

Consumers' Health Forum
of Australia

Annual Report

2002/2003

Consumers' Health Forum of Australia

The Consumers' Health Forum of Australia Inc, established in 1987, is Australia's leading non-government organisation representing consumers on health care issues. CHF establishes policy in consultation with its members, more than 100 health consumer organisations. It provides a balance to the views of government, industry, service providers and health professionals.

The vision of CHF is to see consumers shaping health policy and health delivery systems in Australia. Our mission is to provide a respected and informed national voice for health consumers. CHF works collaboratively with other health consumer organisations providing a leadership role in representing the views of consumers at a national level.

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Publication information

© Consumers' Health Forum of Australia
Inc 2003
CHF Ref: 295
ISSN 1324 5392

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Chairperson's Report

This year much of the focus of the Consumers' Health Forum of Australia has been on finding ways to keep in closer touch with our members and, with input from members and their networks, to provide a stronger national voice for Australian health consumers.

Feedback on the CHF publications, *Australian Health Consumer*, *HealthUpdate* and our new website, www.chf.org.au, has been very positive and we are committed to finding more ways of keeping in touch and being more responsive to our members.

Secretariat staff, Governing Committee members and CHF Consumer Representatives have worked hard in the past year to build a better understanding between CHF and the Department of Health and Ageing around the value to both organisations of consumer participation. In return, the Department's support for the CHF website redevelopment and Consumer Representatives workshop projects and the negotiations toward developing a business case for the Consumer Representatives program during the year have been highly valued by the membership of CHF.

With the growth of stakeholder commitment to consumer representation, it is a challenge for CHF and its many dedicated Consumer Representatives to remain abreast of emerging policy issues and to keep members informed about them. Following the Review of the CHF Consumer Representatives Program in 2002, CHF made a commitment to good practice in consumer representation by ensuring improved support for CHF Consumer Representatives to maintain their effective contributions. The Governing Committee with the support of the Department is actively working on a business case for the Consumer Representatives program to define how best this can be achieved and to help us better quantify and negotiate the level of support needed. With the growth over recent years, it is imperative that a more sustainable funding basis is found to ensure that the Consumer Representatives program continues to provide a solid platform for consumer participation in health policy development.

Following the launch of National Health and Medical Research Council/Consumers' Health Forum *Statement on Consumer and Community Participation in Health and Medical Research* in Brisbane last October, CHF has followed up with a proposal to the NHMRC to pilot an implementation model with two key research institutions. This is another area where CHF is determined to find ways to build effective partnerships and implement good practice in consumer participation. The NHMRC has indicated that it is keen to provide support and partnership in this work.

Staffing pressures related to short-term project funding present an ongoing challenge. In its efforts to find strategies for improving staff continuity and organisational memory, the Governing Committee made the decision to focus on fewer projects and those of one year or more in the year ahead.

CHF and its member organisations welcomed a 2001 Federal budget initiative to provide funding for a national program for consumer education about medicines. CHF has provided considerable input during the year to Department of Health and Ageing and the National Prescribing Service (NPS) to set up a consumer-led initiative through community capacity building, community mobilisation and peer education. CHF is pleased to continue working as a partner on this project with the NPS and other consumer organisations during the year ahead.

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CHF has also been active in health policy debates and participated fully in the Medicare debate during the past year. CHF's submission to the Senate Select Committee on Medicare, forwarded in June 2003, identified a number of issues not being revealed in the general health care debate, including the impact of proposed changes on the needs of Australians with high health care costs and those with chronic illness.

The growth of stakeholder commitment to good practice in consumer representation has been encouraging, although there are still quite a few areas where consumer representation is not a strong priority and CHF needs to continue taking a robust stand. A recent experience (involving a code of conduct breach) proved quite difficult and time-consuming but CHF's stand proved worthwhile in that both CHF and the organisation concerned gained insights into the value of increased consumer consultation and participation.

The election of the new CHF Governing Committee has been invigorating for the organisation. It was pleasing to see so many people interested in becoming more closely involved in CHF and it was great to welcome six new members. On behalf of CHF, I offer many thanks to the outgoing members of the Governing Committee, Lou McCallum, Marg Brown, Margaretha Hanen and David Menadue.

We are now established in our new office in Barton, ACT. The decision to relocate to slightly larger premises was necessary to meet the ongoing needs of the organisation.

I would also like to pay tribute to the work of our Executive Director Helen Hopkins and all of the staff over the past year. The past year has been extremely busy and CHF has been involved in many projects, however, they have managed to meet its challenges and provide invaluable support for the Executive, Governing Committee, members and Consumer Representatives.

Finally, I look forward to working together and sharing the challenges of the year ahead with all the dedicated members and staff who are the Consumers' Health Forum of Australia.



Mitch Messer

Chairperson

What we do

Aims

The aims of the Forum as stated in its Constitution are:

- (i) to provide a means of optimising the participation of consumer and community groups in national policy, planning and service decisions which affect the health of consumers
- (ii) to promote a public and preventive health approach which recognises the health impact of other government policy areas
- (iii) to promote a just and equitable distribution of resources to redress inequalities in the health status of different groups of the Australian population, noting the pluralistic nature of our society
- (iv) to encourage the development of health services which are:
 - (a) effective in enhancing the capacity of people to participate as fully as possible in community life
 - (b) responsive to consumer needs and preferences
 - (c) community based and managed
 - (d) respectful of human rights
 - (e) culturally relevant
 - (f) universally accessible
 - (g) cost effective
- (v) to promote the rights of all consumers to be involved in health policy, planning and service decisions.

Objectives

The objectives of the Forum are:

- (i) to develop and promote an understanding of consumer experiences and views and identify priorities and goals by consulting consumer and community groups
- (ii) to facilitate the development of and enhance the capacity of consumer and community groups (particularly those currently disempowered) to participate in national issues which affect their constituencies by:
 - (a) providing information and advice on health issues, policies and decision making processes
 - (b) facilitating stronger relationships, cooperation and coordination between the groups
 - (c) facilitating closer links and more open communication between these groups, the Federal Government and relevant Federal Government departments
 - (d) convening workshops and seminars and providing an appropriate interface between consumers and experts
- (iii) to raise and represent consumer views and, in particular, advise the Commonwealth Minister for Health and Ageing and the Department of Health and Ageing of these views

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- (iv) to monitor the opportunities and processes for consumer participation and to work with the Commonwealth Department of Health and Ageing to assist it to become more open, accountable and responsive to consumers
- (v) to monitor and analyse national health policy development, planning, resource allocation processes and outcomes
- (v1) to facilitate, and in some instances, fund research and conduct education projects on matters affecting consumers
- (vii) to advocate, publicly, measures which will contribute to achieving the Forum's aims and objectives.

Strategic Plan

The Forum's current Strategic Plan focuses on three themes or work areas:

- Health policy, practice and outcomes
- National voice
- Governance and management

Key Work Area 1: Health policy, practice and outcomes

Aim: To contribute towards the improvement of peoples' health and wellbeing

- Objective 1: Ensure accessibility to a high quality and responsive public health system, and to high quality outcomes through public and private health care
- Objective 2: Strengthen the ability of consumers to participate in and strategically influence health policy, planning and service delivery
- Objective 3: Address inequities in health outcomes for particular groups
- Objective 4: Improve information from the health system to health consumers to use in their decision making and problem solving about their health

Key Work Area 2: National voice

Aim: To represent the views and interests of health consumers at a national level

- Objective 1: Strengthen relationships with consumer organisations.
- Objective 2: Provide advice to government in a constructive and timely manner
- Objective 3: Establish, promote and maintain a range of strategic alliances with other organisations to further the aims of CHF
- Objective 4: Promote the views and interests of health consumers through the media, publications and other channels

Key Work Area 3: Governance and management

Aim: To support the work of the Forum through effective governance and management

- Objective 1: To strengthen CHF's governance and management structures and processes
- Objective 2: To enhance the effectiveness of CHF's Secretariat
- Objective 3: To optimise the use of funds available to CHF

Submissions and reports

CHF completed the following main submissions and reports during the year. Most are available to download from our website, www.chf.org.au.

- Submission to the Interdepartmental Committee examining the Pharmaceutical Benefits Scheme, 15 July 2002.
- Report of the Medical Services Advisory Committee Consumer Representative Workshop, Melbourne, 23 July 2002.
- *Achieving Good Practice in Consumer Representation*. Response to the Review of the Consumers' Health Forum Consumer Representatives Program, September 2002 (project funding, Department of Health and Ageing).
- *Australian Health Care Agreements*. Report from Consumer Representatives on the AHCA Working Groups – coordinated by CHF's Chairperson, September 2002.
- Comments to the *Draft Open Disclosure Standard – September 2002*, October 2002.
- Submission to the *Draft Report of a Review of Advertising Therapeutic Products in Australia and New Zealand – August 2002*, 8 October 2002.
- *Consumer reporting of experiences of the provision of Pharmacist Only and Pharmacy medicines*, October 2002.
- *Options for Governance of a Consumer Quality Use of Medicines Education Program*. Report of a consultation conducted for the National Prescribing Service, December 2002. (Project funding, NPS).
- Complaint of breach of the *Medicines Australia Code of Conduct* regarding direct to consumer advertising of prescription medicines, December 2002.
- *Consumers' Health Forum of Australia Organisational Privacy Policy*, December 2002.
- *Cholesterol Management and Quality Use of Medicines Report on Community Workshops*, December 2002. (Project funding DoHA).
- Submission to the ACCC regarding the *Trade Practices Act 1974 Applications for Authorisation A90779 and A90780 lodged by Medicines Australia*, March 2003.
- Discussion paper and questions for CHF members on the *Draft National Health Privacy Code*, March 2003.
- Confidential consumer input to the Therapeutic Goods Administration for consideration by the Australian Drug Evaluation Committee has been provided for the August, October and December 2002 meetings and the February, April and June 2003 meetings.
- Letter to the Minister for Health and Ageing outlining concerns about Medicare reform, April 2003.
- Letter to the Parliamentary Secretary to the Minister for Health and Ageing recommending stronger consumer representation on the Expert Committee on Complementary Medicines in the Health System, May 2003.
- Submission to the *National Health Privacy Code (draft) Consultation Paper*, April 2003.
- Interim Report – *Consumer Participation in the Australian Council for Safety and Quality in Health Care Planning Process* to the Department of Health and Ageing, May 2003.
- *A Guide for Community Organisations Running Health Workshops with Consumers*, June 2003 (project funding, Department of Health and Ageing).
- Submission to the Australian Senate Select Committee on Medicare, June 2003.

Projects

The following major projects were conducted during the year.

Consumer input to Australia's drug evaluation process

A project funded by the Therapeutic Goods Administration (TGA) which began in February 2002 to provide consumer input to Australia's prescription medicine evaluation process, was extended for a further 12 months in the 2002/2003 financial year.

CHF provided several written submissions for consideration by the Australian Drug Evaluation Committee (ADEC) about issues relating to prescription medicines. ADEC members provide expert input on proposed new medicines and extensions of indications for currently approved medicines on the basis of scientific and medical research presented by the sponsoring pharmaceutical company and the TGA evaluation of safety and efficacy. ADEC is an expert statutory committee of the TGA.

CHF believes that consumers can provide an additional view that is as valid and valuable as scientific evidence when considering issues relating to marketing prescription medicines.

CHF's submissions to ADEC provide consumer-focused information on:

- patient wellbeing and quality of life
- public health implications (including population of affected consumers and prevention strategies)
- availability of other treatments
- perceived benefits/risks to consumers (including benefits and risks of taking and not taking treatment)
- Consumer Medicine Information – suggestions are made regarding what issues need to be addressed under the following headings:
 - What *medicine* is used for
 - Before using *medicine*
 - How to use *medicine*
 - While using *medicine*
 - Side effects
 - After using *medicine*
 - Product description
- adverse reactions/interactions
- the role of the product in the condition to be treated, including how it will fit with current treatment protocols and non-medicinal interventions.

Due to commercial-in-confidence concerns, it has been difficult for the CHF Secretariat to provide detailed feedback on the submissions to CHF members. The project will be evaluated at the end of the pilot period and a decision made on whether this is an appropriate model for consumer input to the prescription medicines regulatory process.

Consumer Participation in the Australian Council for Safety and Quality in Health Care Planning Process

During December 2002 and 2003, CHF consulted with its members and other organisations about how consumers could participate more effectively in the work of the Safety and Quality Council and its 2003–2004 planning process.

The consultation was conducted in three parts. A discussion paper and questionnaire was circulated to CHF member organisations, Consumer Representatives and other interested consumers. A workshop for members of the Council's Reference Network, informed by the responses to the discussion paper, was held in March 2003.

The workshop identified and developed three consumer priority areas for action:

- linking the structures for consumer participation
- developing a Consumer Communication Strategy to strengthen partnerships and improve recognition of Council's work
- researching consumers' views on safety and quality in health care.

Consolidated responses from the workshop and discussion paper were compiled in an interim report distributed to workshop participants and small self-selected groups then gave input by teleconference to finalise the suggested action plans for each of the priority areas.

CHF recommended that Council adopt the following actions:

- appoint a Consumer Project Officer to ensure that communication links with consumers, safety and quality and consumer organisations are established and maintained
- establish a working party consisting of a majority of consumers to draft and seek stakeholder support for the Consumer Communication Strategy and oversee its implementation
- develop support processes to ensure consumer involvement in round three of the Safety Innovations in Practice (SIIP) projects and ensure that the success of models is communicated.

Medical Services Advisory Committee (MSAC)

The CHF/MSAC Project was conducted between January 2002 and May 2003.

The following objectives and outcomes, as outlined in the project agreement, were achieved through dedicated MSAC staff within the CHF Secretariat.

- Develop and maintain a register of Consumer Representatives
- Provide advice and support to Consumer Representatives
- Promote the work of the MSAC among CHF's member organisations and contribute to MSAC's promotional activities
- Prepare and conduct a full day Workshop

Workshop

In accordance with these objectives, a CHF/MSAC Consumer Representatives Workshop was conducted, with 35 participants from around Australia attending in Melbourne on 23 July 2002.

The Workshop had five objectives:

- Improve awareness about, and participation in MSAC processes and activities
- Identify knowledge, skills and resources required by Consumer Representatives on MSAC Supporting Committees
- Share ideas and experiences about Consumer Representation and in particular on MSAC Supporting Committees
- Contribute to the development of supporting material for Consumer Representatives on MSAC Supporting Committees
- Contribute to the development of material for raising consumers' awareness and understanding of MSAC.

The report of the workshop, available from CHF or the website www.chf.org.au, includes outcomes and follow-up actions. It was prepared with input from the workshop participants and the workshop facilitator for the Department of Health and Ageing.

A half-day Implementation Workshop to consolidate the work done in the project was held on 14 May 2003. It provided an opportunity for MSAC Consumer Representatives to discuss:

- support material developed by CHF during the MSAC project
- research techniques – including material on the Internet
- information relating to 'commercial-in-confidence' constraints
- strategies for maintaining the MSAC register.

Ongoing

The project provided CHF with the opportunity to effectively support and resource Consumer Representatives on MSAC Supporting Committees through the consumer register, workshops, promotional activities and regular consumer consultations. It also enabled CHF to work closely with the MSAC Secretariat to develop an effective working relationship for providing consumer representation on Supporting Committees.

Cholesterol management, quality use of medicines and community workshops

Almost a quarter of all prescriptions dispensed in 1998 were for cardiovascular drugs. Among these, medicines to manage blood cholesterol are often appropriate and even necessary but there are a number of risk factors that contribute to high blood cholesterol levels. These include low physical activity and foods that are high in saturated fat.

Sharing information between consumers on the appropriate and safe use of these medicines was an important reason for this project. CHF conducted ten Cholesterol Management and Quality Use of Medicines community workshops across Australia between August and October 2002. Approximately 230 people attended the workshops, which were held in all States and Territories, including regional and remote areas of New South Wales, Queensland and Western Australia.

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Health professionals such as National Prescribing Service facilitators, dieticians and pharmacists provided expert knowledge and contributed to the development of each workshop.

The idea for the CHF guide, *Guide for Community Organisations Running Health Workshops with Consumers*, grew from observations made during the design and implementation of the workshops. The guide was developed in consultation with a number of consumers and consumer organisations and has been distributed to all CHF members.

CHF project objectives

CHF's objectives for this project were to:

- encourage consumers to discuss with their health care provider the options of lifestyle changes such as diet and physical activity as a way to reduce their blood cholesterol
- determine how consumers choose to obtain health information
- gather feedback on the National Heart Foundation of Australia *Guide to Healthy Eating*.

Workshop objectives

A voluntary community liaison person, health professional and CHF project officer in each location agreed to specific workshop objectives that were likely to meet local community expectations. The core objectives of the workshop were for participants to:

- identify the risk factors and facts about high blood cholesterol
- explore the nature and value of lifestyle change to minimise risk or prevent high blood cholesterol using National Heart Foundation materials
- discuss the extent to which individuals have control over their own health, including discussion and decision-making with doctors
- identify and practice communication skills necessary for effective interaction with the health service providers.

The majority of participants attended in response to flyers sent to them by a community liaison person. Other participants learnt of the workshops through public radio or community newspapers

Outcomes

The workshops were extremely well received. Generally, consumers understood cholesterol to be a fatty substance that can block arteries and cause heart disease. A small number expressed knowledge of good and bad cholesterol but were uncertain about what this really meant. It was found that many had sound general knowledge and awareness about the risk factors and facts associated with high cholesterol. Participants from high-risk community groups were able to develop a complete list of risk factors associated with the development of high cholesterol. Significantly, all of the groups added *stress/worry* to the list of risk factors.

Lifestyle Change

Most participants described the personal impact of 'what cholesterol means' in terms of the limitations it brings to their lives – for example not eating cream cakes, bacon or take-away food. One group described the impact of cholesterol as, 'Giving up the good things in life.'

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Suggestions to overcome barriers to lifestyle change were often specific to individual communities, for example:

- participants from Darwin do a lot of Asian style cooking and suggested replacing high-cholesterol coconut milk with light evaporated milk and coconut essence.
- participants from farming areas around Warwick, Qld do a lot of home cooking/baking and have limited access to shops. Replacing butter with low cholesterol oils was a real option for these participants.

Other barriers to lifestyle change were identified as:

- limited choice – meals-on-wheels users and residents of self-care establishments do not choose their own foods
- limitations caused by chronic conditions – people with diabetes and other chronic conditions or allergies have specific dietary needs
- limitations in motivation – for example, people from a carers group, despite acknowledging the dietary options for low cholesterol eating, held a consensus view that it was hard to be motivated when the food they prepare always looks the same because it has to be finely processed
- cost – high cost of lean cuts of meat, high cost of steroid-enriched spreads, high price of doctors' long consultation fees for preventative health advice.

Communication with GPs

Two role-plays depicting a standard consultation for a patient receiving blood cholesterol test results were developed specifically for the workshops. Analysis of feedback from this session indicated a number of ways that communication can be improved by developing ways of addressing anguish and inconvenience caused by:

- GPs running behind schedule
- Need for more appropriate seating (the same type of chair as the doctor, comfortable distance from the doctor, additional seats and easy wheelchair access)
- a need for active listening on the part of the GP
- a need for smooth, interruption-free consultations.

National Heart Foundation Materials

A brochure entitled *Enjoy Healthy Eating – A guide to keeping your blood cholesterol in check* and a fridge magnet were distributed at the workshops. Participants were positive about the fridge magnet but could not comment on the brochure as they had not yet seen it.

Where people get their health information

With only one exception, participants listed at least three different sources of health information. Doctors, self-help groups, Internet, newsletters and seminars arranged by health organisations were the most prevalent sources of health information.

To service the health resource requirements of the community effectively, good quality information needs to be made readily available through a range of sources.

It was also clear from participants' responses that consumers find participatory sessions, where they can openly discuss gaps in their knowledge about health and lifestyle choices, to be helpful in the decision-making process.

Good practice in consumer representation and website redevelopment

One part of CHF's contribution to the development of consumer participation and representation in Australia has been to provide accountable Consumer Representatives to a growing number of Department of Health and Ageing committees. This service assists the Department in considering consumers' issues and concerns as part of health policy development and in maintaining a focus on improving health outcomes for consumers.

The support CHF has provided for Consumer Representatives has been a major strength of CHF's Consumer Representatives Program. CHF's representatives have been enabled to contribute a national view of health issues, beyond a particular disease focus or individual experience of health services and treatments, and to propose strategies for obtaining wider consumer input.

A review of the Consumer Representatives Program was carried out in 2002 and in response to the review, CHF has developed a strategic framework for progressing good practice in consumer representation, with four key elements:

- policy framework for consumer representation
- recruitment, training and support
- health policy development, analysis and advocacy
- performance and effectiveness.

An action plan was also developed and CHF has focused its Consumer Representative projects for 2003 towards delivering the high priority actions in the plan. These key projects are:

- the redevelopment of CHF's website
- the delivery of further training for Consumer Representatives in 2003
- the development of a Business Case to the Department of Health and Ageing for sustainable funding for the Consumer Representatives Program.

Workshops and training

A workshop for Consumer Representatives was held in Sydney on 14–15 May 2003. The workshop was an important step for the CHF in implementing the 2002 action plan. Specifically, it addressed commitments to provide opportunities for information sharing, support and networking. The workshop also provided opportunities to seek participants' input to the development of the policy framework.

Objectives of the training element of the CHF Consumer Representatives program were:

- continue to define and develop the skills, expectations and information needed by representatives. This relates to the policy framework for representation and to the recruitment and support of Consumer Representatives as outlined in the Action Plan.
- continue to facilitate networking amongst CHF representatives and between CHF representatives and Consumer Representatives from other organisations as support for individual representatives. Networking time is highly valuable to our representatives, who often feel very isolated. Networking opportunities and an annual face-to-face workshop are high priorities in the Recruitment and Support section of the Action Plan.

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- provide up-to-date information on policy directions and positions as suggested in the Policy Development, Analysis and Advocacy section of the Action Plan. This was done through breakout groups in the workshops and discussion of draft position papers provided. The draft position papers will be further developed and finalized through an interactive consultancy with members through the members only area of CHF's website.
- build on accountability through two-way feedback between the representatives and CHF. The Introductory Workshop for New Consumer Representatives includes a session on accountability, whilst CHF's redeveloped website will provide further opportunities for two-way communication.

The general reaction of participants to the May 2003 Workshop was very positive. Participants appreciated both the work that CHF put in to organising the workshop and the usefulness of the experience for themselves. One representative commented, 'I can't imagine a better way of providing training and communication for such a diverse group of people.'

Website

CHF commenced redevelopment of its website in April 2003. CanberraNet was selected to rebuild and support the site following a selective tender process.

The new website, www.chf.org.au went live in June 2003 and following site testing, feedback analysis and development of workable maintenance protocols, it is expected that the site will be fully operational by September 2003.

The site provides enhanced resources for consumers and CHF members, including a comprehensive list of links to relevant health-related sites and a members' discussion forum to allow greater networking and discussion on consumer health issues.

Governance and Management

Legal status

The Consumers' Health Forum of Australia Incorporated is an association incorporated under the *Associations Incorporation Act 1991* (ACT).

Governing Committee

The Governing Committee is responsible for all facets of the Forum's management and meets face-to-face three times a year.

Voting members of CHF elect a Governing Committee every two years at an Annual General Meeting (AGM). The new Governing Committee was elected on 14 November 2002. The Constitution provides for a 12-member Governing Committee, comprising:

- five members from organisations that are constituted on a national basis
- seven members from organisations that are not constituted on a national basis.

Elected members of the Governing Committee

Post 14 November 2002 election

- Mitch Messer – Chairperson (Health Consumers' Council of WA)
- Russell McGowan – Vice Chairperson (Health Care Consumers Association of the ACT)
- Sheila Rimmer – Secretary (Council on the Ageing)
- Susan Mitchell – Treasurer (Health Consumers of Rural and Remote Australia)
- Jenna Bateman (Mental Health Coordinating Council)
- Sally Crossing (Health Consumers Network NSW)
- Frank Fisher (Health Issues Centre)
- Christopher Newell (Tasmanians with Disabilities)
- Sue Pluck (South Australian Consumer Representatives Network)
- Russell Raymond OAM CD (Federation of Ethnic Communities' Council of Australia)
- Diane Walsh (Consumer Reference Group, Top End Division of General Practice)
- Fiona Wheatland (Tito) (Australian Council of Social Service)

Pre 14 November 2002 election

- Lou McCallum – Chairperson
- Mitch Messer – Vice Chairperson
- Russell McGowan – Secretary
- Jenna Bateman
- Marg Brown
- Sally Crossing
- Peter Dhu
- Margaretha Hanen
- David Menadue
- Christopher Newell
- Sheila Rimmer

Current Governing Committee



Back left: Sally Crossing, Mitch Messer, Fiona Wheatland, Frank Fisher and Russell Raymond

Front left: Christopher Newell, Diane Walsh, Sheila Rimmer, Jenna Bateman and Susan Mitchell

Absent: Russell McGowan, Sue Pluck

Mitch Messer

Mitch is Executive Director of Cystic Fibrosis Western Australia. He is President of Cystic Fibrosis Australia and Secretary/Treasurer of Cystic Fibrosis Worldwide. Mitch has been involved in health consumer issues in a broader way through the Health Consumers' Council (WA) and also its predecessor organisations the Health Consumers' Network and Health Advisory Network. During his involvement with these groups he has served in the position of Chairperson, Treasurer and Board member. He is the Deputy Chair of the Genetic Support Council WA (Inc).

He has been involved in many committees and working groups dealing with a range of issues including aged care, pharmaceuticals, genetic services and lung transplant. He is currently a member of the Pharmaceutical Benefits Advisory Committee and the Australian Pharmaceutical Advisory Council.

Russell McGowan

Russell is President of the Health Care Consumers' Association of the ACT and is a member of the new ACT Health Council. He was diagnosed with myelofibrosis in 1992, and subsequently underwent a bone marrow transplant. Despite the apparent cure of his original condition, Russell still suffers the consequences of his treatment, a condition called chronic Graft versus Host Disease (cGVHD). He has helped to form CAN Australia, a national consumer alliance of cancer advocacy and support groups and chairs its interim board.

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Russell is a member of the boards of the new National Blood Authority, the Cancer Council of Australia and the Australian Council on Healthcare Standards, where he is a trained consumer surveyor.

He has a BA from the University of Adelaide and has undertaken postgraduate studies in Aboriginal education and public administration. His employment background includes fieldwork, teaching and policy development, mainly in community and indigenous employment, education and training programs.

Sheila Rimmer

Sheila is a former President of Council on the Ageing (NSW) and a former National President of COTA Australia. COTA National Seniors exists to protect and promote the well-being of all older people. It advocates for older Australians by providing information, publications, policy analysis, consultation, representation, referral and advisory services. Sheila serves on the NSW Policy Council of COTA (NSW) and on the Grandparenting Committee NSW.

Born in the United Kingdom, Sheila was educated at the London School of Economics at London University and at Columbia University, New York. She migrated to Australia in 1964 and worked as a tutor at the University of Tasmania and as a political commentator on television. In 1969 she moved to Sydney and worked as a full time academic.

In 'retirement', Sheila is a member of the Australian Medical Council's Committee Accrediting Medical Schools and Courses, Chair of the NSW Home and Community Care State Advisory Committee, member of the Commission for Complaints in Aged Care, and member of the NSW Aged Care Planning Advisory Committee. She is also a board member of the National Ageing Research Institute, a member of the Management Committee of the National Prescribing Service Community Quality Use of Medicines Program, the Australian Women's Coalition and the National Accreditation of Nursing Homes Committee.

Susan Mitchell

Susan has had a long and productive association with consumer representation with both State based and national organisations. She has extended this association through the national forum of CHF.

Susan's experience with the various organisations she has worked with has developed her knowledge and understanding of the complexities of consumer representation and activism. Her goal is to achieve equality of access to health services by people in metropolitan, rural and remote areas. Susan has worked productively with people at all levels to achieve positive outcomes in complex areas. This work is often made more complex by the fact that she does not live in a major city or regional centre.

Susan has been a member of the Rural Women's Network, occupying the position of co-Chair together with the NSW Director of Agriculture. She has also been a member of the Executive Council of the NSW Farmers Association for 8 years and a member of the rural affairs committee which deals with social policy issues such as health and education in rural areas. Susan has been the Health Consumers of Rural and Remote Australia representative on the Health Consumers Network NSW and on the Health Complaints Community Council.

Jenna Bateman

Jenna is the Executive Officer of the Mental Health Coordinating Council (MHCC) which is the peak body for non-government organisations working with mental health consumers and carers in NSW. She has been involved in the mental health sector for twenty years and has experience in acute care, research, and community based/not-for-profit mental health services and has a strong commitment to service providers taking account of a person's community setting when planning care.

Jenna's position and experience mean she is well acquainted with the issues arising from the interface between the health and community sectors particularly as it affects people with a disability. She is keen to see the development of clear guidelines on how and at what point care is transferred to community-based services. Jenna is also a member of the NSW Mental Health Implementation Group, the NSW Health Non-Governmental Organisation (NGO) Advisory Group, the Quality Management Services NGO Reference Group and the Advisory

Sally Crossing

Diagnosed and treated for breast cancer in 1995 when she was 49, Sally founded the Breast Cancer Action Group NSW in 1997. This group has over 600 survivor members across the state and provides a voice for people affected by breast cancer who want to 'make a difference'.

Sally is co-Chair of Cancer Voices NSW, a coalition of more than 100 cancer consumer groups which acts on behalf of the 29,000 people diagnosed with cancer in NSW each year. She is also Deputy President of the Health Consumers Network NSW. She sits on a number of boards, including The Cancer Council NSW, the NSW Health Participation Council and committees at both State and national levels. The NSW Minister for Fair Trading presented her with the inaugural Consumer Advocate Award in December 2001 for her work for women with breast cancer.

Initially trained as an economist, and after a career in banking and government, she works full time on a voluntary basis to represent health care consumers, particularly those who have experienced cancer.

Frank Fisher

Frank Fisher is a long-standing member of Health Issues Centre and was until recently a member of their Committee of Management. He has had a serious chronic illness for the past 40 years and is an active lobbyist for people with chronic illnesses.

Frank has been a member of the Board of the Contenance Foundation of Australia and is also a member of a range of community groups including the City of Yarra Disability Reference Group, the Southern Metropolitan Region Divisions of General Practice, the Consumer Advisory Committee of Melbourne Health and the Monash University Disability Advisory Committee. As a Consumer Representative, he has represented CHF on a range of MSAC committees. He has recently joined the both the Advisory Committee and the Consumer Reference Group of the National Resource Centre for Consumer Participation in Health.

Frank is an Associate Professor and Director of the Graduate School of Environmental Science, Monash University. He has experience in industry (electrical engineering), consulting and academic environmental science, speaks various European languages and has worked with many voluntary organisations, especially health-related. In addition to his work as an environmental scientist he now also teaches in the Health Knowledge & Society course in Monash University's new MB BS degree.

Christopher Newell AM

Christopher has been the nominee of Tasmanians with Disabilities to the Governing Committee of the CHF for some years. Tasmanians with Disabilities Inc. is a trans-diagnostic organisation that focuses on advocacy, policy development and self-help for, and on behalf of, people with all types of disability.

Both Tasmanians with Disabilities and Christopher have a broad interest in the work of CHF and issues for all consumers. Consumer rights, ethics, and consumer research are several particular interest areas, as is general practice reform, and pursuing areas where personal experience as a consumer facilitates effective advocacy for consumer rights. People with a disability are a significant social grouping disadvantaged in today's society.

Christopher has been a Consumer Representative for many years for Tasmanians with Disabilities and other consumer bodies on a number of national and State forums in many fields including telecommunications, rights, advocacy, ethics, education and health. He is also Chair of the CHF Editorial Committee.

Sue Pluck

Sue Pluck has been involved in community-based organisations for about 20 years, and has been a Consumer Representative on a number of local, State and national organisations for most of that time. She has worked with CHF on a number of projects in recent years, most notably as a representative on the Coordinated Care Trials National Evaluation Reference Group and as a member of the E-Health Strategic Group. Sue was also chair of the Consumer Advisory Group for the SA Health Plus Coordinated Care Trials.

Sue is currently a representative for the CHF on the MediConnect Evaluation Working Group, the Management Committee for the NPS Community Quality Use of Medicines Program, the National Prescribing Service Pharmaceutical Decision Support Working Group and the Enhanced Divisional Quality Use of Medicines (EDQUM) Data Reference Group. She was formerly involved on the RACGP National Practice Standards Committee and the *Toolkit for Consumer Participation* Project Reference Group.

Sue was, until recently, a member of the interim management committee for the Cochrane Consumer Network Inc and involved in the Cochrane Collaboration's Metabolic and Endocrine Disorders Review Group and the Consumers and Communication Review Group.

She is also on the Steering Group for the South Australian Consumer Reps Network. In her role as a consumer advocate Sue has worked with State Government departments, Divisions of General Practice, local hospitals, mental health organisations and local councils.

Russell Raymond, OAM

Russell Raymond, OAM, CD is a professional journalist who migrated to Australia with his wife Shirley and four children from Sri Lanka 30 years ago.

He was editor of *The Countryman*, the leading agricultural newspaper in WA for six years before moving to the *West Australian* daily newspaper as senior sub editor.

Since his arrival in WA, Russell has been actively involved in welfare and community work involving indigenous people and people from culturally and linguistically diverse backgrounds. He was President of the North Perth Migrant Resource Centre for nine years and continues to serve on the committee as Secretary. He was President of the Ethnic

Consumers' Health Forum of Australia

Communities' Council of WA for two four-year terms and is currently Secretary of the Federation of Ethnic Communities' Councils of Australia. He has spent three terms as president of the WA Sri Lanka Association.

Russell is a board member on Advocare and a member of the SBS Community Advisory Committee. He also serves on many other committees.

Diane Walsh

Diane Walsh represents the Consumer Reference Group (CRG) of the Top End Division of General Practice. She has been a member of CRG since its inception over four years ago and represented them nationally at various consumer forums. She currently sits as the public member of the Medical Board of the Northern Territory, being involved in disciplinary inquiries, sub-committees on supervision and overseas trained doctors, liaison with other agencies and the development of new health licensing legislation for the Northern Territory.

Diane is a secondary English teacher, although presently works part-time primary teaching, runs a small market business and cares for three young children. She has been employed as a childbirth educator, and is a member of the Childbirth Education Association and the Darwin Homebirth Group.

While now a permanent resident of Darwin, Diane has lived and worked in Mount Isa, Brisbane, Sydney, Northern NSW and Alice Springs. She is particularly interested in women's and children's health and rural and remote access issues.

Fiona Wheatland (Tito)

Fiona Wheatland has an extensive knowledge of health policy issues through her paid and volunteer work. She has written many articles on health consumer issues both for CHF and in other contexts and is one of the ACOSS Health Policy Advisory Team.

Fiona has extensive experience on Boards of Governance for example, on the ACT Council of Social Service, ACOSS Board and the Health Care Consumers' Association of the ACT. Her main areas of interest are consumer participation in health care, consumer safety and quality in health care; health issues for large women; mental health service delivery; medical indemnity and information provision to give consumers proper choice in health care.

Fiona is a lawyer, who has always been involved in law reform rather than practice. She brings an understanding of the legal and financial framework in which health care is delivered in Australia.

Executive Committee

The Governing Committee elects an Executive Committee, comprising the Forum's Chairperson, Vice Chairperson, Secretary, Treasurer and one other. The Executive is responsible for implementing the policy decisions of the Governing Committee, and for the management and finances of the Forum. The Executive meets by teleconference once a month.

During 2002–2003, the Governing Committee comprised:

- Mitch Messer – Chairperson
- Russell McGowan – Vice Chairperson
- Susan Mitchell – Treasurer
- Sheila Rimmer – Secretary
- Fiona Wheatland – Governing Committee nominee

Sub-committees and Working Parties

As a membership organisation driven by the needs and views of its members, CHF has established a range of sub-committees, steering committees, advisory committees and working parties to assist it developing its policies and responses and managing grants.

The following committees met during the year:

- Consumer Representatives Sub-committee
- Membership Sub-committee
- The Australian Health Consumer Editorial Committee
- Website Reference Group Sub-committee

Privacy Policy

To further CHF's commitment to protecting the privacy of CHF members and Consumer Representatives, a draft organisational Privacy Policy was formulated in consultation with Secretariat staff and members of the Executive Committee. It was based on the recommendations for privacy requirements outlined by the Office of the Federal Privacy Commissioner (OFPC) and was forwarded to members of the CHF Governing Committee and the OFPC for input.

The Privacy Policy was ratified by CHF's Governing Committee at their October 2002 meeting and the Secretariat implemented a range of procedures to ensure that the policy was understood and put into practice. It is available to CHF member organisations to use as a template to develop their own Privacy Policy. It will be reviewed by the Governing Committee later in 2003 to determine how appropriate it is as a living document.

Management

Day-to-day management of CHF is undertaken by the Secretariat, based in Canberra. The Executive Director, Helen Hopkins, is the senior employee of the Forum and has responsibility for the Secretariat staff, day-to-day finance and administration, and other delegations and powers given by the Governing Committee.

Staff

As at 30 June 2003:

- Emma Awizen – Project Officer
- Melanie Cantwell – Senior Policy Advisor
- Bede Carmody – Public Affairs Officer
- Beth Micklethwaite – Consumer Representatives Program Manager
- Melanie Rogers – Administration Assistant
- Cathy Savage – Office Coordinator
- Helen Vaughan – Project Officer

Staff departures

- Kay Barney – Manager, Community Relations
- Angela Bright – Medical Services Advisory Committee Policy and Research Officer
- Teresa Dowling – Administration Officer
- Roselyne Klee – Finance Officer
- Justin Le Couteur – Consumer Representatives Coordinator
- Yvonne Solly – Quality Use of Medicines Project Officer

New location for 2003–04

Consumers' Health Forum of Australia

Unit 10, Level 2

11 National Circuit

Barton ACT 2600

PO Box 3099

Manuka ACT 2603

Tel: +61 2 6273 5444

Fax: +61 2 6273 5888

E-mail: info@chf.org.au

Website: www.chf.org.au

Members

CHF comprises a wide variety of consumer organisations, representing a broad range of health consumers such as illness groups, disability groups and specific population groups such as youth, older people and women. In 2002/2003, CHF was comprised of 95 voting members and 126 associate members (81 organisations and 45 individuals).

Voting members

Voting members of CHF are organisations that:

- represent consumer and community opinions and do not act primarily as representing 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 are significantly for representation of the opinions of consumers
- fully support the aims and objectives of the Consumers' Health Forum.

A

ACCESS Australia National Infertility Network Ltd
ACT ME/CFS Society Inc
ACT Repetitive Strain Injury & Overuse Injury Association
AIDS Council of NSW
Allergy and Environmental Sensitivity Support and Research Association
Arthritis Foundation of Australia
Arthritis Foundation of Victoria Inc
Asthma Australia
Australian Association for the Welfare of Child Health
Australian Breastfeeding Association
Australian Chemical Trauma Alliance Inc
Australian Complementary Health Association
Australian Council of Social Service
Australian Crohns & Colitis Association (Vic)
Australian Federation of AIDS Organisations
Australian Hepatitis Council
Australian Intravenous League Inc (AIVL)
Australian Mental Health Consumer Network

Australian Pensioners' and Superannuants' Federation

Australian Speak Easy Association

Australian Women's Health Network

B

Breast Cancer Action Group (NSW)

Breast Cancer Action Group Inc

Breast Cancer Network Australia

C

Cancer Voices NSW

Carers Australia

Child Health Association Inc

Chronic Illness Alliance Inc

Club SPERANZA

Coeliac Society of NSW Inc

Consumer Reference Group of the Top End Division of General Practice

Continence Foundation of Australia Ltd

Council on the Ageing National Seniors

Council on the Ageing (SA)

Country AIDS Network (Vic) Inc

Cystic Fibrosis Australia Inc

Cystic Fibrosis Victoria Inc

Cystic Fibrosis WA

Consumers' Health Forum of Australia

D

DES Action Australia (NSW)
Diabetes Australia
Diabetes Australia (ACT)
Diabetes Australia (NSW)
Diabetes South Australia (SA)
Donor Conception Support Group of Australia Inc

E

Eating Disorders Association of SA Inc

H

Haemophilia Foundation Australia
Headway Victoria
Health Care Consumers' Association of the ACT
Health Consumers Alliance of South Australia Inc
Health Consumers' Council (WA) Inc
Health Consumers of Rural and Remote Australia Inc
Health Issues Centre
Health Rights & Community Action
Heart Support Australia
Hunter Health Council

I

Illawarra Stroke Unit Project

L

Lymphoedema Support Group of NSW

M

Maternity Coalition Inc
ME/CFS Society (SA) Inc
ME/CFS/Fibromyalgia Assoc (Qld)
ME/Chronic Fatigue Syndrome Association of Australia Ltd
Medical Consumers Association (NSW)
Mental Health Association. (NSW) Inc
Mental Health Co-ordinating Council (NSW)
Mental Illness Fellowship of SA

N

National Association of People Living with HIV/AIDS
Narcolepsy and Overwhelming Daytime Sleep Society of Australia (NODSS)

Northern Rivers ME/CFS/FM Support Assoc Inc (NSW)

O

Obsessive Compulsive Disorders Support Service (SA)
Older Persons' Action Centre
Older Women's Network Inc (NSW)

P

Palliative Care Australia
People Living With HIV/AIDS (NSW) Inc
Post-Polio Network (NSW) Inc
Public Interest Advocacy Centre

Q

Queensland Women's Health Network Inc

S

Self Help Queensland Inc
Shellharbour District Community Health Watch
SHOUT (Self Help Organisations United Together)
SIDS Australia
Sleep Apnoea Association
SOMA Health Association of Australia
South Australian Consumer Reps Network
South Australian Council of Social Service
Stillbirth and Neo-natal Death Support (Qld) Inc
Support & Advocacy Committee of Prostate Cancer Foundation of Australia

T

Tasmanians with Disabilities Inc
The Link Youth Health Service (TAS)
TRANX

V

Victorian Mental Illness Awareness Council Inc

W

WA Association for Mental Health
Wollongong Health Watch
Women's Health Victoria Inc

Associate Members

A

Aboriginal & Islander Community Health Service (Qld)
Adelaide Central Community Service
Alison Hunter Memorial Foundation (Bowral, NSW)
Asthma Victoria
Australian Nursing Homes & Extended Care Assoc
Australian Association of Consultant Pharmacy
Australian Cancer Society
Australian College of Health Service Executives
Australian College of Midwives Inc
Australian Crohns & Colitis Association (Qld) Inc
Australian Divisions of General Practice Ltd
Australian Nursing Council Inc
Australian Nursing Federation (Vic Branch)
Australian Physiotherapy Association
Australian Self-Medication Industry Inc

B

Ballarat & District Division of General Practice
Brisbane South Division of General Practice

C

Cancer Foundation of WA
Canning Division of General Practice Ltd (WA)
Carers Association of Victoria Inc
Central Highlands Division of General Practice (Vic)

D

DepressioNet (DIRS Pty Ltd)

E

Eastern Ranges GP Association (Vic)
Enduring Solutions Pty Ltd

G

General Practice Divisions of Western Australia
Goulburn Valley Division of General Practice (Vic)
Greater Bunbury Division of General Practice (WA)

H

Heart Support Australia Sapphire Coast Branch (NSW)
Hornsby Ku-ring-gai Ryde Division of General Practice

I

Illawarra Division of General Practice (NSW)
Inner Eastern Melbourne Division of General Practice
Ipswich & West Moreton Division of General Practice

J

Janssen-Cilag/Johnson & Johnson

L

Liverpool Women's Health Centre (NSW)

M

Mackay Community Health Centre (Qld)
Mallee Division of General Practice (Vic)
ME/CFS Society of Victoria Inc
Mornington Peninsula Division of General Practice (Vic)

N

National Asthma Council
National Heart Foundation of Australia
North East Valley Division of General Practice (Vic)
North East Victorian Division of General Practice
North West Melbourne Division of General Practice
North West Tasmania Division of General Practice
Northern Metropolitan Community Health Service (SA)
Northern Sydney Health (North Shore Hospital NSW)

Consumers' Health Forum of Australia

NSW Cancer Council

NSW Central West Division of General Practice

NSW Nurses' Association

NSW Therapeutic Assessment Group Inc
Nurses Board of Victoria

O

Older Women's Network Australia Inc
(Hunters Hill, NSW)

P

Paraplegic & Quadriplegic Association of Qld Inc

Pfizer Pty Ltd

Pharmaceutical Society of Australia

Pharmacy Guild of Australia

Policy and Planning, Department of Health and Ageing

Q

Queensland Cancer Fund

R

Redcliffe Bribe Caboolture Division of GP

Royal College of Nursing, Australia

Rural Doctors Association of Australia

S

School of Popular Health (University of Western Australia)

School of Public Health and Community Medicine (University of NSW)

School of Public Health (LaTrobe University, Vic)

Sexual Health & Family Planning Australia Inc

Social Work Department, Royal North Shore Hospital (NSW)

Society of Hospital Pharmacists of Australia

South East NSW Division of General Practice (NSW)

South Western Sydney Area Health Service, Community Participation

Southern Child & Adolescent Mental Health Service (SA)

Southern Tasmanian Division of General Practice

St George District Division of General Practice (NSW)

St Joseph's Hospital (Auburn, NSW)

Sunshine Coast Division of General Practice (Qld)

Sydney Legacy Appeals Fund

T

The Cancer Council South Australia

Toora Women Inc (ACT)

W

Wentworth Area Health Service (NSW)

West Victorian Division of General Practice

Women's Health West (Footscray Vic)

Women's Health Queensland Wide In

Consumer Representatives

Health consumers are represented on 200 Government, Department of Health & Ageing, and professional and research project committees. Representatives may be sought to represent the broad interests of health consumers, or to represent CHF, sometimes alongside other consumer groups.

Consumer representatives are selected by canvassing member organisations for people with the necessary skills, experience or interest to be able to make an effective contribution to the work of the committee or working party. A Consumer Representatives Subcommittee of the Governing Committee chooses the representative from the nominations received.

CHF extends its thanks and appreciation to all Consumer Representatives for their dedication, enthusiasm and time devoted to the cause of consumer participation. In 2002/20023 representatives have also contributed to the review of our CHF Consumer Representatives program and participated in a workshop to develop our response to the review. CHF will pursue implementation of the recommendations of the review based on the input given by its representatives.

ANU Medical School
Community Liaison Committee
Ms Susan Mitchell

Australasian Rehabilitation Outcomes Centre
Scientific and Clinical Outcomes Committee
Ms Shirley Shaw

Australian Cancer Network
Council
Ms Sally Crossing

Medical & Scientific Committee
Ms Sally Crossing

Australian Competition and Consumer Commission
Consumer Consultative Committee
Ms Sally Crossing

Australian Council on Healthcare Standards
Council and Board
Mr Russell McGowan

Clinical Indicator Working Parties
Ms Janney Wale

Australian Council on Healthcare Standards
Guidelines and Indicators for Dental Services
Ms Maxine Drake

National Advisory Committee
Mr Hanno Stanojevic

Standards Committee
Mr Hanno Stanojevic

Australian Divisions of General Practice
Australian Divisions of General Practice Board of Directors
Mr Russell McGowan

Australian Divisions of General Practice
Steering Committee for 2003 Network Forum
Ms Debra O'Connor

Australian General Practice Accreditation Ltd.
Board
Mr Matthew Blackmore

Consumers' Health Forum of Australia

Australian Health Ministers Advisory Council (AHMAC)

Working Party on a Nationally Consistent Approach to Medical Registration
Ms Dell Horey

Working Party on Public Access to Registers
Ms Dell Horey

Working Party on the Implementation of a National Database or Index
Ms Dell Horey

Australian Institute of Pharmacy Management

Pharmacy Advisory Group - Quality Assurance Program Evaluation
Ms Danielle Elston

Australian Law Reform Commission

Gene Patenting Inquiry
Ms Helen Hopkins

Australian Medical Council

Australian Medical Council (AMC)
Dr Christopher Newell

Education Accreditation (Specialist)
Ms Mary Corich

Education Accreditation (Specialist)
Dr Derek Weir

Education Accreditation General
Ms Sheila Rimmer

Recognition of Medical Specialties

Mrs Robin Toohey AM

Australian Medical Workforce Advisory Committee

Radiology Working Party
Ms Ann White

Australian Patient Safety Foundation

Australian Patient Safety Foundation Inc
Council
Ms Margaret Charlton

Australian Pharmaceutical Advisory Council

Council
Mr Mitch Messer

Subcommittee on the Intentional Misuse of Pharmaceuticals
Mr Timothy Moore

Working Group on Community Care Guidelines
Ms Judith Skinner

Working Group on Indigenous Health Issues
Ms Kathy Abbott

Australian Self-Medication Industry

Complaints Panel
Dr Fran Hausfeld

Australian Self-Medication Industry Promotional Monitoring Committee
Dr Derek Weir

Cancer Council NSW

Board
Ms Sally Crossing

Clinical Oncological Society of Australia Inc

Consumer Advocacy Network
Mr Russell McGowan

Department of Health & Ageing

Enhanced Divisional Quality Use of Medicines Program Steering Group
Ms Nancy Pierce

Australian Technical Advisory Group on Immunisation
Ms Jenni Howlett

Better Medication Management System (BMMS) – now MediConnect
Field testing working group
Ms Helen Hopkins

BMMS Development Group
Ms Helen Hopkins

Consumers' Health Forum of Australia

<i>Department of Health & Ageing</i> BMMS Evaluation Working Group Ms Sue Pluck	HealthConnect Stakeholder Reference Group Ms Jan Donovan
BMMS Hospital Working Group Ms Judith Skinner	Joint Advisory Committee on General Practice & Population Health Ms Sue Pluck
BMMS Technical Working Group Ms Sue Healy	National Advisory Committee on Oral Health (NACOH) Ms Kay Robinson
BMMS Technical Working Group Ms Heather Grain	National Cancer Control Initiative Management Committee Ms Merrian Kathryn Oliver-Weymouth
Blood Safety & Quality Working Group Mr Russell McGowan	National Cardiovascular & Stroke Strategies Group Mr Peter Edwards
Bowel Screening Pilot Implementation Committee Mr Russell McGowan	National Cardiovascular & Stroke Strategies Group Ms Karen Carey-Hazell
Breast Screen Australia National Advisory Committee Ms Sue Lockwood	National Demonstration Hospitals Program, Phase 4 Mr Mitch Messer
Breast Screen Australia National Quality Management Committee Ms Sue Lockwood Ms Roberta Higginson	National Health Priority Action Council (NHPAC) Ms Hilda Bastian
Cancer Strategies Group National Health Priorities Committee Mr Clive Deverall	National Immunisation Strategy Development Group Ms Jenni Howlett
Consumer Perspectives Steering Committee Mr Robert Leahy	National Influenza Pandemic Action Committee Mrs Robin Toohey AM
Consumers' sources of health information Steering Committee Ms Sarah Fogg	National Pathology Accreditation Advisory Council Ms Janney Wale
Enhanced Divisional Quality Use of Medicines Data Reference Group Ms Sue Pluck	Neonatal Standards Working Party Ms Carolyn Minchin
General Practice Immunisation Incentives Advisory Group Ms Irene Shaw	Pharmaceutical Benefits Advisory Committee Mr Mitch Messer
GP Data Model & Core Data Set Steering Committee Ms Heather Grain	

Consumers' Health Forum of Australia

Department of Health & Ageing

Pharmaceutical Benefits Pricing Authority

Ms Jo Watson

Podiatric Surgery Trial Steering
Committee

Ms Rebecca Coghlan

Point of Care Testing Reference and
Implementation Groups

Ms Cath Harmer

Mr Roger Killeen (proxy)

Private Health Industry Quality Working
Group

Dr Christopher Newell

Mr Russell McGowan

Private Sector Outreach Services Working
Group

Mr Matthew Blackmore

Prostheses Strategic Review Forum

Ms Karen Carey-Hazell

Quality and Best Practice Advisory Group
in Diagnostic Imaging

Mr Roberto Rojas-Morales

Radiation Oncology Inquiry

Mr Russell McGowan

Radiation Oncology Jurisdictional Inquiry
Group (ROJIG) - Working Group on

Physical Patient Access

Ms Judith Adams

ROJIG Working Group on Quality

Assurance

Mr John Stubbs

Review of Lymphoedema Therapies
Working Party

Ms Mary D'Elia

Statutory Immunity Advisory Group

Mrs Robin Toohey AM

Steering Group for Evaluation of
Childhood Immunisation Register

Ms Jenni Howlett

HealthInsite Editorial Board

Ms Betty Johnson

Ms Sue Healy

Department of Health & Human Services Tasmania

Home & Community Care Program

Advisory Committee

Ms Robin Wilkinson

Dietitians Association of Australia

Council on Dietetic Standards Recognition

Ms Sheila Rimmer

Electronic Distribution Working Group

Electronic Distribution Working Group
(EDWG)

Mr Bill Willcox

General Practice Computing Group

GPCG Evaluation and Monitoring

Working Group

Ms Jan Donovan

Management Committee

Ms Debra O'Connor

General Practice Education & Training

GPET Consultative Group

Mrs Robin Toohey AM

General Practice Education Australia

Guidelines for Smoking Cessation

Ms Shirley Shaw

Health Insurance Commission

Consumer Advisory Council

Ms Debra O'Connor

Stakeholder Advisory Group

Ms Debra O'Connor

Medical Services Advisory Committee

Autogenous Cartilage Transplantation

Ms Shirley Shaw

Bone Mineral Densitometry Testing

Ms Janney Wale

Consumers' Health Forum of Australia

Medical Services Advisory Committee
C-I-C Treatment of Hepatic Metastases
Mr Russell McGowan

Committee
Mr Lou McCallum (resigned),
Ms Sheila Rimmer

Endovenous Laser Treatment for Varicose
Veins
Ms Margaret Charlton

Essure Device
Ms Beth Walker

Faecal Occult Blood Test
Ms Elizabeth Symons

Intra Discal Electro Arthroplasty
Ms Rebecca Coghlan

LeukoScan
Ms Janney Wale

Minimally Invasive Direct Coronary
Artery Bypass Surgery - Performed off
pump
Mr Peter Edwards

M-Vax vaccine for the treatment of stage
111 melanoma
Mr Clive Deverall

Neonatal Hearing Screening
Ms Diane Walsh

Optical Biometry
Mr Matthew Blackmore

Permanent Tri-Chamber
Resynchronisation Committee
Mr Ivan Kayne

Photodynamic therapy for verteporfin for
subfoveal CNV lesions
Professor Frank Fisher

Quantiferon TB Test, App 1058
Ms Beth Walker

Reference 04a, nuchal fold translucency
screening
Ms Dell Horey

Review of Laparoscopic Adjustable
Gastric Banding for Morbid Obesity
Ms Valerie McKeown

Review of Magnetic Resonance Imaging
(MRI)
Mr Leo Pomery

Review of Thyrogen
Ms Catherine (Kate) Thompson

Review of Transoesophageal
Echocardiography
Mr Tony Wilkinson

Rotational Artherectomy (Rotablator)
Mr Ivan Kayne

Transanal Endoscopic Microsurgery
Ms Shirley Shaw

Visual Electrodiagnosis
Professor Frank Fisher

Medicines Australia
Code of Conduct Committee
Ms Sarah Fogg

Mental Health Council of Australia
National Consumer and Carer Forum
Ms Janet Meagher

National Cancer Control Initiative
A Clinical Cancer Registration Common
Data Set
Ms Rosetta Manaszwicz

**National Health & Medical Research
Council**
Clinical Practice Guidelines for the
Diagnosis of Persistent Vegetative States
Ms Mary Baumgarten

Collaboration in Joint Health Services
Priority Driven Research
Mr David Menadue OAM

Consumers' Health Forum of Australia

National Health & Medical Research Council

Council

Ms Michele Kosky

Dietary Guidelines for Older Australians

Expert Panel

Professor Frank Fisher

Electromagnetic Energy Research

Committee

Mr Clive Deverall

Expert Committee on Human Embryo and
Stem Cell Research

Ms Beth Walker

Mental Health Research Working Group

Ms Suzanne Knapman

Working Party on Systems of Care for
Chronic Disease

Ms Nancy Pierce

Steering Committee on Intravenous

Immunoglobulin

Mr Russell McGowan

Technical Working Party on Intravenous

Immunoglobulin

Ms Dawn Thorp

Xenotransplantation Working Party

Mr Twanny Farrugia

National Health Priority Action Council

Examining Trauma Care

Ms Heather Grain

Gene and Related Therapies Research

Advisory Panel

Mr Craig Ellis

National Arthritis and Musculoskeletal

Conditions Advisory Group

Prof Fay Gale

National Prescribing Service

Australian Prescriber Editorial Advisory
Panel

Dr Christopher Newell

Decision Support Working Group

Ms Sue Pluck

Management Committee for the
Community Quality Use of Medicines
Program

Ms Sheila Rimmer

Ms Christine Walker

Ms Judith Skinner

Mr Matthew Hunt

Ms Alison Marcus

Ms Sue Pluck

Medicines Line Management Committee

Ms Judith Skinner

Board Director

Ms Jan Donovan

Ms Rebecca Coghlan (alternate)

Pharmacy Program Prescribing
Interventions & Feedback

Ms Nancy Pierce

Program Information/Communication
Working Group

Ms Jan Donovan

Working Group on New Drugs

Mr Matthew Blackmore

National Public Health Partnership

Public Health Partnership Genetics

Working Group

Mr Mitch Messer

National Resource Centre for Consumer Participation in Health

Advisory Board

Ms Prue Borrman

Northern Territory Remote Health Workforce Agency

Working Party on the Future of GP Training in the Northern Territory
Ms Liz Scott

Pharmaceutical Society of Australia

Project Advisory Group for Competency Standards for Pharmacists in Australia
Ms Kathy Mott

Pharmacy Guild of Australia

Medicines Information for Consumers Evaluation Project
Ms Melanie Cantwell

Research and Development Grants Program Selection Committee
Mr Fred Delbridge

Philanthropy Australia

National Roundtable of Non-Profit Organisations
Ms Helen Hopkins

Quality Assurance Reference Group for Consumer Medicines Information

Quality Assurance Reference Group for Consumer Medicines Information
Dr Fran Hausfeld

Royal Australian College of General Practitioners

Expert Group on Practice Standards
Mrs Robin Toohey AM

Royal Australian College of General Practitioners

RACGP Outcomes Evaluation Advisory Committee
Ms Jenna Bateman

RACGP Practice Standards Committee
Ms Sue Pluck

Royal Australian College of General Practitioners & Royal Australian College of Nursing

RACGP/RACN - Nursing in General Practice Project
Ms Susan Mitchell

Royal Australian College of Physicians

Life Threatening Illness Working Group
Mr Clive Deverall
Ms Sheila Rimmer

Royal College of Nursing Australia

RCNA Accreditation and Credentialling Feasibility Study Management Committee
Ms Dawn Thorp

Safety and Quality Council

Medication Safety Taskforce
Ms Nancy Pierce

Consumer Working Group

Mr Lou McCallum

Consumer Reference Group

Ms Helen Hopkins

South Australian Safety and Quality Council

Council

Ms Pam Moore

Mr Gerald Graves

Speech Pathology Association of Australia

Ethics Board

Mr Peter Dhu

Standards Australia

Open Disclosure in Health Care

Ms Heather Grain

IT/14 Health Informatics Committee

Ms Heather Grain

Consumers' Health Forum of Australia

Therapeutic Goods Administration

Complementary Medicines Evaluation
Committee (CMEC)
Dr Heather Yeatman

Advertising Code Council

Mr Alan Barclay
Mr Matthew Blackmore (proxy)

Code Council Complaints Resolution
Panel

Mr Alan Barclay
Mr Matthew Blackmore (proxy)

Crisis Management Task Force
Dr Derek Weir

Disinfectant Working Group
Ms Jude Byrne

Drug Safety and Evaluation Branch
Workflow Processes Review
Ms Melanie Cantwell

Industry Consultative Committee
Dr Derek Weir

Interim Advertising Council
Dr Derek Weir

Medicines Labelling Legislation Sub-
committee
Ms Melanie Cantwell

Project Advisory Committee (PAC)
Electronic Listing Facility of Drug
Products
Ms Karen Carey-Hazell

Sub Committee on Guidelines for
Consumer Focused Labelling
Ms Jan Donovan

National Drugs & Poisons Scheduling
Committee
Ms Sarah Fogg

Number of committees

1995/96	139
1996/97	127
1997/98	130
1998/99	118
1999/00	158
2000/01	160
2001/02	200
2002/03	184

Consumers' Health Forum of Australia

**Financial Report
for the year ended 30 June 2003**

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CONSUMERS' HEALTH FORUM OF AUSTRALIA

DIRECTORS' REPORT (cont'd)
CONSUMERS' HEALTH FORUM OF AUSTRALIA

COMMITTEE'S REPORT

Your committee members submit the financial report of the Consumers' Health Forum of Australia for the financial year ended 30 June 2003.

Committee Members

The names of committee members throughout the financial year and at the date of this report are:

Mitchell Messer (Chair) (Appointed 15 November 2002)
Russell McGowan (Vice Chair) (Appointed 15 November 2002)
Susan Mitchell (Treasurer) (Appointed 15 November 2002)
Sheila Rimmer (Secretary) (Appointed 15 November 2002)
Jenna Bateman (Continuing)
Sally Crossing (Continuing)
Frank Fisher (Appointed 15 November 2002)
Christopher Newell (Continuing)
Sue Pluck (Appointed 15 November 2002)
Russell Raymond (Appointed 15 November 2002)
Fiona Tito (Appointed 15 November 2002)
Diane Walsh (Appointed 15 November 2002)
Louis McCallum (Resigned 15 November 2002) (Retiring Chair)
David Menadue (Resigned 15 November 2002)
Peter Dhu (Resigned 15 November 2002) (Retiring Treasurer)
Margaretha Hanen (Resigned 15 November 2002)

Principal Activities

The principal activity of the association during the financial year was to contribute to the development of equitable health services..
No significant change in the nature of these activities occurred during the year.

Significant Changes

No significant change in the nature of these activities occurred during the year

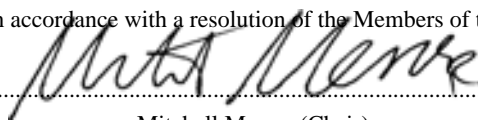
Operating Result

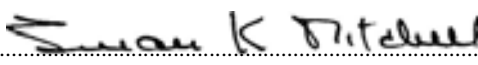
The profit from ordinary activities after providing for income tax amounted to \$57,705.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association, the results of those operations, or the state of affairs of the association in future financial years.

Signed in accordance with a resolution of the Members of the Committee:


.....
Mitchell Messer (Chair)


.....
Susan Mitchell (Treasurer)

Dated this 17th day of SEPTEMBER 2003

CONSUMERS' HEALTH FORUM OF AUSTRALIA

**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2003**

	Notes	2003 \$	2002 \$
Revenue from ordinary activities	2	817,173	721,333
Employee benefits expense		(346,240)	(318,218)
Depreciation and amortisation expenses	3	(4,279)	(2,494)
Other expenses from ordinary activities		(408,949)	(326,321)
Profit from ordinary activities		<u>57,705</u>	<u>74,300</u>

CONSUMERS' HEALTH FORUM OF AUSTRALIA

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2003**

	Notes	2003 \$	2002 \$
CURRENT ASSETS			
Cash assets	4	135,724	235,947
Receivables	5	73,564	57,818
Other	6	<u>24,363</u>	<u>15,418</u>
TOTAL CURRENT ASSETS		<u>233,651</u>	<u>309,183</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	<u>9,982</u>	<u>9,707</u>
TOTAL NON-CURRENT ASSETS		<u>9,982</u>	<u>9,707</u>
TOTAL ASSETS		<u>243,633</u>	<u>318,890</u>
CURRENT LIABILITIES			
Payables	8	22,792	94,836
Provisions	9	12,827	11,593
Other	10	<u>86,375</u>	<u>132,132</u>
TOTAL CURRENT LIABILITIES		<u>121,994</u>	<u>238,561</u>
TOTAL LIABILITIES		<u>121,994</u>	<u>238,561</u>
NET ASSETS		<u>121,635</u>	<u>80,329</u>
EQUITY			
Accumulated surplus		<u>121,635</u>	<u>80,329</u>
TOTAL EQUITY		<u>121,635</u>	<u>80,329</u>

The accompanying notes form part of these financial statements.

CONSUMERS' HEALTH FORUM OF AUSTRALIA

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2003**

	Notes	2003 \$	2002 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from members and other activities		43,489	225,913
Operating grant receipts		768,941	648,346
Payments to suppliers and employees		(912,843)	(609,988)
Interest received		<u>4,743</u>	<u>413</u>
Net cash provided by/(used in) operating activities	11 (b)	<u>(95,670)</u>	<u>213,685</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Net payment for property, plant and equipment		<u>(4,553)</u>	<u>(3,253)</u>
Net cash used in investing activities		<u>(4,553)</u>	<u>(3,253)</u>
CASH FLOW FROM FINANCING ACTIVITIES			
Proceeds from borrowings		<u>-</u>	<u>-</u>
Net cash provided by/(used in) financing activities		<u>-</u>	<u>-</u>
Net increase/(decrease) in cash held		(100,223)	210,432
Cash at beginning of financial year		<u>235,947</u>	<u>25,515</u>
Cash at end of financial year	11 (a)	<u><u>135,724</u></u>	<u><u>235,947</u></u>

CONSUMERS' HEALTH FORUM OF AUSTRALIA

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2003

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporation Act of the Australian Capital Territory.

The financial report is for the entity Consumers' Health Forum of Australia as an individual entity. The Consumers' Health Forum of Australia is an association incorporated in the Australian Capital Territory under the Associations Incorporations Act 1991.

The financial report has been prepared on an accruals basis and is based on historical costs. It does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by the association in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

(a) Income Tax

No provision for income tax has been raised as the association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(b) Property, Plant and Equipment

Each class of property plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation.

Plant and Equipment

Plant and equipment are measured on the cost basis.

The carrying amount of plant and equipment is reviewed annually by the association to ensure it is not in excess of the recoverable amount of those assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

Depreciation

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the association commencing from the time the asset was held ready for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of fixed asset	Depreciation rates	Depreciation basis
Furniture, Fixtures and Fittings	10 - 30 %	Diminishing Value

(c) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association are classified as finance leases. Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that the association will obtain ownership of the asset, or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Lease incentives received under operating leases are recognised as a liability. Lease payments received reduced the liability.

(d) Investments

Non-current investments are measured on the cost basis. The carrying amount of investments is reviewed annually by directors' to ensure it is not in excess of the recoverable amount of these investments. The recoverable amount is assessed from the quoted market value for shares in listed companies or the underlying net assets for other non-listed corporations. The expected net cash flows from investments have not been discounted to their present value in determining the recoverable amounts.

(e) Employee Entitlements

Provision is made for the association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

(f) Cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

(g) Revenue

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. Other revenue is recognised when the right to receive the revenue has been established.

(h) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

CONSUMERS' HEALTH FORUM OF AUSTRALIA

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003**

	Note	2003	2002
		\$	\$
NOTE 2: REVENUE			
Operating activities			
- interest	2(a)	4,743	413
- Publications & Journals		6,621	40,351
- operating grants		768,941	648,346
- other revenue		<u>36,868</u>	<u>32,223</u>
		<u>817,173</u>	<u>721,333</u>
(a) Interest from:			
- other persons		<u>4,743</u>	<u>413</u>

NOTE 3: PROFIT FROM ORDINARY ACTIVITIES

Profit (losses) from ordinary activities has been determined after:

(a) Expenses:

Depreciation of non-current assets

- Plant and equipment	<u>4,279</u>	<u>2,494</u>
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Bad and doubtful debts:

- trade debtors	<u>-</u>	<u>(659)</u>
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Remuneration of the auditors for:

- audit or review services	<u>4,833</u>	<u>2,745</u>
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(b) Revenue and Net Gains

(c) Significant Revenues and Expenses:

Subsidies & Grants	(768,941)	(648,346)
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Publications & Journals	(6,621)	(40,351)
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Consultancies	61,769	56,685
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Salaries & Wages	<u>314,256</u>	<u>299,092</u>
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NOTE 4: CASH ASSETS

Cash on hand	100	-
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Cash at bank	<u>135,624</u>	<u>235,947</u>
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	<u>135,724</u>	<u>235,947</u>
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NOTE 5: RECEIVABLES

CURRENT

Trade debtors	<u>73,564</u>	<u>57,818</u>
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NOTE 6: OTHER ASSETS

CURRENT

Prepayments	17,698	8,753
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Other current assets	<u>6,665</u>	<u>6,665</u>
	<u>24,363</u>	<u>15,418</u>

NOTE 7: PROPERTY, PLANT AND EQUIPMENT

PLANT AND EQUIPMENT

(a) Plant and equipment

At cost	20,149	25,080
Less accumulated depreciation	<u>(10,167)</u>	<u>(15,373)</u>
	<u>9,982</u>	<u>9,707</u>
Total plant and equipment	<u>9,982</u>	<u>9,707</u>
Total property, plant and equipment	<u>9,982</u>	<u>9,707</u>

(a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year

	Plant & equipment \$	Total \$
2003		
Balance at the beginning of the year	<u>9,707</u>	<u>9,707</u>
Carrying amount at end of year	<u>9,982</u>	<u>10,649</u>

NOTE 8: PAYABLES

CURRENT

Unsecured liabilities

Trade creditors	22,536	69,776
Sundry creditors and accruals	<u>256</u>	<u>25,060</u>
	<u>22,792</u>	<u>94,836</u>

NOTE 9: PROVISIONS

CURRENT

Employee entitlements	(a) <u>12,827</u>	<u>11,593</u>
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(a) Aggregate employee entitlements liability	<u>12,827</u>	<u>11,593</u>
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NOTE 10: OTHER LIABILITIES

CURRENT

Deferred income	16,400	13,633
Other current liabilities	<u>69,975</u>	<u>118,499</u>
	<u>86,375</u>	<u>132,132</u>

NOTE 11: CASH FLOW INFORMATION

(a) Reconciliation of cash

Cash at the end of the financial year as shown in the statement of Cash Flows is reconciled to the related items in the statement of financial position

CONSUMERS' HEALTH FORUM OF AUSTRALIA

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003**

	Note	2003	2002
		\$	\$
as follows:			
Cash on hand		100	-
Cash at bank		<u>135,624</u>	<u>235,947</u>
		<u><u>135,724</u></u>	<u><u>235,947</u></u>
 (b) Reconciliation of cash flow from operations with profit from ordinary activities after income tax			
Surplus from ordinary activities after income tax		57,705	74,300
Non-cash flows in profit from ordinary activities			
Depreciation		4,279	2,494
Charges to provisions		-	(659)
Changes in assets and liabilities			
Decrease in receivables		(24,691)	(44,307)
(Increase)/decrease in other assets		(8,945)	2,126
increase/(decrease) in payables		(125,253)	185,703
increase/(decrease) in provisions		<u>1,235</u>	<u>(5,972)</u>
Cash flows from operations		<u><u>(96,670)</u></u>	<u><u>213,685</u></u>

NOTE 12: FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

The association's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on classes of financial assets and financial liabilities, is as follows:

	Weighted Average		Floating Interest Rate		Fixed Interest Rate Maturing			
	Effective Interest Rate				Within 1 Year		1 to 5 Years	
	2003	2002	2003	2002	2003	2002	2003	2002
Financial Assets	%	%	\$	\$	\$	\$	\$	\$
Cash	-	-	<u>135,624</u>	<u>235,947</u>	-	-	-	-
Total financial assets			<u>135,624</u>	<u>235,947</u>	-	-	-	-

	Fixed Interest Rate Maturing		Non-Interest Bearing		Total	
	Over 5 Years					
	2003	2002	2003	2002	2003	2002
	\$	\$	\$	\$	\$	\$
Cash	-	-	100	-	135,724	235,947
Receivables	<u>-</u>	<u>-</u>	<u>73,564</u>	<u>57,818</u>	<u>73,564</u>	<u>57,818</u>
Total financial assets	<u>-</u>	<u>-</u>	<u>73,664</u>	<u>57,818</u>	<u>209,288</u>	<u>293,765</u>
Financial liabilities						
Trade and sundry creditors	<u>-</u>	<u>-</u>	<u>22,792</u>	<u>157,191</u>	<u>22,792</u>	<u>157,191</u>
Total financial liabilities	<u>-</u>	<u>-</u>	<u>22,792</u>	<u>157,191</u>	<u>22,792</u>	<u>157,191</u>

CONSUMERS' HEALTH FORUM OF AUSTRALIA

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003**

	Note	2003	2002
		\$	\$
NOTE 13: RETAINED PROFITS			
Retained profits at the beginning of the financial year		80,329	6,029
Adjustment to opening retained earnings (Administration Levy carried forward to 2002/03 year)		(16,399)	-
Profit/(loss) attributable to members		<u>57,705</u>	<u>74,300</u>
Retained profits at the end of the financial year		<u>121,635</u>	<u>80,329</u>

NOTE 14: ASSOCIATION DETAILS

The principal place of business of the association is:
Consumers' Health Forum of Australia
Unit 10, Level 2
11 National Circuit
BARTON ACT 2600

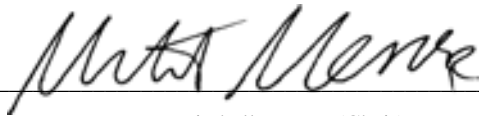
CONSUMERS' HEALTH FORUM OF AUSTRALIA

STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the committee the financial report as set out on pages 2 to 11:

1. Presents fairly the financial position of Consumers' Health Forum of Australia as at Monday, 30 June 2003 and its performance for the financial year ended on that date in accordance with the Australian Accounting Standards and other mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Consumers' Health Forum of Australia will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the Committee by:



Mitchell Messer (Chair)



Susan Mitchell (Treasurer)

Dated this 17th day of SEPTEMBER 2003

ABN 67 683 759 013

1st Floor, London Court
13 London Circuit, Canberra

Correspondence to:
GPO Box 554, Canberra ACT 2601

Telephone: (02) 6274 0400
Facsimile: (02) 6247 4100
Email: admin@canb.bentleys.com.au

Internet: www.bentleys.com.au

CONSUMERS' HEALTH FORUM OF AUSTRALIA
INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF
CONSUMERS' HEALTH FORUM OF AUSTRALIA

Scope

We have audited the financial report of Consumers' Health Forum of Australia for the financial year ended Monday, 30 June 2003 being the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, notes to the Financial Statements and the Statement by Members of the Committee. The committee is responsible for the financial report. We have conducted an independent audit of this financial report in order to express an opinion on it to the members.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards, the Association Incorporation Act of the Australian Capital Territory, and other mandatory professional reporting requirements in Australia so as to present a view which is consistent with our understanding of the association's financial position and performance as represented by the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion, the financial report of Consumers' Health Forum of Australia presents fairly in accordance with applicable Accounting Standards in Australia, the Association Incorporation Act of the Australian Capital Territory and other mandatory professional reporting requirements, the financial position of Consumers' Health Forum of Australia as at Monday, 30 June 2003 and the results of its operations and its cash flows for the financial year then ended.

Bentleys MRI
Chartered Accountants
1st Floor, London Court
13 London Circuit
CANBERRA ACT 2600



Chartered Accountants



Robert Ellison
Partner

24/9/2003

CONSUMERS' HEALTH FORUM OF AUSTRALIA

**DISCLAIMER
TO THE MEMBERS OF
CONSUMERS' HEALTH FORUM OF AUSTRALIA**

The additional financial data presented on page 16 is in accordance with the books and records of the association which have been subjected to the auditing procedures applied in our statutory audit of the association for the financial year ended Monday, 30 June 2003. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Consumers' Health Forum of Australia) in respect of such data, including any errors of omissions therein however caused.

Bentleys MRI
Chartered Accountants
1st Floor, London Court
13 London Circuit
CANBERRA ACT 2600



Chartered Accountants

Robert Ellison
Partner



2003

CONSUMERS' HEALTH FORUM OF AUSTRALIA

**PRIVATE INFORMATION FOR THE COMMITTEE OF MANAGEMENT
ON THE 2003 FINANCIAL STATEMENTS**

**INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2003**

	2003	2002
	\$	\$
INCOME		
Interest Income	4,743	413
Publication and Journal income	6,621	40,351
Subsidies and grants	768,941	648,346
Other income	<u>36,868</u>	<u>32,223</u>
TOTAL INCOME	817,173	721,333
LESS EXPENSES		
Accounting fees	8,386	2,765
Advertising and promotion	(60)	280
Audit fees	4,833	2,745
Bad debts	-	(659)
Bank charges	1,192	1,317
Computer expenses	900	5,210
Consultancy fees	61,769	56,685
Contract work	32,964	13,276
Depreciation	4,279	2,494
Executive Expenses	7,738	11,357
Hire of plant & equipment	22,050	19,235
Annual Leave	3,777	(4,806)
Insurance	9,350	12,827
Journal expenses	11,414	16,251
Legal costs	4,526	5,116
Loss on disposal of assets	667	-
Meeting Expenses	50,137	29,457
Postage and couriers	5,633	13,896
Printing & stationery	21,291	15,938
Rent	40,690	36,492
Repairs & maintenance	9,742	5,414
Salaries & wages	314,256	299,092
Staff training & welfare	5,149	8,260
Subscriptions	1,697	1,693
Sundry expenses	88	442
Superannuation	28,208	23,932
Telephone	10,466	8,411
Traveling expenses	26,084	44,417
Workshop expenses	<u>72,242</u>	<u>15,496</u>
TOTAL EXPENSES	<u>759,468</u>	<u>647,033</u>
OPERATING PROFIT/(LOSS)	<u><u>57,705</u></u>	<u><u>74,300</u></u>

These financial statements should be read in conjunction with the attached Disclaimer.