaborations

CHF and NHMRC *Statement on consumer and community participation in health and medical research*

CHF and Medicines Australia *Working Together: a guide to relationships between health consumer organisations and pharmaceutical companies*



Consumers' Health Forum of Australia

Further information

See the CHF website at www.chf.org.au

Subscribe to *The Australian Health Consumer*

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