

OUR STRATEGY

CHF Consumers Health
Forum **OF** Australia

We believe...

...in a universal health system where equitable access is based on need

...in a health system where people have choice and control over their health and care

...a truly world class system should have a strong and influential national consumer voice as part of its framework

...that better health and care decisions, experiences of care and outcomes are achieved when consumers are involved from beginning to end

...place-based care designed with consumers and communities will deliver better outcomes and experiences of care and more locally responsive services

...that policy and healthcare decisions should be informed by a strong evidence base including consumer experience

Our vision

A world class health and social care system centred on consumers and communities.

Our mission

To draw on consumer and community knowledge and experience to relentlessly drive innovation and improvements to the Australian health and human service system.

OUR OBJECTIVES

A collective voice for consumers and communities.



1 Advocating for impact

CHF will make credible, authoritative and constructive contributions to national policy and system design. CHF will strive to set the agenda for a consumer centred health system and advocate for the changes needed to realise that future.



2 Consumers shaping health

CHF will support meaningful and authentic consumer engagement and participation at all levels of the health system. CHF will equip consumer leaders to act with impact and influence. CHF will facilitate opportunities to build capacity and improve the practice of consumer-centred health care.



3 Partnering for purpose

CHF will work with members and networks to maximise the impact of the consumer voice at the national level. We will strategically partner with stakeholders to shape better healthcare by ensuring that a consumer focus is always front and centre.



4 Resilient and strong

CHF will maintain and grow a strong and diverse membership. We will ensure our governance and leadership is of the highest standard. We will strengthen our organisational resilience and assure our financial sustainability.

Our areas of focus in implementing our objectives... Safety, quality and consumer participation | Primary and integrated care reform | Prevention and the social determinants of health | Health financing and design including private health insurance reform | National medicines policy and pharmacy reform

To find out how CHF can help you visit www.chf.org.au or call 02 6273 5444

Consumers shaping health