

In 2020-21, on behalf of our members, CHF...

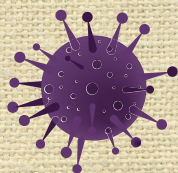


Worked with our growing **membership of 265** organisations and individuals, reaching millions of consumers.

Identified and supported **84 consumer representatives** consulting on medicines advice, health care homes, digital health and pharmaceutical benefits.



Advised agencies including Department of Health, PHNs, Australian Digital Health Agency, NPS MedicineWise, ACSQHC, AIHW and the Australian Information Commissioner.



Advanced consumer interests on COVID-19 reforms in telehealth, eprescribing and the National COVID-19 Clinical Taskforce.



Supported the **Youth Health Forum** and **five Special Interest Groups** and held **11 webinars** with health leaders attended by 100s, and **four webinars** for young health advocates

Ran the inaugural Australian and NZ **consumer leadership and experience summit** with 835 delegates, 162 speakers, 89 presentations and two masterclasses.



Partnered with the **research community** such as the Australian Health Research Alliance, the Australian Digital Health CRC, NHMRC Partnership Centre for Health System Sustainability, and Curtin University.



We're **#withconsumers**
CHF Consumers Health Forum of Australia

Promoted **health literacy** for consumers through our **Be Health Aware** portal and granted 14 events use of the **CHF Tick**.



Kept **members and stakeholders informed** through **publications**; Health Update, Consumers Shaping Health and our journal, Health Voices and **maintained an email list** of over **4,300 subscribers**.



Appointed to the Australian Broadband Advisory Council, Health Expert Working Group, Chair of the ACSQHC Patient Advisory Panel, and Steering Groups on prosthesis and out-of-pocket costs.



Continued **members of Expert Steering Groups** for the 10 Year PHC Plan and the National Preventive Health Strategy.

Conducted eight **Australia's Health Panel** surveys and grew the panel to **800 members**, an increase of 110%.



Released Reports on Loneliness, the COVID-19 Consumer Commission report, the Consumer Segmentation and Activation Project, Life Transitions and Youth Pathways, and the consumer report card into Australia's health system



Engaged with our **9,600** followers on Twitter, and our **growing social media** platforms of **1,200+** Facebook, and **700** Linked In followers.



Generated **100s of media mentions** and interviews in TV, radio and print. Published **47 media releases** and **16 blogs** and received **59,000 visits** to CHF website.



Redesigned **Collaborative Pairs**, an innovative consumer and clinical **leadership development program**, into a virtual format, with a new intake from Australia and New Zealand



Promoted the consumer case to parliamentarians and government



Represented internationally on the Patient Advisory Panel, OECD PaRIS project, APEC Business Ethics Forum patient roundtables, WHO Western Pacific, and a global social prescribing alliance.