



Consumers
Health Forum
of Australia



Annual Report
2011-2012



representing
consumers
on national
health issues

Consumers Health Forum of Australia
Unit 9, 11 National Circuit
Barton ACT 2600

PO Box 3099
Manuka ACT 2603

Tel: (02) 6273 5444
Fax: (02) 6273 5888
Email: info@chf.org.au
Web: www.chf.org.au

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The Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers. CHF works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems.

CHF does this by:

1. advocating for appropriate and equitable healthcare
2. undertaking consumer-based research and developing a strong consumer knowledge base
3. identifying key issues in safety and quality of health services for consumers
4. raising the health literacy of consumers, health professionals and stakeholders
5. providing a strong national voice for health consumers and supporting consumer participation in health policy and program decision making.

CHF values:

- our members' knowledge, experience and involvement
- development of an integrated healthcare system that values the consumer experience
- prevention and early intervention
- collaborative integrated healthcare
- working in partnership.

CHF member organisations reach Australian health consumers across a wide range of health interests and health system experiences. CHF policy is developed through consultation with members, ensuring that CHF maintains a broad, representative, health consumer perspective.

CHF is committed to being an active advocate in the ongoing development of Australian health policy and practice.



Report from the Chair

Dear Members

Just over 25 years ago, the Australian Government invested \$13,000 in a review to find out what needed to be done to address a problem noted by the then Minister for Health, The Hon Dr Neal Blewett AC, namely that: *because the community did not have a strong health voice, the views of professionals, governments and industry tended to dominate the health area.* That review established that *community participation could assist the Government to make more informed decisions resulting in:*

- *Programs and services being more in tune with the needs of consumers*
- *Improved feedback on the impact of programs and policy*
- *A better understanding by the community of decisions, having been consulted, or provided with the reasons for them*
- *Utilisation of the community skills and knowledge to the benefit of Australia's health care system.*

During the year that followed, the Consumers Health Forum of Australia was born.

Some things do not change. Powerful vested interests and the inevitabilities of politics still stand between health consumer interests and final decisions. Some things, I am very pleased to report, do!

It has been my great honour and privilege to Chair what I believe to be the most essential voice – and the most constructive contributor – to achieving a health system that is equitable, sustainable and does what it is supposed to do: *achieve better health outcomes for all Australians.*

Collectively we can be proud of the achievements of the past quarter century and, more precisely, of

the past year. The consumer voice has never been stronger nor more influential in the health debate than it is today. Unlike much of the health system, which focuses on activity, we focus on outcomes – results that count. Amongst our key results for the 2011-12 year are:

- PBS Deferrals decision by the Government revisited to maintain the integrity and independence of the PBS processes; vital in ensuring equitable consumer access to medicines
- A seat at the table to inform 2011-12 Budget measures that helped ensure health consumer interests were not sacrificed to achieving a Budget surplus
- Success in ensuring 'personally controlled' means consumer control of the Personally Controlled Electronic Health Record (PCEHR) despite fierce opposition from health professionals
- Better governance arrangements for the PCEHR
- Long overdue investment in dental health
- A walk-away from a Guild-Blackmore's commercial arrangement that put profits before health in a 'coke and fries' approach to retailing complementary medicines
- Momentum behind greater transparency and accountability in the operation of the TGA and in the advertising and promotion of therapeutic goods
- Adverse event reporting and post-market surveillance onto the agenda and into the debate for reform in health technology assessment.

These are big ticket items – major achievements that affect the health and health management of everyday Australians. Every one of them shows the value, validity and power of the consumer voice and what we can achieve – together.

CHF is driving change via three essential tenets: the imperative for consumer experience and consumer health outcomes to drive decision-making; the critical role of transparency across the board in improving behaviour and decision-making; and the absolute necessity for the development and implementation of measures of consumer health outcomes and consumer experience as part of accountability and quality improvement processes.

The Australian Institute of Health and Welfare (AIHW) puts annual health expenditure at over 9% of GDP - more than \$121 billion - based on the latest figures (those for 2009-10) released in October 2011. We need this money to produce real results for the people it is intended to benefit: Australian health consumers. Yet, recent research published in the Medical Journal of Australia (*CareTrack: assessing the appropriateness of health care delivery in Australia*, MJA, 16 July 2012) indicates that Australians receive appropriate care in only 53% of cases.

The need for reform is unquestionable and the Australian Government is to be applauded for its initiatives that do promise to position our health system to respond to the needs of consumers and local communities (through the National Health Reform Agreement) and major investment in primary healthcare, eHealth, mental health and prevention. The room for improvement is obviously vast and the *CareTrack* research is a timely reminder that what we need is not more of the same. Health reform needs to result in a cultural shift and system redesign that sees consumers as co-designers; that has its eyes – its accountability and performance measures - on the targets of better health outcomes and the consumer experience. Above all we need transparency that both ensures public accountability and underwrites consumer opportunity to make informed choices.

We can look to one small example of the potential at hand. The Government's new medicines price disclosure policy is estimated to have saved Australian taxpayers \$300 million in this year alone. This is transparency at work and it shows that there are ways to make savings in health while still delivering high quality, affordable healthcare.

This is why CHF has called to account the \$15 billion agreement between Government and the Pharmacy Guild. The Australian community has a right to *expect* that this money is making a meaningful difference to people's health. We have a right to *know* what difference is being achieved. With your support, we intend relentlessly to pursue accountability and better outcomes from this type of investment.

I also look back to that fourth benefit from consumer participation identified more than 25 years ago: *the utilisation of the community skills and knowledge to the benefit of Australia's health care system*.

CHF walks this talk in every action we undertake on our members' behalf: in policy development; in our work with Government, Parliamentarians, health professionals, industry and stakeholders; in advocacy; in media commentary and in consumer representation. This year we have had a welcome opportunity to intervene at a strategic level as health reform has taken shape in communities around Australia. The *Our Health, Our Community Project*, funded by the Australian Government, has provided leadership development in consumer and community engagement to consumer and community Board and Governing Council members, CEOs and Chairs of Medicare Locals and Local Hospital Networks.

The pages of this annual report provide testimony to the breadth, depth and effectiveness of CHF's influence and work over the last year. They also confirm the very strong fiscal position that our organisation is in. By very strong, I mean much more secure than we have ever been but still not without the need for prudent management for economic unknowns nor without seeking every opportunity to diversify our sources of revenue. None of this is possible without passion, commitment and talent. For that I thank my fellow Board members who have held us to a strategic direction that drives meaningful and positive change for Australian health consumers, and most importantly of all, our thanks to CEO Carol Bennett and the highly skilled and committed CHF staff team who, together, make things happen!

Finally and fundamentally, my thanks to you, our members for your trust, involvement and support. Our foundation is solid and our voice is strong. True, the challenges are many but together we can and will continue to improve healthcare, health outcomes and health equity across this nation.



Stephen Murby
Chair



Dear Members

As I reflect on a year where CHF provided more than 90 policy submissions across national health policy, informed 12 Parliamentary inquiries through submissions and presented evidence to many of these, delivered presentations to some 40 conferences and significant forums and conducted more than 70 radio, press and TV interviews in the course of just one campaign, I am reminded of why this work is so enlivening and fulfilling. Speaking at a CHF Health Consumer and Community Leaders' Workshop co-hosted with Health Consumers NSW earlier this year, Prof Stephen Leeder AO, a Director of the Menzies Centre for Health Policy and Chair of the Western Sydney Local Health District, summed up the essential role of the consumer perspective in achieving better healthcare. He said, 'Consumers modulate decision-making to take account of lived experience; consumers remind us of values that are important to our communities and they help us find alternative ways to handle problems.'

Consumer lived experience, social values and a perspective that is free of entrenched practice or vested professional, commercial or political interest that can suggest new approaches and ask 'why', 'why not' and 'how does this work for the patients, carers and their families?' - these are the critical contributions

that we as a network bring to health decision-making around Australia. We know that health *has* to be about *what happens to people*, something that is often lost in the jumble of numbers, statistics and system-speak that regularly accompanies health discussion.

CHF Chair, Stephen Murby, has outlined some of the achievements made over the last year. These were possible because of the support of our membership and the fact that our advocacy is grounded by our members' knowledge, experience and involvement. This is at the core of our strength as a national organisation representing consumer interests and our ability to both collaborate with, and when necessary, challenge Government, industry and health professional groups. It is a privilege to work with this network and I thank you for your support.

This year CHF has worked across the health agenda: health reform, therapeutic goods regulation and financing, eHealth, safety and quality, medical benefits, health workforce, tobacco regulation, not-for-profit sector governance and many other areas directly impacting consumers. I am pleased to say that CHF enjoys strong and respectful relationships with all levels of and sides of politics, industry and with stakeholders. The negotiated resolution to the PBS Deferrals issue demonstrated the Government's willingness to enter into a productive dialogue to achieve a positive outcome for the Australian community. The success of our dental campaign earlier this year again demonstrated the vital role we can play in informing and rallying community support for action on health consumer issues. The Government demonstrated that it will invest in action that it knows the community will benefit from and value.

The Government is also open to investment that has the potential to shift the focus and the culture of

our health system to deliver on its vision of better healthcare for all Australians with patients at the centre of healthcare and health decision-making. The CHF *Our Health, Our Community Project* was funded by the Australian Government to help achieve this by strengthening the consumer voice in health reform. The *Health Consumer and Community Leaders' Workshops* delivered under this project represent ground-breaking work for CHF. I also look forward to realising the benefits promised by the *OurHealth* website, developed under this project to leverage the online environment to connect consumers, consumer networks and consumer advocacy.

Other project work has covered a range of areas important to consumers: health workforce, quality use of medicines, MBS listing and the Personally Controlled Electronic Health Record. How timely was it that antibiotic use and resistance was a feature of our project with the NPS? The *CareTrack* study quoted by Chair, Stephen Murby in his report, shows that community acquired pneumonia was not managed in accord with national guidelines in 82% of the cases studied, leading to inappropriate use of antibiotics.

The consumer consultation and research that underpins our policy, advocacy and project work is held in increasingly high regard. This enables us to be selective and strategic about the work we accept and seek. Improving health literacy is high on our agenda as is measuring consumers' experiences of healthcare as well as health outcomes. It is with great anticipation that I look forward to our work on informed consent and informed financial consent made possible by a prestigious Bupa Foundation Grant.

A strategic and selective approach is also driving our placement and support of consumer representatives and I would like to thank those consumer

representatives to whom we have handed some demanding tasks over this last year. High pressure committees, tight timeframes and some challenging work has been undertaken, especially in the areas of medicines and medical devices, immunisation and health workforce.

As our Chair has highlighted, the consumer experience of healthcare, accountability and transparency are keys to improving Australian healthcare and ensuring that our health system is effective and sustainable. We will continue to ensure that these keys are turned in the many places across our health system that they need to be. And as Stephen Leeder reminds us - we will continue to bring social values and consumer-focused alternative approaches to the mix. This is essential, because as we know, the health system is often blind to the people it does not see, the people who choose not to use the current system because it doesn't meet their needs. The reality is that there are many groups who need better health care, but who remain largely outside the current health service system.

It has been an exciting year, as the pages of this Annual Report show, but there is much more to achieve. To that end I look forward to the year ahead, with the knowledge that driving CHF is a dedicated, passionate and highly-skilled Board led by a visionary Chair, a strong and supportive member network and a secretariat team that continually rises to meet the challenge. Thank you.



Carol Bennett,
Chief Executive Officer



Highlights and achievements

A valued voice on health issues

As we approach our 25th birthday celebrations, CHF has continued to strengthen and consolidate our position as the respected and trusted national peak body for health consumers in Australia. We continue to provide a valued perspective on health issues, driving debate and discussion on issues of importance to health consumers.

CHF works across the health system to provide a consumer voice on national health policy debates. In 2011-12, CHF provided more than 90 submissions to health policy processes, drawing on consultation with our members. Submissions were broad-ranging and addressed issues including health reform, therapeutic goods regulation and financing, eHealth, safety and quality, medical benefits, health workforce, tobacco regulation, not-for-profit sector governance, and many other areas directly impacting health consumers.

Submissions were provided to a wide range of key stakeholders, and at the highest levels of Government. Notably, CHF's input has continued to be sought, and valued, by Parliamentary committees. In 2011-12, CHF provided submissions to 12 Parliamentary inquiries:

- Senate Finance and Public Administration Committee on the Government's administration of the Pharmaceutical Benefits Scheme
- Senate Community Affairs References Committee Inquiry into Commonwealth Funding and Administration of Mental Health Services
- Senate Community Affairs Committee Inquiry into the Regulatory Standards for the Approval of Medical Devices
- Senate Community Affairs Committee Review of the Professional Services Review (PSR) Scheme
- Senate Finance and Public Administration Legislation Committee Inquiry into the *National Health Reform Amendment (Independent Hospital Pricing Authority) Bill 2011*
- Senate Community Affairs Legislation Committee Inquiry into the *Personally Controlled Electronic Health Records Bill 2011* and one related bill
- Joint Select Committee on Cyber-safety's Inquiry into Cybersafety for Senior Australians
- Senate Community Affairs Committee Inquiry into Palliative Care in Australia
- Senate Finance and Public Administration Committee Inquiry into the *National Health Reform Amendment (Administrator and National Health Funding Body) Bill 2012*
- House of Representatives Health and Ageing Committee Inquiry into Dementia: Early Diagnosis and Intervention
- Senate Finance and Public Administration Committee Inquiry into the *Health Insurance (Dental Services) Bill 2012 [No. 2]*
- Senate Community Affairs Committee Inquiry into the role of the Government and the Therapeutic Goods Administration (TGA) regarding medical devices, particularly Poly Implant Prosthese (PIP) breast implants.

CHF was invited to elaborate on many of these submissions at public hearings. Senators and Members of Parliament involved in these inquiries displayed considerable interest in the issues raised by CHF, and CHF's submissions and evidence often featured prominently in the final reports for these inquiries.

PBS deferral campaign

The impact of CHF's advocacy has been significant, but arguably the greatest results this year have come from our lobbying on changes to the Pharmaceutical Benefits Scheme (PBS) listing process. In February 2011, Cabinet decided to defer the PBS listing of seven new medicines and a vaccine recommended for listing by the Pharmaceutical Benefits Advisory Committee. This outraged and distressed consumers and consumer groups, and saw an unprecedented level of consumer concern. This was a change from previous policy, under which PBAC-recommended medicines with a financial impact of under \$10 million per year were almost invariably listed on the PBS.

CHF commenced lobbying on this issue in 2010-11, and 2011-12 saw some positive results. The Senate Finance and Public Administration Committee, which commenced an inquiry on this issue in June 2011, released the findings of its report in August, supporting the view that the Cabinet decision should be reversed and that the previous process of listing

new medicines should be reinstated. On 30 September 2011, following discussions between the Prime Minister, CHF CEO Carol Bennett and industry representatives, the Federal Government agreed that all the medicines deferred by Cabinet in February would be listed on the PBS and committed to a 12-month moratorium on any additional deferrals for medicines with a financial impact of under \$10 million per year. It was also agreed that during that 12 month period, Government would work with CHF and other stakeholders to develop a strategy that can strengthen the PBS while keeping costs to a reasonable level.

CHF welcomed the decision, recognising the Government's willingness to enter into a productive dialogue to achieve a positive outcome for the Australian community. During 2011-12, CHF has supported other strategies for reducing PBS costs, including the highly successful price disclosure policy, which has seen the price of some medicines fall by as much as 50 percent. CHF has also called for greater transparency around other funding arrangements.

Seeking transparency in pharmacy funding

In 2011-12, CHF began campaigning strongly for greater transparency of the Community Pharmacy Agreements between the Pharmacy Guild of Australia and the Australian Government.

CHF has argued for many years that consumers need to have input into Community Pharmacy Agreements. We recognise that pharmacy is a critical component of primary health care in Australia, and a very important contributor to more effective and safer use of medicines.

More recently, questions have arisen about whether the Guild's commercial interests are consistent with the delivery of community care and quality use of medicines programs that they are funded to provide through the Community Pharmacy Agreements.

In September 2011, the Guild announced that they had formed a partnership with Blackmores Australia, through which pharmacists would be prompted by dispensing software to promote the sale of complementary medicines from the Blackmores Companions range when consumers fill particular

prescriptions. This deal prompted considerable negative commentary from many stakeholders, particularly following the description of the deal as the 'coke and fries' of pharmacy by Blackmores' chief executive. The Guild and Blackmores soon announced that the partnership would be withdrawn, citing 'the strong level of public concern about the proposal, based on some media reporting of the endorsement which was ill-informed and inflammatory'.

Further questions arose following revelations of a range of deals between the Guild and various pharmaceutical companies involving payments for signing patients up to 'Patient Support Programs', in which it appeared the quality of pharmacy care and advice might have been at risk of compromise for commercial interests.

In light of these concerns, CHF joined with a number of pharmacy representative groups who were concerned by these revelations in calling for greater scrutiny through a Senate Inquiry into the Pharmacy Agreements between the Government and the Guild.

CHF has continued to campaign for a Senate Inquiry, and has written to all Senators and Members of Parliament to outline the importance of greater transparency around the substantial Government investment in Community Pharmacy Agreements. CHF has also sought increased transparency through other mechanisms, including the Evaluation Framework for the current agreement. CHF has received strong endorsement from members for our advocacy in this area.

CHF will continue to advocate for increased transparency of the Fifth Community Pharmacy Agreement and any future Community Pharmacy Agreements or new pharmacy funding mechanisms. In the context of a tight fiscal environment, when competition for health funding is high, it is important that there is transparency around the \$15 billion investment in pharmacy services. This kind of expenditure must provide real health outcomes — better access to drugs, better accountability for the provision of services to health consumers and improvements in quality use of medicine. We should be able to demonstrate better health outcomes for this substantial investment.



CHF Board Members – Ainslie Cahill and Tony Lawson at 2011 AGM/Lecture in Honour



CHF CEO Carol Bennett being interviewed – *The Drum*



Dr Robert Fitzgerald AM, Commissioner, Productivity Commission – 2011 CHF Lecture in Honour

Dental health campaign

In the week prior to the release of the Federal Budget in May 2012, CHF conducted a major campaign calling for action on the public dental crisis. CHF launched its *Health Voices* journal which provided options for how to fix Australia's dental crisis, including articles from the Minister for Health, the Hon Tanya Plibersek MP; Shadow Minister for Health, the Hon Peter Dutton MP; and Greens Health Spokesperson, Senator Richard di Natale. During the campaign, CHF conducted more than 70 TV, radio and press interviews including Chair Stephen Murby on *ABC TV Breakfast News*; Carol Bennett appearing on *ABC's The Drum* and talking to Fran Kelly on *Radio National*; and articles in the *Sydney Morning Herald*, *Newcastle Herald* and *Adelaide Advertiser*.

CHF was delighted to see the Government respond to urgent demand for dental reform with a substantial investment in the Federal Budget. The measures in the Budget will form a strong foundation on which to build in the future, though there will be challenges ahead arising from the need for cooperation from the states and territories, and the small proportion of dentists working in the public system. CHF will continue its involvement in this important area to ensure that the reforms meet the needs of consumers.

Towards the PCEHR

2011-12 saw the count-down to the launch of the Personally Controlled Electronic Health Record system on 1 July 2012. This was an area of considerable interest

to CHF's membership, and CHF worked to ensure that consumer perspectives were captured as the infrastructure, design, governance, legislation and public information were finalised. This often proved challenging, as CHF's strong advocacy for consumer control of the record was in opposition to the views of other powerful groups. There will still be considerable work to do following the launch of the PCEHR and in the early years of its implementation, but CHF will continue to advocate for a record that meets the needs of consumers and enables them to use and share their health information in a way that improves their healthcare.

International engagement

During 2011-12, CHF strengthened its international engagement through the International Alliance of Patients' Organizations (IAPO). IAPO is the only multi-disease international patient organisation. It was established in 1999 and has over 200 members (including CHF) across 50 countries and involving 40 disease areas. IAPO estimates that it has direct connection with some 365 million patient voices worldwide.

CHF Chair, Stephen Murby, represented CHF at the inaugural meeting of the IAPO Western Pacific and South-East Asian Regions held in October in Manila. The meeting in Manila was the fourth regional meeting organised by IAPO; the first was in 2008 in Uganda. The Manila meeting was attended by 22 delegates from Australia, Hong Kong, India, Philippines, Japan, Thailand, Sri Lanka, Malaysia, New Zealand and Taiwan, and members of the IAPO Board and Secretariat.

In March 2012, CEO Carol Bennett, delivered two presentations to an international audience of health consumer organisations at the Fifth Global Patients Congress in London. The conference was attended by delegates representing consumers of all nationalities across all disease areas, promoting patient-centred healthcare around the world.

CHF also provided input to IAPO's *Patient Centred Healthcare Indicators Review* in May 2012. The Review aimed to identify and explore current efforts to measure the patient-centredness of healthcare providers, organisations, national health systems and other stakeholders involved in healthcare provision.

CHF intends to continue its involvement in the work of IAPO in 2012-13 and beyond.

Project work

Our Health, Our Community

This project aims to support a stronger consumer voice in health reform. It is made possible by funding from the Australian Government Department of Health and Ageing following an election commitment by the then Minister for Health and Ageing, the Hon Nicola Roxon MP in August 2010.

The project operates at two levels: providing leadership development around consumer participation and consumer and community engagement directed at the consumer and community Board and Governing Council members, CEOs and Chairs of Medicare Locals and Local Hospital Networks (LHNs); and broad consumer engagement and support for consumer advocacy at local, State and national levels through the development of the *OurHealth* website, (www.ourhealth.org.au).

During 2011-12, three highly successful two-day Health Consumer and Community Leaders' Workshops were delivered: a national pilot workshop in Canberra and jurisdictional workshops in Sydney (co-hosted with Health Consumers NSW) and Melbourne (co-hosted with Health Issues Centre). Facilitated as knowledge-sharing, networking and professional development events by Dr Norman Swan, the workshops devoted the first day (open to Chairs and CEOs of Medicare Locals and LHNs as well as consumer and community Board members) to addressing the value of consumer participation, effective engagement and the strategic potential of consumer and community engagement to improve healthcare delivery and health outcomes. The second day provided professional development to consumer and community Board members and consumer advocates on governance, communication and advocacy support. Further workshops will be delivered in the 2012-13 financial year.



Fifth Global Patients Congress in London. Attended by delegates representing consumers of all nationalities across all disease areas, promoting patient-centred healthcare around the world.

The *OurHealth* website was developed to leverage the online environment to connect consumers, consumer networks and consumer advocates.

It will assist consumers to 'Find their way' to useful information that helps them to navigate the health system and most importantly, 'Have a say' in an interactive space supported and moderated by CHF. *OurHealth* is intended to provide an online place where consumers can share ideas, issues and healthcare experience to contribute to improvements in our health system. *OurHealth* will build a 'consumer knowledge base' from consumer conversation - creating a searchable bank of consumer experience that can be shared across the CHF network. Consumer organisations and consumer representatives working at local, State and national levels will be able to use *OurHealth* to inform and support their work.

A section devoted to consumer representatives will feature online training modules and links to resources to assist consumer representatives in their work.

OurHealth was previewed at the Melbourne Health Consumer and Community Leaders' Workshop and will be released to members and the Australian community in the 2012-13 financial year.

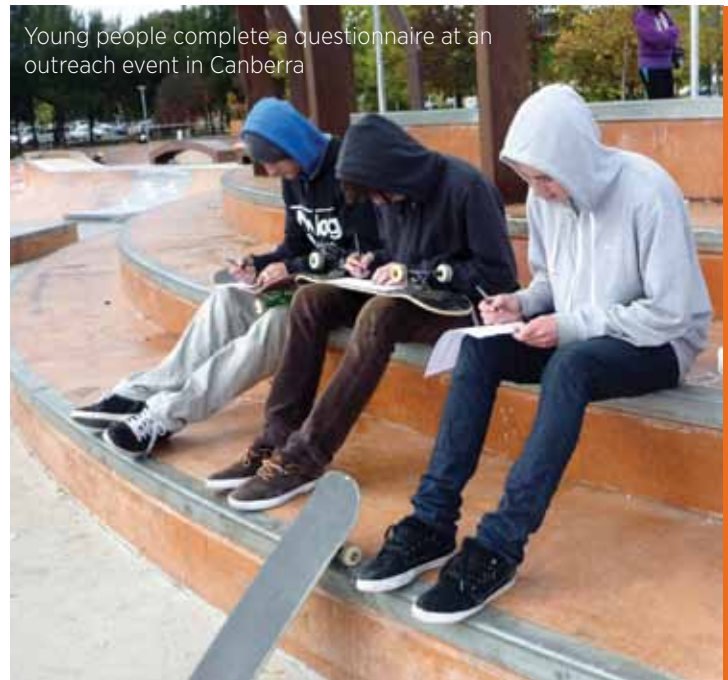
Community quality use of medicines and medical tests

CHF works with NPS: *Better Choices, Better Health* to undertake the *Community Quality Use of Medicines and Medical Tests (CQUM/T)* Project. The project aim is to promote better understanding of health issues and effective health decisions by and/or in relation to Australian health consumers.

The priorities for the CQUM/T Project in 2011-12 were:

- Antibiotic use and resistance
- Quality Use of Medicines and the electronic health record
- Quality Use of Medicines and medicines literacy in young people.

Key project work included the development of consumer information and consultation papers considering consumer issues related to the three key areas of work. Consumers were engaged throughout the project through a range of mechanisms including



Young people complete a questionnaire at an outreach event in Canberra

national workshops and online surveys on CQUM/T related issues.

CHF explored new consultation mechanisms for our work on QUM and medicines literacy in young people, including working with youth centres to organise consultations and holding an outreach event in a skate park. Findings from this work were presented at the National Medicines Symposium in May 2011.

As part of the project, CHF also coordinated nominations to NPS for supported places for consumers to attend the National Medicines Symposium.

Medical Benefits Policy Project

CHF was funded by the Commonwealth Department of Health and Ageing in January 2012 to facilitate consumer consultation on the work of the Department's Medical Benefits Division through the *Medical Benefits Policy Project*. The project objectives are:

- Relevant and timely consumer advice on policy and program matters dealt with in the Medical Benefits Division
- Facilitated consultation with health consumer groups on medical benefits issues, including the Medicare Benefits Schedule (MBS) and private health insurance

Health Consumer and Community Leaders' Workshops Canberra, Sydney & Melbourne



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1 Canberra, September 2011. Left to right: Emily Anderson, West Moreton-Oxley Medicare Local; Allison Gaffney, Maternity Coalition; Dr Clare Seligmann, West Moreton-Oxley Medicare Local; Paige Armstrong, Health Consumers Queensland; Keith Fell, Torres Strait and Northern Peninsula Area Health Partnership; The Hon Nicola Roxon, then Minister for Health and Ageing; Vonda Moar-Malone, Torres Strait and Northern Peninsular Area Health Partnership

2 Sydney, March 2012. Betty Johnston AO, Northern Sydney Local Health District; Laura Messom, CHF and Diana Aspinall, Nepean Blue Mountains Medicare Local

3 Colin Hunter Jnr, Wurundjeri Elder performing Welcome to Country ceremony, Melbourne, May 2012

4 Dr Deborah Cole, Chief Executive Officer, Dental Health Services Victoria, Melbourne, May 2012

5 Jason Trethowan, Chief Executive Officer, Barwon Medicare Local, in Melbourne, May 2012

- Increased support for current and prospective consumer representatives participating, or intending to participate, in consultative committees to provide advice to the Government on medical benefits issues.

As part of the project, CHF aims to support consumers to become more involved in MBS listing processes. CHF has started providing information to members about how they can participate in these processes, and is developing factsheets to support consumer participation. A workshop early in 2012-13 will further explore how consumers can be involved.

CHF is also working to provide support for consumers involved in relevant committees, particularly the Clinical Advisory Groups of the Prostheses List Advisory Committee. A face-to-face meeting of these representatives is planned for early 2012-13.

Health Workforce Australia

In March 2012, CHF commenced a project working with Health Workforce Australia (HWA), a national Government agency which has been tasked with addressing the challenges of providing a health workforce that responds to the needs of the Australian community into the future. This project funds CHF to engage with consumer groups across a range of HWA's programs.

Through the project, CHF has provided input to a number of HWA's work areas, particularly the Health Professionals Prescribing Pathway project, which considers prescribing by health professionals other than medical practitioners. Consumer consultation on this topic is planned for early 2012-13.

CHF has also provided support to consumer representatives participating in HWA committees.

Consumer Workshop on PCEHR Legislation

In October 2011, CHF received funding from the Department of Health and Ageing to deliver a consumer forum on the exposure draft legislation for the Personally Controlled Electronic Health Records (PCEHR) system. This work was also supported by funding received from the National e-Health Transition Authority.

The aims of the forum were to:

- Inform consumer representatives and representatives of consumer advocacy groups about the Draft PCEHR Legislation
- Consult with consumers and gauge initial consumer perspectives in relation to the Draft PCEHR Legislation
- Bring together key consumer representatives and representatives of consumer advocacy groups with an involvement or interest in eHealth.

The forum explored consumer views on the governance of the PCEHR system, registration and participation in the PCEHR, the privacy and security of health information in the PCEHR and other issues raised by consumers.

A report was provided to the Department in November 2011.

Liaison

CHF regularly meets with a range of stakeholders and members to build ongoing strategic stakeholder alliances.

During the 2011-12 financial year, CHF met with a broad range of health consumer organisations (including State and Territory bodies), consumer representatives and individual members.

CHF has built strong relationships with the offices of the relevant Ministers and Members of Parliament, meeting during the 2011-12 financial year with the Prime Minister, the Hon Julia Gillard MP; the Minister for Health, the Hon Tanya Plibersek MP; the former



CHF CEO Carol Bennett and Shadow Minister for Health and Ageing, the Hon Peter Dutton MP



CHF CEO Carol Bennett and Minister for Mental Health and Ageing the Hon Mark Butler MP – August 2011

Minister for Health and Ageing, the Hon Nicola Roxon MP; the Minister for Mental Health and Ageing, the Hon Mark Butler MP; the Parliamentary Secretary for Health, the Hon Catherine King MP; Senator Claire Moore; Senator the Hon Lisa Singh; Senator Mark Furner; and the office of the Minister for Finance and Deregulation, Senator the Hon Penny Wong. CHF also maintained good relationships with the Opposition, meeting with Shadow Minister for Health and Ageing, the Hon Peter Dutton MP; Shadow Parliamentary Secretary for Primary Health Care, Dr Andrew Southcott MP; Senator Sue Boyce; Senator Scott Ryan; and Senator Sean Edwards. CHF also met regularly with Senator Richard di Natale in his role as Greens spokesperson for health, and Senator Rachel Siewert.

CHF maintained strong and collaborative communications with the Department of Health and Ageing, meeting with areas across the Department including the eHealth Division, Medical Benefits Division, Pharmaceutical Benefits Division, Mental Health and Drug Treatment Division and the Therapeutic Goods Administration. CHF has built relationships with other government bodies including National Health and Medical Research Council, Australian Health Practitioner Regulation Agency, Australian National Preventive Health Agency, Australian Commission on Safety and Quality in Health Care, Independent Hospital Pricing Authority, Department of Innovation, Industry, Science and Research, Health Workforce Australia, and the Office of the Australian Information Commissioner among others.

CHF also works with health provider groups and is a member of the National Primary Health Care Partnership, which has helped to build effective collaboration with health provider groups. Ongoing relationships continue with organisations including the Association of Professional Engineers, Scientists and Managers Australia, the Australian Association of Pathology Practices, the Australian Medicare Locals Alliance (formerly the Australian General Practice Network), the Australian Medical Association, the Australian Nursing Federation, the Pharmaceutical Society of Australia, the National Pathology Accreditation Advisory Council, the Royal Australian College of General Practitioners, the Royal Australian and New Zealand College of Radiologists and the Society of Hospital Pharmacists of Australia, among others.

CHF continued to maintain its relationships with the private health sector, meeting with a number of organisations including the Private Health Insurance Ombudsman, the Private Health Insurance Administration Council and various private health insurance providers. CHF has continued to participate in the Private Health Insurance Ombudsman's Consumer Website Reference Group.

Other stakeholder alliances CHF has maintained during 2011-12 include pharmaceutical and medical technology industry peak bodies (Medicines Australia, the Medical Technology Association of Australia, the Australian Self-Medication Industry, the Generic Medicines Industry Association, the Complementary Healthcare Council), research organisations (the Australian Society for Medical Research, Health Services Research Association of Australia and New Zealand), the National e-Health Transition Authority, *NPS: Better Choices, Better Health*, and the Public Health Association of Australia.

Media

2011-12 was another busy year of media activity, with CHF continuing to be increasingly recognised as providing a credible and valued consumer perspective by a broad range of media outlets.

Comments from CHF were repeatedly sought by all the major newspapers throughout the year, including the *Australian*, the *Sydney Morning Herald/the Age*, the

Financial Review, the *Herald Sun*, the *Daily Telegraph* and many others. CHF was also a regular contributor to *Crikey's* online health blog, *Croakey*, and was also frequently quoted in health industry publications such as *Pharmacy News*, *Pharmacy Daily*, *Pharma in Focus* and *Medical Observer*.

CHF was also in demand on television and radio. Interviews with the CHF CEO or Chair appeared on ABC, SBS, Channel 9 and Channel 7 television news, as well as programs including *The Drum* and *Tonic*. CHF was also featured on ABC Radio's *Life Matters*, *The World Today*, *Australia Talks* and *AM*, as well as interviews with several commercial radio stations.

The busiest period of media activity during the year came in May 2012 with the launch of CHF's campaign on dental health, which saw interviews across more than 70 radio, newspaper and TV outlets in a two day period. CHF comment was also sought on a broad range of other issues, notably eHealth, pharmacy funding, medication safety, the cost of healthcare and performance measurement.

CHF released almost 40 media releases during the year, all of which are published on our website, which remains a popular source of information for journalists. CHF continues to develop its use of social media, particularly Twitter, where CHF has more than 800 followers.

Website and Publications

CHF's website continues to be a popular source of information for members, stakeholders and media. The *Latest News* section of the homepage is regularly updated with information on CHF's work and other health policy developments.

Members are kept informed of CHF's work and major health sector news through CHF's monthly e-newsletter, *healthUPdate*.

CHF also shares information about its policy and advocacy work with politicians and other key stakeholders through its bimonthly newsletter, *Consumers Shaping Health*. *Consumers Shaping Health* is distributed in both electronic and hard copy formats.

Two issues of CHF's journal, *Health Voices*, were published in 2011-12, providing a range of perspectives on issues of interest to health consumers. The

October 2011 issue was themed *Medicines in Australia: Regulation, safety and access*, and drew together a range of perspectives on medicines safety, access to medicines, and the role of regulation in an environment of significant reform. The May 2012 issue, *Putting money where the mouth is: solutions for Australia's dental crisis*, presented broad-ranging views on Australia's hidden epidemic of poor dental health.

CHF's publications can be viewed at www.chf.org.au.

Conferences/Events

CHF addresses were provided at the following conferences and events in 2011-12:

Australia's Health 2012 Conference: 'Sustainable service delivery: it's about health not services'; Panel discussion - 'Building a coherent health system: have we got what it takes?'; June 2012

Chief Executive Officer, Carol Bennett

Data Linkage and Integration Conference: 'Benefits and risks of data integration to ordinary Australians'; June 2012

Board member, Karen Carey

Asia Pacific Conference on National Medicines Policies: 'Consumers achieving change in national medicines policy: the Australian experience'; May 2012

Chief Executive Officer, Carol Bennett

National Medicines Symposium: Poster presentation - 'Young people and quality use of medicines'; May 2012

Project and Communications Officer, Carlo Malaca

National e-Health Transition Authority All Staff

Briefings: 'Consumers and the PCEHR'; May 2012

Chief Executive Officer, Carol Bennett

Medical Journal of Australia Clinical Trials

Research Summit: Panel discussion, May 2012

Chief Executive Officer, Carol Bennett

NSW Health 2012 Symposium: Panel discussion - 'Funding reform'; May 2012

Chief Executive Officer, Carol Bennett

Australian Federation of AIDS Organisations Member

Workshop: 'Electronic health records and personal control of your health information'; May 2012

Senior Policy Manager, Anna Greenwood



Stephen Murby, Carol Bennett, Senator Richard Di Natale and Senator Rachel Siewert – PCEHR Enquiry – February 2012



The Hon Catherine King MP, Parliamentary Secretary for Health and Ageing and Stephen Murby

9th Annual Future of the PBS Summit: ‘PBS reform and the impact on consumers’; Panel discussion – ‘Conflicts of interest and pharma marketing’
Chief Executive Officer, Carol Bennett

National e-Health Transition Authority Engagement Super Summit: ‘Consumers and the PCEHR’, April 2012
Chief Executive Officer, Carol Bennett

National e-Health Transition Authority Consumer Workshop: ‘Consumers and the PCEHR’, April 2012
Chief Executive Officer, Carol Bennett

National Allied Health Conference: ‘Consumer Centred Health Reform: Rhetoric and Reality’; Panel discussion – ‘Health reform: What are the achievements? Where are the gaps? How can allied health contribute?’, April 2012
Chief Executive Officer, Carol Bennett

Breaking Down the Barriers: Health Literacy, Communication and Health Services: Panel discussion – ‘The Consumer Vision for the Future’, April 2012
Chief Executive Officer, Carol Bennett

ACOSS National Conference: Chair of panel session – ‘Healthy lives, healthy communities’, March 2012
Chief Executive Officer, Carol Bennett

Australian Lung Cancer Trials Group: ‘Developing consumer information on clinical trials’, March 2012
Senior Policy Manager, Anna Greenwood

International Alliance of Patients’ Organizations

Global Patients Congress (London): ‘Consumer Experience: a core element of performance measurement’ and ‘Building Blocks for Successful Funding: maintaining integrity and independence when funding comes from Government’, March 2012
Chief Executive Officer, Carol Bennett

14th Annual Health Congress: ‘Adequately supporting the health consumer’, March 2012
Chief Executive Officer, Carol Bennett

NPS: Better Choices, Better Health Members Day: Panel discussion – ‘The big picture: big issues, big challenges, big opportunities’, January 2012
Chief Executive Officer, Carol Bennett

Menzies Centre for Health Policy Serious and Continuing Illness Policy and Practice Study Roundtable: ‘Community support for effective health literacy and self-management’, November 2011
Chief Executive Officer, Carol Bennett

Health Consumers Alliance of South Australia Annual General Meeting: Keynote address, November 2011
Chief Executive Officer, Carol Bennett

AGPN National Forum: Panel discussion – ‘Leadership and health system development’, November 2011
Chief Executive Officer, Carol Bennett



Joint Medicines Policy Conference – Pre Conference Consumer Workshop, August 2011



Sally Crossing AM – Chair Cancer Voices NSW and Carol Bennett CEO

'eHealth: let's get it right'
CHF Chair, Stephen Murby

'Facilitating consumer input on the personally controlled electronic health record'
Policy and Project Officer, Maiy Azize

Australian Self-Medication Industry Conference:

'Health literacy and consumer engagement',
November 2011
Chief Executive Officer, Carol Bennett

Chronic Illness Alliance Annual General Meeting:

Keynote address, November 2011
Chief Executive Officer, Carol Bennett

Australian Health Insurance Association Conference:

Panel discussion – 'Consumer transparency – the good, the bad and the ugly', November 2011
Chair, Stephen Murby

Medical Technology Association of Australia

Conference: Panel discussion – 'Assessing and diffusing new medical technologies', November 2011
Chief Executive Officer, Carol Bennett

National Pathology Forum: 'Consumer experiences

of the health system and pathology services',
October 2011
Project Officer, Sarah Watt

Australian Nursing Federation Biennial Conference:

Opening address, October 2011
Chief Executive Officer, Carol Bennett

Financial Review Health Conference: Panel discussion

on the Pharmaceutical Benefits Scheme, October 2011
Chief Executive Officer, Carol Bennett

Great Healthcare Challenge: 'Consumers as Partners -

The Key to Better Health Outcomes', October 2011
Chief Executive Officer, Carol Bennett

Pharmacy Australia Congress: 'Health reform update:

eHealth', October 2011
Chief Executive Officer, Carol Bennett

ARCS Congress: Panel discussion –

packaging and labelling, September 2011
Chief Executive Officer, Carol Bennett

The Australian Health of the Nation Roundtable

Discussion, September 2011
Chief Executive Officer, Carol Bennett

Outpatients: Improving Patient Flow and Service

Integration Conference: 'Consumers as essential partners', September 2011
Chief Executive Officer, Carol Bennett

Measuring Performance in Hospitals Conference:

'Using meaningful data to improve the quality of healthcare - a consumer perspective', September 2011
Chair, Stephen Murby

ACCAN National Conference – Our Broadband

Future: ‘NBN Applications in the Home’,
September 2011

Senior Policy Manager, Anna Greenwood

Joint Medicines Policy Conference: ‘Health
Technology Assessment and Consumers’, August 2011

Chief Executive Officer, Carol Bennett

Australian Disease Management Association

Conference: ‘Health literacy and consumer
engagement’, August 2011

Policy and Project Officer, Maiy Azize

10th Annual Health Insurance Summit: ‘Health
consumers and informed financial consent’, July 2011

Senior Policy Manager, Anna Greenwood

Consumers Reforming Health Conference: Panel
discussions – ‘Local, national and international
perspectives on consumer engagement in health’ and
‘Consumer engagement in health reform’, July 2011

Chair, Stephen Murby

Submissions and notable publications

Health reform

Submission on the Australian National Preventive
Health Agency Stakeholder Engagement Strategy –
May 2012

Submission to the Senate Finance and Public
Administration Committee Inquiry on the *National
Health Reform Amendment (Administrator and
National Health Funding Body) Bill 2012* – April 2012

Submission on the Independent Hospital Pricing
Authority on the *Activity Based Funding for Australian
Public Hospitals: Towards a Pricing Framework
Discussion Paper* – February 2012

Submission on Regionally Tailored Primary Health
Care Initiatives through Medicare Locals Fund –
January 2012

Submission to the Senate Finance and Public
Administration Committee on *National Health Reform
Amendment (Independent Hospital Pricing Authority)
Bill 2011* – August 2011

Health Budget

Analysis of the 2012-13 Federal Budget – May 2012

Submission to the 2012-13 Federal Budget
– November 2011

Submission to the Flexible Funds Program
Consolidation Consultation – September 2011

Pharmaceuticals and therapeutic goods

Quality Use of Medicines Among Young People: Report
on consumer consultations – June 2012

Submission to the Therapeutic Goods Administration
on proposed advisory statements for fexofenadine and
loperamide – June 2012

Submission to the Therapeutic Goods Administration
on evidence required to support indications for listed
medicines (excluding sunscreens and disinfectants)
– May 2012

Quality Use of Medicines Among Young People:
Consumer Information and Discussion Paper
– May 2012

Submission to the Therapeutic Goods Administration
on the prototype Database of Adverse Event
Notifications – May 2012

Submission to the Senate Community Affairs
Committee Inquiry into the role of the Government and
the Therapeutic Goods Administration (TGA) regarding
medical devices, particularly Poly Implant Prothese
(PIP) breast implants – April 2012

Response to Australian Self Medication Industry
Strategic Review Survey – March 2012

Submission to the Pharmaceutical Benefits Scheme
Review of Anticoagulation Therapies in Atrial
Fibrillation – February 2012

Submission to the Therapeutic Goods Administration
on Proposed Advisory Statements for Medicines:
Cough and Cold Medicines for Use in Children
– February 2012

Submission to the Therapeutic Goods Administration on
Proposed Revisions to the Australian Regulatory Guidelines
for Over-the-Counter Medicines – February 2012

Community Quality Use of Medicines and Medical Testing Project: Report on the Consumer Workshop on Quality Use of Antibiotics – January 2012

Submission in response to the Implementation of a Hospital Referral Pathway to Enable Urgent Home Medicines Reviews (HMR) Consultation Paper – January 2012

Submission to the Medication Management in Residential Aged Care Facilities Project second stage review – January 2012

Submission on the Draft Guidelines for the Continued Dispensing of Eligible Prescribed Medicines by Pharmacists – November 2011

Submission to the Review of the Medicines Australia Code of Conduct – November 2011

Report on the Joint Medicines Policy Conference Pre-Conference Consumer Workshop – October 2011

Comments on the Generic Medicines Industry Association Code of Practice Review – October 2011

Consumer and General Practice Use of Antibiotics: A Consumer Information and Discussion Paper – October 2011

Submission to the Independent Review into the Impact of Pharmaceutical Benefits Scheme Cost Recovery – September 2011

Information Use and Needs of Complementary Medicines Users: Report and Consultation Findings – August 2011

Submission to the Senate Community Affairs References Committee Inquiry into the Regulatory Standards for the Approval of Medical Devices – July 2011

Submission to the Senate Finance and Public Administration Committee on the Government's administration of the PBS – July 2011

Submission to the Medical Technology Association of Australia Code of Practice Stakeholder Consultation – July 2011

Submission on Medication Management in Residential Aged Care Facilities – July 2011

eHealth

Community Quality Use of Medicines and Medical Testing Project: Report on the Consumer Workshop on Registration for the Personally Controlled Electronic Health Record – June 2012

Submission in response to the Australian Medical Association draft *Guide to Medical Practitioners on the use of the Personally Controlled Electronic Health Record System* – April 2012

Submission on the Proposed Regulations and Rules for the Personally Controlled Electronic Health Records System – April 2012

Comments on the draft Terms and Conditions for the Personally Controlled Electronic Health Records System – April 2012

Submission to Victorian Department of Health Review of Health Records Regulations 2002 – February 2012

Submission to the Joint Select Committee on Cyber-safety Inquiry into Cybersafety for Senior Australians – February 2012

Community Quality Use of Medicines and Medical Testing Project: Registration for the Personally Controlled Electronic Health Record: A Consumer Information and Discussion Paper – February 2012

Submission to the Senate Community Affairs Committee Inquiry into the *Personally Controlled Electronic Health Records Bill 2011* – January 2012

Report on the Consumer Forum on the Draft Personally Controlled Electronic Health Records Legislation – November 2011

Submission on the *Exposure Draft Personally Controlled Electronic Health Records Bill 2011* – November 2011

Response to the *Personally Controlled Electronic Health Record Concept of Operations* – October 2011

Submission in response to the *Personally Controlled Electronic Health Record System: Legislation Issues Paper* – August 2011

Safety and quality

Submission to the Australian Commission on Safety and Quality in Health Care on the *Australian Safety and Quality Goals for Health Care Consultation Paper* – February 2012

Submission to the Australian Commission on Safety and Quality in Health Care on the *Draft Guides for the National Safety and Quality Health Service Standards* – December 2011

Submission to the Australian Commission on Safety and Quality in Health Care on practice-level indicators for primary care – October 2011

Medical benefits

Submission to the Senate Finance and Public Administration Committee Inquiry on the *Health Insurance (Dental Services) Bill 2012* – April 2012

Submission on the *Consultation Decision Analytic Protocol to guide the assessment of palliative medicine professional attendance items* – March 2012

Submission on the *Draft Report for Review of Medicare Benefits Schedule (MBS) Items for Pulmonary Artery Catheterisation (PAC)* – December 2011

Submission on the *Draft Protocol for the Review of Medicare Funded Ophthalmology Services (Second Stage)* – November 2011

Submission on the *Review of Medicare-Funded Ophthalmology Services (First Stage) Report* – November 2011

Submission on the *Draft Report of the Review of Medicare Benefit Schedule (MBS) Colonoscopy Items* – August 2011

Senate Community Affairs References Committee Review of the Professional Services Review (PSR) Scheme – August 2011

Health workforce (including health practitioner regulation)

Submission to Pharmacy Board of Australia consultation on the amendment of the Code of Conduct for registered health practitioners – June 2012

Comments on Australasian College of Cosmetic Surgery Consumer/Patient Code of Practice – June 2012

Submission to the Chinese Medicine Board's Consultation on *Codes and Guidelines for Continuing Professional Development* – May 2012

Submission in response to the *Consultation Paper on a Health Professionals Prescribing Pathway (HPPP) in Australia* – May 2012

Submission on the Medical Radiation Practice Board of Australia *Draft Guidelines on Continuing Professional Development and Recency of Practice* – March 2012

Submission to the Australian Health Practitioner Regulation Agency on the proposed *Codes and Guidelines relevant to the Aboriginal and Torres Strait Islander Health Practice Board of Australia* – January 2012

Submission to the Australian Health Practitioner Regulation Agency on the proposed *Codes and Guidelines relevant to the Chinese Medicine Board of Australia* – January 2012

Submission to the Australian Health Practitioner Regulation Agency on the *Draft Supervised Practice Registration Standard (the Draft Standard) and the proposed Codes and Guidelines relevant to the Medical Radiation Practice Board of Australia* – January 2012

Submission to the Australian Health Practitioner Regulation Agency on the proposed *Codes and Guidelines relevant to the Occupational Therapy Board of Australia* – January 2012

Submission to the Australian Health Practitioner Regulation Agency consultation on the definition of 'practice' – December 2011

Submission to the South Australian Department of Health on the *Proposed Code of Conduct for unregistered health practitioners* – December 2011

Submission to the Australian Physiotherapy Council on the proposed acupuncture accreditation standard – November 2011

Submission to Health Workforce Australia on the *Rural and Remote Health Workforce Innovation and Reform Strategy* – October 2011

Submission on Proposed Amendments to the *Health Practitioner Regulation National Law* – September 2011

Pathology and diagnostic imaging

Submission to the National Pathology Accreditation Advisory Council on the *Requirements for Medical Pathology Services (First Edition 20XX)* – December 2011

Submission to the Australian Competition and Consumer Commission on exclusive dealing notification N95607 lodged by Cabrini Health Limited – November 2011

Private health insurance

Submission on Evidence Requirements for Assessment of Applications for the Protheses List – February 2012

Submission to the Australian Competition and Consumer Commission *Report to the Australian Senate on Private Health Insurance* – September 2011

Submission to the Private Health Insurance Administration Council on proposed amendments to the *Private Health Insurance Act 2007* – August 2011

Not-for-profit sector regulation

Submission to the Treasury on Charitable Fundraising Regulation Reform – April 2012

Submission on the Australian Charities and Not-for-profits Commission Implementation Design – February 2012

Submission to the Treasury on the *Exposure Draft Australian Charities and Not-for-profits Commission Bill 2012* – January 2012

Submission to the Treasury's *Consultation Paper on the Review of not-for-profit governance arrangements* – January 2012

Submission to the Treasury on a definition of 'charity' – December 2011

Submission to Treasury on Not-For-Profit tax concessions – July 2011

Tobacco regulation

Submission on *Draft National Tobacco Strategy 2012-18* – June 2012

Submission on internet point of sale advertising for tobacco products – April 2012

Submission on the consultation draft of the *Tobacco Plain Packaging Regulations 2011* – January 2012

Submission on the *Draft Tobacco Labelling (Graphic health warning) Mandatory Standard* – October 2011

Submission to the House of Representatives Standing Committee on Health and Ageing Inquiry into Tobacco Plain Packaging – July 2011

Research

Submission on the Cancer Research Leadership Forum *White Paper: Towards a national cancer research plan* – May 2012

Submission to the McKeon Strategic Review of Health and Medical Research in Australia – March 2012

Other

Submission to the International Alliance of Patients' Organizations Patient Centred Healthcare Indicators Review – May 2012

Submission to House of Representatives Inquiry into Dementia: Early Diagnosis and Intervention – May 2012

Submission on National Definitions for Elective Surgery Urgency Categories – April 2012

Submission to the Senate Community Affairs Committee Inquiry into Palliative Care in Australia – March 2012

Submission to Food Standards Australia New Zealand on *Proposal P293, Nutrition, Health and Related Claims* – March 2012

Submission to the National Health and Medical Research Council Review of the *Australian Dietary Guidelines* – February 2012

Submission to the National Health and Medical Research Council on the *Draft Infant Feeding Guidelines for Health Workers* – December 2011

Submission to the National Health and Medical Research Council on Identifying and Managing Conflicts of Interest – December 2011

Submission to the Office of the Australian Information Commissioner on the application for a Public Interest Determination: Collection of Family, Social and Medical Histories – November 2011

Submission to the Australian Communications and Media Authority on calls to freephone and local rate numbers – November 2011

Submission to Victorian Legislative Council Economy and Infrastructure Committee Inquiry into Primary Health and Aged Care Service Measures – September 2011

Consumer Guide to Clinical Trials – August 2011

Submission to the Senate Community Affairs References Committee Inquiry into Commonwealth Funding and Administration of Mental Health Services – July 2011





CHF Governance

The Board is elected by the membership from among the CHF Voting Member organisations. At the Annual General Meeting held on 27 October 2011, the current Board members were all re-elected unopposed. At the subsequent Board Meeting held in Canberra on Thursday 27 October 2011, the Board agreed that the following system would be put in place for the rolling terms of office. The Chair and Deputy Chair will be appointed for a full three years, Committee Convenors to be appointed for two years and all others would stand down after one year. At the March 2012 Board Meeting held in Sydney it was agreed that, in line with the CHF Constitution, two extra skills based directors be appointed. Invitations were extended to Ms Jo Watson and Mr Robert Pask. Both accepted and were duly appointed to the Board.

Board Attendance 2011-2012

Name	Term of Office	GC & Board Meetings Attended	Sub Committee Meetings attended	Total Number of Meetings Attended
Ainslie Cahill	Deputy Chair to October 2014	3	1	4
Karen Carey	Board Member to October 2012	2	0	2
John Daye	Board Member to October 2012	1	0	1
Tony Lawson	Chair Governance Sub Committee to October 2013	3	2	5
Stephen Murby	Chair to October 2014	3	1	4
Moya Sandow	Chair Finance & Audit Sub Committee to October 2013	3	3	6

Number of Scheduled GC/Board Meetings - 3

Number of Scheduled Committee Meetings - 3

CHF Board Members 2012



Chair, Stephen Murby

Voting Organisation: Chronic Illness Alliance

Stephen is committed to ensuring that Australia meets the public health challenge of both an ageing population and an increasing number of people living with multiple condition chronic illnesses. He also Chairs the Chronic Illness Alliance and is Chief Executive Officer of Cystic Fibrosis Victoria.



Deputy Chair, Ainslie Cahill

Voting Organisation: Arthritis Australia

Ainslie has long been involved in health advocacy and has a special interest in aged care. She is currently the CEO of Arthritis Australia where she has led a range of advocacy campaigns for Australians living with arthritis, including Removal of Joint Injections from the MBS and ease of use packaging and labelling.



Karen Carey

Voting Organisation: Health Consumers Council (WA)

Karen is a former Chairperson of the Health Consumers' Council of WA and has participated as a consumer representative on over eighteen committees and consumer working groups. Karen has been nominated by CHF to high level committees such as the Prostheses and Devices Committee and the National Health Priority Areas Council.



John Daye

Voting Organisation: National Association of People Living with HIV/AIDS

John has extensive experience in community advocacy and was awarded an Order of Australia Medal for his advocacy on behalf of the Victorian community. John has contributed to health and research oriented national and state committees, including positions on the Alfred Hospital HIV Advisory Care Committee and the Community Advisory Committee of Bayside Health.



Tony Lawson, Chair Governance Sub Committee

Voting Organisation: Health Consumers Alliance of South Australia Inc.

Tony is currently the Chair of Health Consumers Alliance in South Australia and has facilitated the organisation's evolution into the peak consumer health organisation for South Australia. He has extensive experience in consumer participation and engagement projects, including as Commissioner for Consumer Affairs South Australia and as Chairperson of the Flinders Medical Centre Consumer Council.



Moya Sandow, Chair Finance and Audit Sub Committee

Voting Organisation: Health Consumers of Rural and Remote Australia

Moya has extensive experience in health advocacy, with a focus on rural and remote health issues and the use of technology and telecommunications to progress such issues. For the past fifteen years, Moya has held executive positions with both State and National non-profit organisations, including Health Consumers of Rural and Remote Australia, where she has worked alongside statutory authorities and government bodies to negotiate better health outcomes for consumers.



Jo Watson, Skills based Director appointed by CHF Board

Jo is highly respected at the grass-roots and at the highest levels for her achievements over almost two decades in improving healthcare for Australians living with HIV/AIDS. Health literacy, research, quality use of medicines and support for self-management have been at the heart of her work and she is co-founder of the AIDS Treatment Project Australia. It is auspiced by the National Association of People Living with HIV/AIDS (NAPWA), an organisation that Jo has led from meagre beginnings to become a national peak and a lead partner in the Australian HIV response.



Robert Pask, Skills based Director appointed by CHF Board

Appointed to the CHF Board earlier this year, Robert has been an active advocate for people with disabilities for more than 10 years. He is currently Multiple Sclerosis Australia's National Advocate Coordinator and is a member of a range of committees including the Victorian Disability Advisory Committee that advises the Victorian Community Services Minister; the Chronic Illness Alliance Committee of Management and the Disability Discrimination Legal Services Committee of Management.



CHF Staff

From Left to Right

Deborah Smith, Consumer Relationships Manager

Kerry Hollis, Corporate Services Manager

Sue Claydon, Administrative Support Officer

Joanne Talbot, Project and Policy Officer

Laura Messom, Online Community Specialist

Ghislaine Alventoza, Consumer Relationships Coordinator

Toni Rice, Project Officer

Carlo Malaca, Project and Communication Officer

Dianne Coghlan, Office Manager

Maiy Azize, Policy and Project Officer

Carol Bennett, Chief Executive Officer

David Shaw, Stakeholder Relations Manager

Staff missing from photo



Anna Greenwood (Wise),
Senior Policy Manager

Shelley McGorum, Finance Officer



Dewi-Inala Zulkefli,
Project and Policy Officer

Christian Smyth, Strategic Relations Manager
(until June 2012)

Genevieve Tait, Project Officer *(until December 2011)*

Sarah Watt, Project Officer *(until January 2012)*

Peter Logue, Media and Communications Manager
(until October 2011)

And thank you to our accounts and
technology support team

Anne Nelson, Chief Financial Officer

Josh Beaton, IT

Mid-Term Report – CHF Strategic Plan

Report on activities against the Strategic Plan, May 2010 to May 2012

1

Goal	Outcome	Activities
One: Advocate for appropriate and equitable healthcare for consumers, with government, health service providers and other stakeholders	The number and quality of submissions to government and other stakeholders and of meetings with officials/politicians	<ul style="list-style-type: none"> During the reporting period, CHF has provided over 150 submissions to government and other stakeholders (not including reports on consultations undertaken as part of funded projects). CHF has had close to 250 meetings with Members of Parliament and/or their staff and Government officials.
	The extent of consultation with members to inform CHF's work	<ul style="list-style-type: none"> CHF policy submissions are based on extensive member consultation. CHF regularly engages with consumer representatives to seek their views on policy issues. During the reporting period, CHF held more than 15 national consultative workshops, in addition to approximately 10 state, jurisdictional or local workshops and 10 consultative teleconferences. This is in addition to feedback sought in writing.
	The extent of stakeholder involvement in CHF-led debates on health consumer issues	<ul style="list-style-type: none"> External stakeholders have been extensively involved in CHF-led debates on health consumer issues. Notable examples have been CHF's campaign on changes to the PBS listing process in 2011 and our campaign on dental services in 2012. CHF maintains strong relationships with all relevant stakeholders, providing the basis for effective involvement in CHF-led debates.
Two: Provide a strong national voice for health consumers and support consumer participation in health policy and program decision making	We have raised and effectively represented consumer views to relevant decision makers across government	<ul style="list-style-type: none"> We have raised and effectively represented consumer views across broad-ranging health issues to relevant decision makers representing all sides of Parliament and at the highest levels of Government decision making. The effectiveness of our work in this area is demonstrated by close to 1200 meetings and over 150 submissions.
	We are a significant contributor to the development of a recognised framework for best practice in consumer participation in healthcare	<ul style="list-style-type: none"> CHF is recognised as a leader in good practice in consumer participation in healthcare. We are regularly contacted by other organisations seeking advice on how best to incorporate consumer input into their policy and program development. Through our Our Health, Our Community project, CHF has been able to further explore best practice in consumer participation in healthcare and develop resources to assist organisations to incorporate consumer participation into their work.
	We employ a range of communication tools and media to ensure effective communication	<ul style="list-style-type: none"> CHF has a range of established mechanisms for regular dissemination of information to members and stakeholders, including our <i>healthUPdate</i> and <i>Consumers Shaping Health</i> newsletters, our <i>Health Voices</i> journal, information and discussion papers, our website, media releases and social media, such as Twitter.

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Report on activities against the Strategic Plan, May 2010 to May 2012 continued

3

Goal	Outcome	Activities
	Health consumers are represented and viewed as partners in key health policy and decision-making contexts	<ul style="list-style-type: none"> CHF-nominated consumer representatives currently participate in more than 80 national committees covering major health reform areas. CHF also regularly receives requests for consumer representation, and advertises these opportunities to our networks. Requests for consumer involvement are increasing.
	CHF media comment generates media interest and coverage, stimulating debate on healthcare issues important to consumers	<ul style="list-style-type: none"> CHF is highly active and engaged in the media. Media releases are issued regularly (more than 70 during the reporting period), and requests for newspaper, radio, magazine and online media interviews are received frequently, with demand for comment by CHF increasing.
Three: Undertake consumer-based research and develop a strong consumer knowledge base	Quality and relevance of research undertaken or facilitated by CHF	<ul style="list-style-type: none"> CHF has undertaken a number of projects involving research. These projects have addressed a range of health policy issues relevant to health consumer interests. Project documents, including reports on research, have been of a high quality.
	The extent of member involvement in CHF-led research	<ul style="list-style-type: none"> Members play a central role in CHF-led research, and CHF regularly engages with consumer representatives to seek their views on topical policy issues as part of this research. CHF has conducted extensive consumer consultation as part of our research. As noted above, CHF has held more than 15 national consultative workshops, in addition to approximately 10 state, jurisdictional or local workshops and 10 consultative teleconferences.
	The extent to which research commissioned by CHF is accepted and utilised by government and other stakeholders	<ul style="list-style-type: none"> CHF has not had the opportunity to commission research during the reporting period. However, research undertaken by CHF is highly regarded, and has been cited in the work of government and other stakeholders, and CHF is often invited to contribute to government and parliamentary consultative processes.
	The extent to which CHF-led research is sought and funded by government and stakeholders	<ul style="list-style-type: none"> CHF-led research is sought-after by government and other stakeholders. CHF regularly receives requests to submit funding proposals. CHF has recently secured funding through the Bupa Health Foundation, in a highly competitive funding round, further demonstrating demand for CHF-led research. CHF is often invited to provide input to consultative processes by a range of stakeholder organisations.

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Goal	Outcome	Activities
Four: Identify key issues in safety and quality of health services for consumers	Our contributions are acknowledged and provide a basis for dialogue with key parties and other stakeholders on consumer health safety and quality matters	<ul style="list-style-type: none"> CHF's policy and project work is well respected and sought-after. CHF's contributions are recognised as adding value to policy debates. CHF provides policy and program input in a broad range of areas related directly and indirectly to safety and quality in healthcare, quality use of medicines, therapeutic goods regulation, eHealth, health system performance measurement, health practitioner regulation and health system funding. CHF's policy input is widely cited and drawn on, including in Senate inquiry reports.
	We provide broad consumer representation on key national decision-making bodies	<ul style="list-style-type: none"> As noted above, CHF-nominated consumer representatives currently participate in more than 80 national committees covering major health reform areas.
	We provide a consumer voice to national forums on issues of importance to CHF members	<ul style="list-style-type: none"> During the reporting period, CHF secretariat staff and Board members have delivered more than 50 presentations at major national and international conferences. Presentations have addressed areas of importance to CHF members. CHF's contributions to national forums are valued, and CHF attendance at national events is highly sought-after.
	Consumer participation is valued by our stakeholders	<ul style="list-style-type: none"> The continuing high quality of CHF's work and the work of CHF consumer representatives means that consumer participation is highly valued by stakeholders, and that there is increasing recognition of the importance of consumer participation.

5

Five: Raise health literacy of consumers, health professionals and stakeholders	We have documented consumer concerns and these are supported, heard and responded to by government and key stakeholders	<ul style="list-style-type: none"> Through our policy submissions, stakeholder engagement and participation in national forums, CHF effectively raises consumer concerns from our membership and from grassroots consumers. These concerns are heard and responded to by government and other relevant stakeholders. When responses are not satisfactory, CHF continues to advocate on these issues. Examples during the reporting period have included advocacy on issues including eHealth, medication safety, PBS deferrals and oral health.
	Consumer health literacy is increased through changes in government policy, health industry and other stakeholder activity	<ul style="list-style-type: none"> CHF advocates for improved consumer health literacy through our policy and project work. Promising policy developments during the reporting period have included the establishment of the <i>My Hospitals</i> website and the implementation of the Personally Controlled Electronic Health Record. CHF will continue to address health literacy throughout the life of the Strategic Plan, notably through our new www.ourhealth.org.au website and projects on informed consent and informed financial consent.



Financial Reports for the year ended 30 June 2012

Statement of Financial Position: Consumers Health Forum of Australia Inc.

	11/12 \$	10/11 \$
Current Assets		
Cash and cash equivalents	807,639	822,553
Trade and other receivables	470	147,919
Other current assets	8,773	13,818
Total Current Assets	816,882	984,290
Non-Current Assets		
Financial assets	26,045	45,836
Property, plant & equipment	2,151	24,169
Total Non-Current Assets	28,196	70,005
Total Assets	845,078	1,054,295
Current Liabilities		
Trade and other payables	4,405	206,856
Provisions	-	58,001
Total Current Liabilities	4,405	264,857
Non Current Liabilities		
Provisions	-	4,563
Total Non Current Liabilities	-	4,563
Total Liabilities	4,405	269,420
Net Assets	840,673	784,875
Accumulated Funds	840,673	784,875

Statement of Comprehensive Income: Consumers Health Forum of Australia Inc.

	11/12 \$	10/11 \$
Revenue		
Operating Activities		
Grants	-	1,307,253
Membership fees	6,188	52,555
Program management fees	-	81,751
Administration and project recovery	224,798	453,190
Other	-	24,282
Non-Operating Activities		
Interest	8,981	8,865
Total Revenue	239,967	1,927,896
Expenses		
Bookkeeping fees	-	11,305
Consultants	5,950	39,786
Contract staff	-	64,900
Depreciation	22,018	12,734
Governance expenses	4,648	39,293
Publication expenses	4,020	27,841
Relocation costs	-	2,817
Rent	102,395	106,057
Salaries and on costs	-	1,000,461
Travel	8,812	22,061
Workshop expenses	9,826	168,601
Other expenses	26,500	168,575
Total Expenses	184,169	1,664,431
Net Surplus/(deficit)	55,798	263,465
Other comprehensive Income		
Net gain (loss) on Revaluation of Financial Assets	-	-
Total Comprehensive Income for the year	-	-
Surplus/(deficit)attributable to members of the entity	55,798	263,465
Total comprehensive income attributable to members of the entity	-	-

The above tables showing the Statement of Financial Position and Statement of Comprehensive Income for the year ended 30 June 2012 have been prepared from audited financial statements passed by the Board of Directors, who are responsible for the presentation of the financial statements and the information they contain. The complete financial report of the Consumers Health Forum of Australia Inc and the audited report by PKF Di Bartolo Diamond & Mihailaros is available from Consumers Health Forum of Australia P O Box 3099 Manuka ACT 2603.

Statement of Financial Position: Consumers Health Forum of Australia Limited.

	11/12 \$	10/11 \$
Current Assets		
Cash and cash equivalents	837,873	702,162
Trade and other receivables	359,535	22,528
Other current assets	23,094	-
Total Current Assets	1,220,502	724,690
Non-Current Assets		
Property, plant & equipment	22,148	-
Total Assets	1,242,660	724,690
Current Liabilities		
Trade and other payables	206,603	106,582
Other	617,281	604,993
Provisions	64,949	-
Total Current Liabilities	888,833	711,575
Non Current Liabilities		
Provisions	6,234	-
Total Non Current Liabilities	6,234	-
Total Liabilities	895,067	711,575
Net Assets	347,583	13,115
Accumulated Funds	347,583	13,115

Statement of Comprehensive Income: Consumers Health Forum of Australia Limited.

	11/12 \$	10/11 \$
Revenue		
Operating Activities		
Grants	2,222,361	461,672
Membership fees	67,250	1,005
Other	20,670	4,055
Non-Operating Activities		
Interest	29,951	9,162
Total Revenue	2,340,232	475,894
Expenses		
Administration and program fees	158,133	453,190
Consultants	238,988	-
Depreciation	1,270	-
Governance expenses	21,767	647
Publication expenses	27,783	-
Salaries and on costs	1,238,981	-
Travel	32,739	315
Workshop expenses	164,476	6,636
Other expenses	121,627	1,991
Total Expenses	2,005,764	462,779
Net Surplus/(deficit)	334,467	13,115
Other comprehensive Income		
Net gain (loss) on Revaluation of Financial Assets	-	-
Total Comprehensive Income for the year	-	-
Surplus/(deficit)attributable to members of the entity	334,467	13,115
Total comprehensive income attributable to members of the entity	-	-

The above tables showing the Statement of Financial Position and Statement of Comprehensive Income for the year ended 30 June 2012 have been prepared from audited financial statements passed by the Board of Directors, who are responsible for the presentation of the financial statements and the information they contain. The complete financial report of the Consumers Health Forum of Australia Ltd and the audited report by PKF Di Bartolo Diamond & Mihailaros is available from Consumers Health Forum of Australia P O Box 3099 Manuka ACT 2603.

CHF members

CHF membership includes a wide variety of consumer organisations with an interest in health, including illness groups, disability groups and specific population groups such as youth, older people and women.

Voting Members

Voting Members of CHF are organisations that:

- Represent consumer and community opinions (and do not primarily represent professional, provider or commercial interests)
- Have membership open to consumers who can be elected to the board or governing body of the organisation
- Have aims and objectives that significantly represent the opinion of consumers, and
- Fully support the aims and objectives of the Consumers Health Forum of Australia

ACCESS Australia

ACON (AIDS Council of NSW)

Alzheimer's Australia Inc

Arthritis Australia

Arthritis Foundation of NSW

Arthritis Foundation of WA

Arthritis Victoria

Association for the Wellbeing of Children in Healthcare (AWCH)

Association of Independent Retirees - NSW Division

Asthma Australia

Australian Council of Social Service

Australian Diabetes Council

Australian Federation of AIDS Organisations

Australian Lung Foundation Inc

Australian Pain Management Association Inc

Australian Pituitary Foundation Ltd

Australian Primary Care Community Partnership Incorporated

Brain Tumour Alliance Australia

Breast Cancer Action Group (NSW)

Breast Cancer Network Australia

Cancer Voices Australia

Cancer Voices NSW

Cancer Voices Queensland

Cancer Voices, SA

Carers Australia

Child Health Association Inc

Childbirth Australia Inc

Chronic Illness Alliance Inc

Chronic Pain Australia

CJD Support Group Network Pty Ltd

Coeliac Society of NSW Inc

Consumer Advisory Group General Practice Network, NT

Continence Foundation of Australia Ltd

COTA Australia

Council of Social Service of New South Wales (NCOSS)

Crohn's and Colitis Australia

Cystic Fibrosis Australia Inc

DES Action Australia, NSW

Diabetes, SA

Diabetes Australia National

Federation of Ethnic Communities Council of Australia

Genetic Support Council of WA (Inc)

Haemophilia Foundation Australia

Health Care Consumers' Association of the ACT

Health Consumers Alliance of South Australia Inc

Health Consumers' Council (WA) Inc

Health Consumers NSW

Health Consumers of Rural and Remote Australia Inc

Health Issues Centre Inc

Health Rights and Community Action

Heart Support - Australia Ltd

Hepatitis Australia
 Leukaemia Foundation of Australia
 Limbs 4 Life
 Maternity Coalition Inc
 ME/CFS/FM Support Association Qld Inc
 Meniere's Australia Inc
 Mental Health Co-ordinating Council
 Mental Illness Fellowship of Australia
 National Association of People Living with HIV/AIDS
 National LGBTI Health Alliance
 National Seniors Australia
 National Stroke Foundation
 Palliative Care Australia
 Parkinson's Australia Inc
 Polio Australia Incorporated
 Positive Life NSW
 Post-Polio Network (NSW) Inc
 Public Interest Advocacy Centre
 Queensland Alliance
 Queensland Voice for Mental Health Inc
 SHOUT (Self Help Organisations United Together)
 Sleep Apnoea Association (ACT) Inc
 Stroke Association of ACT
 Sydney Children's Hospital Parent & Consumer Council
 Tasmanians with Disabilities Inc
 The Family Advisory Council at The Children's Hospital
 at Westmead
 The Type 1 Diabetes Network
 WA Association for Mental Health
 Women's Centre for Health Matters Inc

Honorary Life Members

Honorary Life Membership is awarded to an individual in recognition of sustained and significant contribution to CHF.

To date, four Honorary Life Memberships have been awarded:

Ms Hilda Bastian
 Ms Janne Graham AM
 Dr Christopher Newell AM (deceased)
 Ms Sheila Rimmer AM (deceased)

Associate Organisational Members

Associate Organisational members are not-for-profit organisations with an interest in health consumer issues.

1st Available Pty Ltd
 ACT Health
 ASERNIP-S
 Association of Genetic Support of Australasia Inc. (AGSA)
 Association of Professional Engineers Scientists & Managers Australia
 Australian Dental Industry Association (ADIA)
 Australian Diagnostic Imaging Association
 Australian General Practice Accreditation Ltd (AGPAL)
 Australian General Practice Network (AGPN)
 Australian Healthcare and Hospitals Association
 Australian Nursing and Midwifery Council Inc
 Australian Nursing Federation (Vic Branch)
 Australian Physiotherapy Association
 Australian Pompe's Association Inc
 Australian Self Medication Industry Inc (ASMI)
 beyondblue: the national depression initiative
 Bowel Cancer Australia
 Canberra and Queanbeyan Attention Deficit Disorder Support Group Inc
 Cancer Council South Australia
 Cancer Council, WA
 Cochrane Consumer Network (CCNet)
 Community Engagement Unit School of Medicine University of Western Sydney
 Consumer Advisory Committee Health Quality and Complaints Commission
 Consumer and Community Advisory Council - University of WA School of Population
 Department of Health of Victoria
 Epilepsy Australia
 Greater Bunbury Division of General Practice
 Health Consumers Network
 Health Consumers Queensland
 Heart Foundation
 Heart Foundation (Victoria Division)
 Hornsby Homelessness Task Force
 Inner South Community Health Service

Inner West Sydney Medicare Local Ltd
Lower Murray Medicare Local
Medicines Australia
Mental Health Community Coalition ACT
Multiple Sclerosis Limited
National Asthma Council Australia
National SIDS Council of Australia
North Shoalhaven Health Consumer Action Group
Northern Sydney Medicare Local
NSW Therapeutic Advisory Group Inc
pinaustralia Limited
Pharmaceutical Society of Australia
Pharmacy Guild of Australia (National Secretariat)
Psoriasis Australia
Queensland Bioethics Centre
Ronald McDonald House Charities
Royal College of Nursing Australia
SA Mental Health Consumer Recovery Network
SANE Australia
Society of Hospital Pharmacists of Australia
Sunshine Coast Division of General Practice
Surrogacy Australia

Thalassaemia Australia Inc
The Alcohol Tobacco and Other Drug Association ACT
(ATODA)
The Thalassaemia Society of NSW
Trialspotting
Women with Disabilities Australia (WWDA)

Associate Corporate Members

Bayer Australia
GlaxoSmithKline
Janssen-Cilag Pty Ltd
Merck Sharp & Dohme (Australia) Pty Limited
NPS Better Choices, Better Health
Novartis Australia
ROCHE Products Pty Ltd

Associate Individual Members

86 individual members

CHF Membership

CHF welcomes membership from organisations and members with an interest in health consumer issues.

Members are kept up to date with what is happening on national health policy that affects consumers through our member newsletters and website. They have access to CHF analysis and submissions to inform their own work.

Members have a say in national health policy and program development and implementation through CHF advocacy, consumer representative opportunities and CHF consultations.

For more details, or to join CHF, phone us on 02 6273 5444 or visit <https://www.chf.org.au/join-chf.php>

Consumer Representatives

Consumer representatives make a valuable contribution to committees by ensuring that the consumer perspective is considered in health decision-making. They remind committees that health policy and healthcare delivery must focus on consumer experience and consumer health outcomes. They bring consumer issues and important social values to the table.

CHF supports consumer participation on committees by nominating and supporting consumer representatives on select national committees and by referring and advertising other consumer representative opportunities to our network.

Effective consumer representation is both essential and challenging to achieve. Consumer representatives need to be supported in their role by the committees they contribute to and their consumer networks.

Committee secretariats and Chairs need to provide administrative support, consumer-friendly processes and leadership that support and value a consumer contribution to what can be technical work. CHF provides a checklist at www.chf.org.au that offers some advice.

Consumer networks need to be resourced to train, develop, support, network and mentor consumer representatives to ensure that they can contribute an informed, consulted and accountable perspective to their committee work.

CHF welcomes the opportunities provided under the *Our Health, Our Community* Project to develop resources to support consumer representatives. These include training and networking for consumers appointed to strategic positions in Medicare Locals and Local Hospital Networks and the OurHealth website, www.ourhealth.org.au. OurHealth will provide an online place for consumer representatives to join a consumer conversation on healthcare and access online training modules and information to support their work. This Project is covered in more detail earlier in this Annual Report.

CHF nominated consumer representatives contributed to a wide range of national health committees during 2011-12. They brought a consumer perspective to the work of these committees, contributing to better decision making in planning and program implementation that affects healthcare for Australian consumers. Their presence has been sought and valued on Australian Government Department of Health and Ageing, industry, professional and research project committees dealing with national health issues.

CHF thanks consumer representatives for their contributions and commitment throughout 2011-12.

Australian College of Dermatologists

International Medical Graduate Assessment Committee
Patricia Warn

Australian and New Zealand College of Anaesthetists

Education and Training Committee
Diana Aspinall

International Medical Graduate Specialist Interview Panel and Committee
Isabelita McRae

Australian Commission on Safety and Quality in Health Care

Primary Care Committee
Christine Walker

Medication Continuity Expert Working Group
Patricia Warn

Australian Council on Healthcare Standards (ACHS)

Australian Council on Healthcare Standards
Stephen Murby
Standards Committee
Patricia Warn

Australian General Practice Accreditation Ltd (AGPAL)

AGPAL Board
Mitch Messer

Australian General Practice Network (AGPN)

National Forum 2011 Advisory Committee
Carol Bennett
National Transition Project Advisory Group (Medicare Locals)
Carol Bennett

Australian Government Department of Health and Ageing

After Hours Primary Care Technical Working Group
Janette Donovan
Australian Community Pharmacy Authority
Noel Muller
Australian Technical Advisory Group on Immunisation
Stephanie Newell
Chief Medical Officer's Clinical Advisory Committee
Karen Carey
Diabetes Program Advisory Group
Carol Bennett
Diagnostic Imaging Quality Committee/Diagnostic Imaging Advisory Committee
Geraldine Robertson
Expert Panel of external stakeholders to advise the PBAC on non-medical prescribing
Kate Moore
Fifth Community Pharmacy Agreement - Program Reference Group (PRG)
Kate Moore
Health Technology Assessment (HTA) Consultative Committee
Karen Carey
Horvath Review Implementation Governance Working Party
Alison Marcus
Independent Review into the impact of the Pharmaceutical Benefits Scheme (PBS) Cost Recovery measures
Carol Bennett
National Immunisation Committee
Debra Petrys (until April 2012)
Alison Marcus (from April 2012)

National Joint Replacement Registry Consultative Committee
Janney Wale
National Pathology Accreditation Advisory Council
Janney Wale
Nursing and Midwifery Stakeholder Reference Group
Darlene Cox
Paediatric Medicines Advisory Group
Jennie Burrows
Pathology Demand Management Advisory Sub-committee
Roger Killeen
Pathology Funding Agreement - Genetic Testing - Genetics Working Party
Sharon Van der Laan
Pharmaceutical Benefits Advisory Committee (PBAC)
Mitch Messer
PBAC - Drug Utilisation Sub-Committee (DUSC)
Janette Donovan
Pharmaceutical Benefits Pricing Authority
Jo Watson
Pharmaceutical Industry Discussion Group
Carol Bennett
Private Health Insurance Rebate Tiers Implementation Working Party
Anna Greenwood
Prostheses List Advisory Committee (PLAC)
Janney Wale
Prostheses Clinical Advisory Group - Cardiac
Jill Forck (until Feb 2012)
Eileen Jerga (from Feb 2012)
Prostheses Clinical Advisory Group - Cardio Thoracic
Paul Simpson
Prostheses Clinical Advisory Group - Lens
Karen Carey
Prostheses Clinical Advisory Group - Orthopaedic (Hips)
Neville Millen
Prostheses Clinical Advisory Group - Orthopaedic (Knees)
Janney Wale
Prostheses Clinical Advisory Group - Spinal
Mary Jane Morales
Prostheses Clinical Advisory Group - Urogenital
Dennis Roy
Prostheses Clinical Advisory Group - Vascular
Jill Forck (until Feb 2012)
Eileen Jerga (from Feb 2012)
Prostheses - Specialist Orthopaedic Clinical Advisory Group
Janney Wale

Quality Use of Pathology Committee (QUPC)

Janney Wale (until December 2011)

Mary Potter (from December 2011)

Val Hanrahan (from December 2011)

Review Panel – Review of the Dental Benefits ACT 2008

Margaret Brown AM

Safety Monitoring Committee

Robin Toohey AM

Telehealth Advisory Group

Margaret Brown AM

Australian Health Ministers Advisory Council (AHMAC)

National Oral Health Plan Monitoring Group

Margaret Brown AM

Australian Health Informatics Education Council

AHIEC Working Group

Stephen Murby

Australian Institute of Health and Welfare

Health Data Standards Committee

Heather Grain

Australian Medical Council

Australian Medical Council

Diane Walsh

Medical School Accreditation Committee

Roslyn Lawson

Recognition of Medical Specialties Advisory Committee

Janne Graham AM

Tricia Greenway

Specialist Education Accreditation Committee

Russell McGowan

Australian Psychological Society

Expert Working Group - Chronic Disease Self-Management Interdisciplinary Professional Network Project

Diana Aspinall

Continence Foundation of Australia Ltd

Consumer Advisory Committee

Shirley Shaw

Frank Ritchie

Dietitians Association of Australia

Australian Dietetics Council

Noel Muller

Generic Medicines Industry Association

Code of Practice Complaint Committee

Judith Maher

Ivan Kayne

Health Workforce Australia (HWA)

Health Professional Prescribing Pathways Expert Reference Group

Michelle Atkinson-de Garis

National Competency Expert Reference Group

Hazel Bridget

National Training Plan Governance Committee

Tony Lawson

Standing Advisory Committee for the NGO and Private Sector

Tony Lawson

Independent Hospital Pricing Authority

Stakeholder Reference Group

Stephen Murby

Medical Board of Australia

National Specialist IMG Committee

Patti Warn

Medical Services Advisory Committee

Medical Services Advisory Committee

Russell McGowan

Protocol Advisory Committee

Janette Donovan

Medical Technology Association of Australia

Code of Practice Complaints Committee

Pam Moore

Ivan Kayne

Code of Practice Monitoring Committee

Janney Wale

Code of Practice Strategic Advisory Committee

Tricia Greenway

Medicare Australia

Medicare Australia Stakeholder Consultative Group

Diane Walsh

Medicare Australia Consumer Consultative Group

Diane Walsh

Medicines Australia

Clinical Trials Informed Consent Steering Group

Anne McKenzie

Code of Conduct Committee

Anne McKenzie

Sharon Caris

Code of Conduct Appeals Committee

Judith Maher

Medicines Australia - Code of Conduct Monitoring Committee

Henry Ko (until October 2011)
Barry Cahill (from November 2011)
Brian Stafford (until January 2012)
Tricia Greenway
Helena Lake (from January 2012)

*Quality Assurance Reference Group (QARG)
(Consumer Medicines Information)*
Diana Aspinall

Mental Health Council of Australia

National Mental Health Consumer and Carer Forum
Janet Meagher AM

Pharma Collaboration Project - Expert Reference Group
Keir Saltmarsh

National E-Health Transition Authority

Continuity of Care Reference Group
Mary Potter

Diagnostic Services Reference Group
Janney Wale
Geraldine Robertson

eMedication Management Reference Group
Coral Rizzalli OAM

Identifiers Authentication and Access Reference Group
Bernard Kealey

Stakeholder Reference Forum
Anna Greenwood

National Health and Medical Research Council (NHMRC)

Australian Health Ethics Committee
John Stubbs

Human Genetics Advisory Committee
Sharon van der Laan

Licensing Committee for Use of Excess ART Embryos
Julia Nicholls

National Human Genetics Information Site
Sharon van der Laan

Transmissible Spongiform Encephalopathies Advisory Committee (TSEAC)
Sharon Caris

Working Committee to review the Statement on Consumer and Community Participation in Health and Medical Research.

Sally Crossing AM
Mary Potter

NPS: Better Choices, Better Health

Consumer Advisory Group
Diana Aspinall

Tim Benson (until March 2012)
Rachel Bishop (from March 2012)
Kathryn Crisell (from March 2012)

Debra Kay
Helen Mikolaj (until March 2012)
Coral Rizzalli OAM
Diane Walsh
Val Hanrahan

National Prescribing Service Board Director
Kate Moore

Generic Medicines Advisory Group
Diana Aspinall

Medicines Line Advisory Group
Alison Marcus

New Drugs Working Group
Anne McKenzie

Prescribing Intervention Working Group
Janette Donovan

National Primary Health Care Partnership

Anna Greenwood

painaustralia Limited

painaustralia - Board
Diana Aspinall

Population Health Research Network (PHRN)

Ethics Privacy and Consumer Engagement Advisory Group
Stephanie Newell

Royal Australasian College of Physicians (RACP)

Australasian Rehabilitation Outcomes Centre Scientific and Clinical Outcomes Committee
Shirley Shaw

Royal Australian College of General Practitioners (RACGP)

National Expert Committee - Standards for General Practices

Robin Toohey AM (until October 2011)
Darlene Cox (from October 2011)

General Practice Data Governance Council
Mary Potter

St Vincent's & Mater Health Sydney

*Eastern Sydney Connect Project Board - PCEHR
Second Wave Site - Consumer project assurance team*
Bernard Kealey

Standards Australia

IT/14 Health Informatics Committee
Heather Gain

Therapeutic Goods Administration (TGA)

Advisory Committee on Complementary Medicines (ACCM)

Tricia Greenway

Advisory Committee on Medical Devices

Janney Wale

Advisory Committee on Medicines Scheduling (ACMS)

John Daye OAM

Advisory Committee on Non-prescription Medicines (ACNM)

Debra Petrys

Advisory Committee on Prescriptions Medicine (ACPM)

Janne Graham AM

Advisory Committee on Medicines Scheduling

John Daye OAM

Advisory Committee on Safety of Medicines (ACSOM)

Alison Marcus

Industry Consultative Committee

Carol Bennett

Labelling and Packaging Review External Reference Group

Anne McKenzie

Medical Device Reforms Reference Group

Karen Carey

Therapeutic Goods Committee

Diane Walsh

Transparency Review Panel

Carol Bennett

Karen Carey

Alison Marcus

Working Group examining the regulatory requirements for complementary medicines

Carol Bennett

Alison Marcus

Therapeutic Goods Advertising Code Council (TGACC)

Therapeutic Goods Advertising Code Council (TGACC)

Complaints Resolution Panel

Judith Maher

Geraldine Robertson

Therapeutic Goods Advertising Code Council

Tricia Greenway

Transplantation Society of Australia & New Zealand

TSANZ Cardiac Standing Committee

Richard McKluskey

University of South Australia

QUM and Pharmacy Research Centre Advisory Committee

Diana Aspinall



www.chf.org.au