

# In 2021-22, on behalf of our 250+ members, CHF...

Advocated through input into submissions, and international and national committees on:

- primary care
- mental health
- digital health
- medicines policy
- prevention
- safety and quality
- private health
- out-of-pocket costs and consumer engagement



Partnered with:  
NHMRC Partnership Centre for Health System Sustainability on Australian Health Consumer Sentiment Survey of **5,000 +** and NPS MedicineWise to advance quality use of medicines



Collaborated with the Digital Health CRC, Curtin University and Deloitte to produce a thought leadership paper: *Australia's Health Reimagined*



Nominated and supported over **130 consumer advisors** in government and non-government committees and taskforces



Facilitated six Special Interest Groups and launched *Consumer Link* to connect consumer advisors to roles, opportunities, resources and networks



Kept members and stakeholders up to date with newsletters, *Health Update*, and *Consumers Shaping Health* and our e-journal, *Health Voices*



Co-convoked a Primary Health Care Reform Leaders' Summit with the Primary Health Network Cooperative

Hosted the Youth Health Forum Summit with **230+** participants



Published a series of policy reports on topic such as access to health services for rural, regional and remote communities and youth health needs



Conducted **10** Australia's Health Panel surveys and grew the panel to **1000** members



Held **11 CHF Talks** webinars (with **2034** subscribers), **6 Consumer Link** webinars and **1 Members Policy Forum**



Engaged with our

**10,000+** followers on Twitter, and our growing social media platforms of **1,200+** Facebook, and **1,000** Linked In followers



Generated 100's of media interviews in TV, radio and print. Published 35 media releases and 29 blogs and received almost 63,000 visits to CHF website

Promoted consumer issues to government and engaged in targeted election campaigning on behalf of consumers

Continued pioneering work on consumer leadership, developing *Collaborative Pairs Youth* with Orygen and North Coast PHN, and a prospectus for an Australian Consumer Leadership Academy



## What our members and stakeholders say

**85.7%** of respondents agreed that CHF is a leading consumer health organisation

**81.4%** of respondents agreed that CHF is a thought-leader in healthcare

*"CHF has successfully built up a strong reputation over many years and is a well-respected voice for consumers with a seat at the table in key conversations."*

*"CHF shines a light on areas where things can be done better [with] a strong focus on equity and fairness of access."*

*"CHF understands best practice principles of advocacy and engagement and is certainly well connected. It does impact and influence health policy and brings a consumer lens to those discussions to ensure that policies ultimately reflect consumer needs."*