



Australian
Patients
Association

Australian Patients Association Corporate Membership Scheme

Whether it's avoidable deaths, medical negligence leading to long term ill health or the shock of out-of-pocket expenses, there is growing worldwide momentum around the importance of listening to and engaging with patients. The Australian Patients Association (APA) is part of an international movement to ensure that patients are truly at the centre of their healthcare. It is leading a healthcare revolution in Australia that is changing the way we think about patient care and services. Unlike single disease focus lobby and self-help groups, the APA advocates for all users of Australia's healthcare system.

Every year, through our helpline we assist many Australians to understand their rights, learn how to access the best possible care, how to navigate the public and private systems and where appropriate make complaints and seek redress.



Why Join?

As a corporate member of the APA, your organisation will send a clear message to all stakeholders that it supports patient centred care, empathises with and wants to understand the patient experience. It will enjoy positive name association with the APA brand, along with opportunities to network at the highest levels with other supporters and partners of the APA.

The APA enjoys a growing media and public profile and is often called upon to make comment on patient related issues on television, radio and traditional and digital press. This media profile drives an increasing number of visitors to the APA web site and social media which will provide high visibility exposure for your support.

The Benefits

- Targeted input into a policy and/or planning process, on request (up to 5 hours)
- Discounted service offerings such as strategic reviews, focus groups, research support and access to patient advocates across Australia for research projects
- Priority invitations to APA events including the Patient Awards Night, Patient Masterclass Seminar Series and discounted tickets to APA paid events
- Be welcomed and acknowledged in the Patients'Voice quarterly newsletter
- Acknowledgement at the APA Annual General Meeting
- Membership Certificate for public display
- Logo visibility on the APA website
- License to use the APA membership logo on the company website
- Interaction with other NFPs that the APA is affiliated with or partners
- The ability to participate in joint surveys
- The ability to prepare joint submissions
- Opportunities to explore a tailored sponsorship package
- Association of your brand with the leading patient advocacy body that works for all patients (not just a single disease focus) and in all aspects of the healthcare system – from insurance, Medicare, minor elective treatment and check-ups to major surgery and deaths.

About Us

Established in 2010, the APA is the country's only independent not-for-profit patient advocacy body dedicated to championing and protecting the rights and interests of all patients, and improving overall patient care and health outcomes. Representing the interests of Australian patients and healthcare users the APA:

Addresses important health issues impacting on patient care in the public and private healthcare system;

Researches and develops sensible remedies to benefit members and the broader community;

Informs and educates patients about their rights and choices, as well as supports patients in need.

The APA believe that an effective patient support group representing the rights and interests of all patients can have a positive influence on the development of national healthcare policy and reform, ultimately resulting in improved patient care and health outcomes.

The APA is the go-to authority for healthcare organisations, healthcare related businesses and government agencies wanting the patient perspective. As a vocal lobbyist for patient care, the APA is well networked at the highest levels of government, industry and business.

The opportunity to align your organisation with the APA is open to all medical facilities, healthcare organisations and related businesses that aspire to:

- understand the patient experience,
- promote a robust healthcare system,
- ensure high quality patient outcomes.

Gain an insight into the patient experience and join now

Gain access to these incredible benefits for your organisation. Simply complete our online form www.patients.org.au/memberships.

Corporate members pay only \$5,000 +GST and benefits are for 12 months from when you join.

For more information or queries please contact Murray Brown Membership Manager on telephone 03 9274 0788 or email: mbrown@patients.org.au

Corporate testimonials

"We publish high quality, endorsed surgery specific patient information leaflets to help surgeons, hospitals and health services reduce their risk of litigation. We believe that informed consent should be the outcome of a process, based on discussion and dialogue, rather than just a signature on a piece of paper. Prior to working with the APA it was incredibly difficult for us to access, understand and identify a genuine patient perspective on critical and complex issues like informed consent. Through our relationship with the APA we can easily access patients and their families, their voices help us to provide accurate, effective and efficient resources that ultimately improve the doctor-patient relationship. Eido Healthcare has been a long-time corporate supporter of the APA, and has found it a rewarding and mutually beneficial partnership, not just for our organisations but for the wider healthcare sector."

*Brendon Tudor, Business Development Manager,
Eido Healthcare Australia*



Patient testimonials



Mrs J

Mrs J had been referred to a major private hospital for a hysterectomy. The operation did not go well and following a significant loss of blood she ended up in an ICU.

After she was discharged she required further treatment for her wounds, but every visit resulted in significant charges.

Following a meeting with the hospital and the APA and the patient, the charges were waived, as were all future charges for the ongoing treatment required and the hospital also agreed to provide counselling.

Mr and Mrs A

Mr and Mrs A had a child who had CP. The situation was demanding and the relationship with the hospital strained.

There were concerns that their child may have a degenerative disease. Blood and DNA samples were sent to another laboratory for testing as the parents had lost confidence in the hospital concerned.

When the results were returned to the hospital to complete its analysis it informed the parents that no further testing would take place until fees were paid. Following a meeting with the APA the hospital agreed to complete the tests as a matter of urgency and waived the fees.



Our aims

In order for patients to understand and take control of their healthcare, we educate the community on various aspects of healthcare through our seminar series which brings together medical, legal and insurance experts that teach, update and inform participants. In turn these seminars also provide an opportunity for organisations working in the healthcare system to directly understand patient concerns and understandings to inform and modify their own practice, products and services.

“The key to achieving optimal health outcomes for patients is ensuring their understanding of the healthcare framework generally and their fundamental rights within that system” says Senior Associate, Naty Guerrero-Diaz of Adviceline Injury Lawyers.

In 2017, the Australian Patients Association and Adviceline Injury Lawyers partnered together to present the ‘Patient Education Master Class’ seminar series. Presented by Naty Guerrero-Diaz, this program of free seminars covers patient advocacy, compensable injuries, patient complaints, patient rights and informed consent

The program aims to assist navigating this increasingly complex environment to ensure that patients make fully informed decisions about their treatment.

“The information at the Medical Negligence seminar was invaluable, plus the speaker presented it in a really easy to understand way – she gave us five simple questions that we should ask ourselves, should we find ourselves in this type of situation.” Attendee feedback

The APA offers support and practical assistance to anyone using the healthcare system but it is also a membership based organisation with many members. Its members receive regular bulletins, newsletters and invitations to participate in special member events, advocacy, research groups and surveys.





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