

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**