

Terms of Reference: CHF Register

Purpose

Consumers Health Forum of Australia (CHF) is establishing a pool or register of health consumer advocates (CHF Register) who represent the diverse perspectives and experiences of health care and health care advocacy in Australia.

The CHF Register is for experienced and emerging health consumer advocates and representatives who want to contribute to national health policy and program discussions with CHF or CHF's strategic stakeholders (such as the Australian Government Department of Health, Disability and Ageing) or support CHF consumer engagement capability development activities for consumers and policy makers.

CHF Register purpose

Members of the CHF Register will be connected with opportunities to use your valuable and unique lived experience and expertise to inform health policy, programs and services across Australia.

The CHF Register will provide opportunities for diverse consumer voices to contribute to health policy and program discussions through the following activity streams:

- Consumer speakers and panellists
- Rapid consumer appointments for CHF strategic stakeholders
- CHF rapid policy or program consultations

CHF Register activity streams

Register activity streams	Description of stream activities and focus
Speaker and panellist engagement for webinars, workshops and conferences	- Consumer Engagement capacity building – sharing of expertise, advocacy experience and insights as a health consumer involved in consumer engagement activities, rather than sharing personal experiences of the health system. - Lived Experience: sharing personal and community lived experience to inform discussions, webinar presentations, workshops, events and other engagement activities.
Rapid consumer appointments for CHF strategic stakeholders	- Rapid appointment requests for committees, advisory groups and other consultations or appointments with CHF strategic partners including the Department of Health, Disability and Ageing. - Often, very limited time available to finalise appointments.

	- Generally, but not exclusively, senior level appointment for experienced consumer advocates
CHF rapid policy or program consultations	- Short-notice consultations on policy, documents or programs. This includes consultations to inform CHF submissions to government and other decision makers..

CHF Register Membership

- Members of the CHF Register form a database of consumers who are interested in participating in public facing or rapid response consumer engagement opportunities with CHF strategic partners.
- CHF Register members are not representatives of CHF, but health consumer advocates and representatives interested in opportunities for engagement.
- Members will have lived-experience as health consumers and/or carers and range from emerging to experienced health consumer advocates at individual, local and national levels.
- CHF will seek diverse representation across Aboriginal and Torres Strait Islander Peoples, Disability, Culturally and Linguistically Diverse, LGBTIQA+, youth, older adults, rural and remote communities
- Members should have an interest in improving Australia's healthcare system
- Members are selected as individuals and not representatives of groups or organisations
- All CHF Register members will be required to sign the CHF Register Code of Conduct.

How the Register works

- CHF Register membership will be for an initial 12-month term.
- Consumers can apply to join the CHF Register during Register recruitment rounds. In 2026-2027 this will take place in July-August. Additional recruitment rounds may be held at the discretion of the CHF.
- Consumers identify up to two activity streams they wish to participate in.
- CHF will identify up to 30 members per activity stream on the CHF Register.
- Consumers who meet the CHF Register criteria and are selected as members will be invited to join the CHF Register.
- All members of the CHF Register will be required to attend a compulsory CHF Register Onboarding Workshop for the activity stream(s) they wish to participate in.

- Membership of the CHF Register does not guarantee participation in activities. It does mean members will be kept informed about opportunities that match the preferred activities and expertise areas provided for each member profile.

Onboarding workshop(s)

The CHF Register Onboarding Workshops for each stream will:

- Share information about the CHF Register, its purpose and expectations for both CHF and CHF Register members.
- Provide information about the process for notifying members about opportunities, submitting simplified expressions of interest and the applicant selection processes.
- Each activity stream will also have a tailored skills development section of the relevant onboarding workshop delivered by CHF staff and experienced consumers:
 - **Speaker and panelist activity stream:** Provide tips, support resources and ideas for effective presentations, engaging panels and public speaking.
 - **Rapid consumer appointments for CHF strategic stakeholders:** Provision of tips, support resources for effective engagement on national committees or advisory groups, information management and stakeholder engagement skills.
 - **CHF rapid policy or program consultations:** tips and suggestions to support consumers to engage effectively in consultations including any preparation work, reflecting on individual experience within a systems context and making effective recommendations and suggestions.

Remuneration

CHF led opportunities

CHF will remunerate (pay) CHF Register members who are appointed and actively participate in the advertised opportunities.

Remuneration will be for:

- Sitting fees: Participation in agreed briefing sessions, preparation and delivery of the work.
- Reimbursement – with prior approval of CHF only. Reimbursement of appropriate travel or other expenses may be made.
- Remuneration rates (based on the 2026 Australian Government's Remuneration Tribunal Declaration: Remuneration and Allowances for Part time Offices).
 - Hourly - \$95.20
 - Daily fee (5 hours or more) - \$476

- CHF will inform participants if there is preparation work or pre-reading required for an appointment and number of hours allocated for remuneration for this time.
- Payment will be made by bank transfer, using the current rate set by the Commonwealth Remunerations Tribunal for part-time members. No other type of payment can be provided.
- Travel: Where required and possible, travel will be book for the appointed consumer.

External appointments

CHF tries to ensure all our strategic partners offer remuneration for time and expertise. Information CHF has about any external partner appointments, reimbursements and remuneration will be shared with the CHF Register members for each activity as required.

Commitment

Members of the CHF Register are expected to:

- Attend and actively participate in a CHF Register Onboarding Workshop for the engagement stream they are interest in.
- Sign the CHF Register agreement including the Code of Conduct.
- Attend and actively participate in briefings and activities for the opportunities CHF Register members are appointed to.
- Share their experiences, expertise and perspectives openly and respectfully.
- Respect the diversity of views among Members and panels they participate in.
- Maintain confidentiality where required.

CHF will:

- Share information about consumer engagement opportunities that match CHF Register member profiles.
- Try to ensure diversity of lived experience, expertise, and demographics are represented amongst all activity streams on the CHF Register.

Termination of membership

Should a member wish to cease their membership in the CHF Register, or if a situation occurs where a member demonstrates actions not reflective of the CHF Register Code of Conduct, membership can be ceased by:

- Member informs the CHF Consumer Engagement team by emailing admin@chf.org.au of their intention to cease membership as soon as possible, or

- CHF Executive Director Advocacy and Engagement provides a written notice to the Register member.

Feedback mechanism and review

Members of the CHF Register will be invited to provide feedback about the consumer engagement practices, effectiveness and efficiencies of the CHF Register during the annual activity review (April-June 2027). This Terms of Reference will be reviewed based on the feedback provided and other data from the annual activity review.

Feedback can also be provided by contacting the CHF Consumer Engagement Team at admin@chf.org.au.