

Consumers' access and affordability to healthcare

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Consumers Health Forum of Australia

- National Peak
 Body for
 Australian health
 consumers
- Australian healthcare must be accessible, affordable and safe





What consumers told us about access and affordability

- We can't afford healthcare
- Service and system navigation is a consumer burden
- There is wide variation and folks rely on luck
- People want better pathways to care
- People experience two separate systems public and private



Affordability issues

- Healthcare v housing
- Costs are compounded by complexity
- Buying healthcare is hard work





Affordability solutions

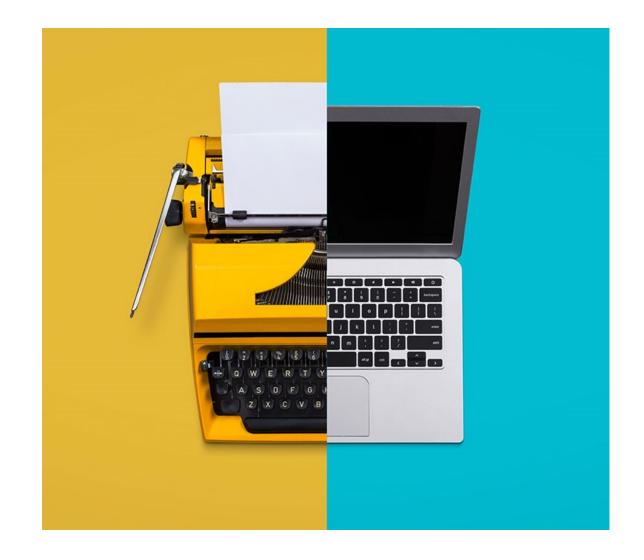
- Prevention is better than Medicare
- Let's focus the \$ on education
- Make better use of non-clinical supports (peers, carers and assistants)
- Medicare should incentivise practitioners to deliver best practice care





Access issues

- Geographical divide
- Digital divide
- Privileges and penthouses





Access solutions

- Listen deeply
- Simplify the system
- Build the capacity of consumers
- Practical measures





The way forward

Immediate Commonwealth funding for CHF to run *Understanding Medicare – understanding your health*community education sessions across the country

