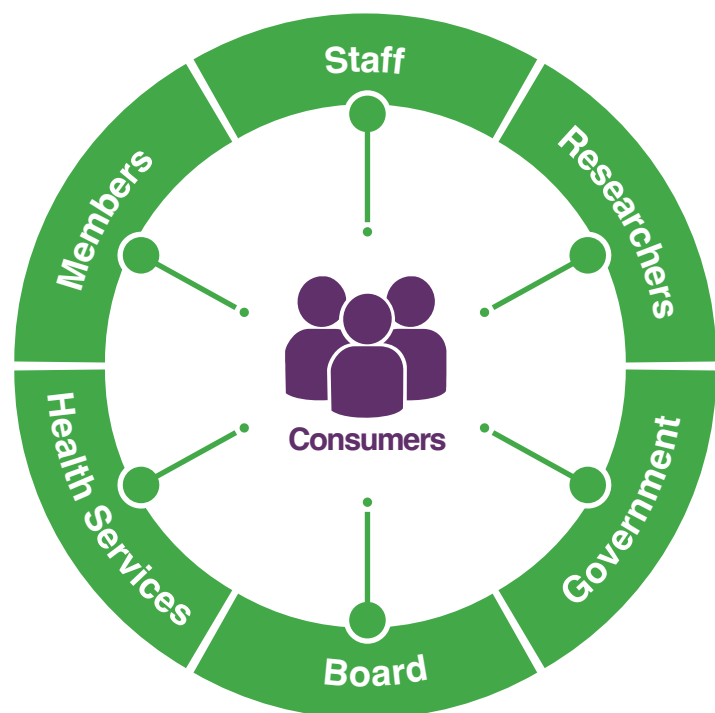




Who Are We? CHF is the national independent peak body for health consumers.

Our Purpose is to build a powerful voice for fair, accountable and compassionate health care.

We Believe real change happens when consumer voices are strong at every level of the health system.

2026-2029 Strategic Objectives



Consumers Leading Health

We will strengthen meaningful consumer leadership and co-production at all levels of the health system, so that consumers have real agency and choice in decisions that affect them.



Partnering with Purpose

We will work with our partners in ways that amplify consumer perspectives, strengthen the movement and achieve collective impact. Our role is to be a connector, convenor, and authority on what good engagement looks like.



Advocating for Change

We will use credible consumer insights and research evidence to influence national policy and system design, achieving tangible improvements in fairness, access, safety and quality.

We strive for equity, co-production, integrity, accessibility and continual learning in all we do

Trusted, Sustainable Organisation

We will strengthen CHF's independence, resilience and culture so that we remain a trusted and sustainable peak voice for health consumers.