



Health Consumers Tasmania

Building a Consumers
Health Voice in Tasmania

2021-22
Annual Report

Contents

Message Chair and CEO	1
Principles and Ways of Working	4
Constitution	5
Outcomes and Activities	6
List of Directors and Staff	10
Introducing our Board	11
Introducing our Staff	15
Audited Financial Reports	23

Message Chair and CEO

Health Consumers Tasmania's work is to empower the community to have meaningful input into Tasmania's health system so it better meets their needs.

To achieve this shared vision, Health Consumers Tasmania is focused on working across:

- the community – to support conversations amongst community so they can identify what health and wellbeing services they need and then work with them so they can have their voices heard, and
- the health system – to support the health system to listen and act on what the community is telling them.

Health Consumers Tasmania's work is founded on partnerships. We work alongside community and the health industry to build a more co-operative, equitable and consumer driven health service. We encourage community to help shape a health system that is able and wants, above all else, to place consumers at the centre of their planning, design, decision making and delivery of a consumer centred, placed based health system. We are continually inspired by the community and people's ability to work to improve the health system.

Tasmanian communities have been telling Health Consumers Tasmania four things:

1. accessing health services is getting more difficult for many people, and for others, virtually impossible, particularly those in rural and remote areas

2. navigating the health system is difficult as the system is complex and often siloed in its approach to health delivery
3. people want to be treated within their communities when it is safe to do so
4. people don't want to become unwell if they can help it – staying healthy is important.

As importantly, COVID-19 has taught us:

1. communities come together to support each other particularly when under pressure
2. prioritising our health, and the health of our communities has become more acceptable within the community
3. the impact of social and economic factors (for example, jobs, family, isolation, digital connectivity etc) on our health and wellbeing has become more clear
4. prevention (or staying well) is a worthwhile strategy which is preferable to waiting for people to become unwell before providing treatment

These messages inform our advocacy work across all levels of government and stakeholders.

The work of Health Consumers Tasmania (HCT) has evolved significantly during this past twelve months.

Whilst we continue to provide free public training to consumers and staff on how to work together, we are now receiving more requests from community organisations to train their consumers on their premises. This demonstrates the strong interest in our training program amongst our peers and we can target our free training to specific organisational needs.

There is increasing demand to expand our training resources and train more people in consumer engagement.

Our work in co-design has matured and grown exponentially over the last 12 months. Initially our co-design work focused on placing consumers on key health related committees and forums. Whilst this is an important function for us to continue to fulfil, HCT does not just respond to request for consumer placements on existing committees. We now lobby for new consumer groups to exist where we believe there are gaps in the health landscape, an example is the Tasmanian Consumer Health Planning Committee of which HCT is a co-chair.

We will continue to influence the design and evaluation of health services through more forums and workshops and encouraging consumers to participate directly on departmental committees

HCT has also adopted a much stronger co-design approach in working within local communities to understand their concerns and needs around health care and wellbeing and empowering that community to have a stronger voice in shaping the services they require.

HCT believes that communities know best in terms of what they are struggling with and what support is appropriate for their location. This approach also involves the Tasmanian Health Services and Primary Health Tasmania along with health service providers working collaboratively with communities which is pleasing to see.

This approach was developed on the Tasman Peninsula which resulted in the local community forming the Tasman Voice for Health and is now actively working to improve service delivery in that community.

This work has expanded into the Huon region, Scottsdale and Ulverstone through the Health and Wellbeing Networks. Health Consumers Tasmania would like to thank the State Government who has listened to the community and has committed \$4.5 million to partner with our organisation to establish three Networks over the next two years –this will be a major focus of the organisation during this period.



Thank you to everyone involved in helping build our 'community of interest' so that we can provide a strong voice. In particular, we thank our supporters and followers who are the reason we are becoming a more informed and influential organisation. We thank those who have put their hands up to voice their views at workshops, sit on committees, respond to feedback on-line, answer our surveys, and contribute to our training and small group discussion sessions.

The strength of our voice comes from all our supporters, and we believe your views are being listened to by government. We have been influential in engaging on key issues including the State Government's ongoing response to COVID-19, and the need for an increased focus on placed based, preventative health measures shown through the State Government's election commitment to fund our regional health and wellbeing networks and greater consumer input into key policies including 'Our Healthcare Futures'.

Health Consumers Tasmania would like to thank all those who have kept us safe during the pandemic. To the Premier and Ministers for their tireless work,

the Tasmanian Department of Health and Public Health and all those front-line health workers who put themselves at risk to look after us. We also thank key stakeholders and staff at all levels across government who have supported greater consumer engagement into the health system.

We thank our wonderful Board, who ensure we have proper governance and independence and to our funders who sponsor us, namely the Tasmanian Department of Health and Primary Health Tasmania.

Finally, we would like to thank the staff of Health Consumers Tasmania who are influential in shaping what we have become and what we have achieved over our short period.

And we will continue to engage with and listen to your views – it is through your lived experience that we can change health services for the better.

Principles and Ways of Working

These underlying principles will build and guide the foundations and work of Health Consumers Tasmania.

Is led by consumers in Tasmania

Be a leader in consumer engagement and develop and promote best practice as Health Consumers Tasmania core business, including consumers participating in all aspects of the organisation.

Build a network of consumer leaders through education, training, support and mentoring so they can facilitate community involvement in their health system.

Ensure the independence of the consumer voice

Health Consumers Tasmania will provide an independent voice that is credible and empowers the consumer voice in a way that builds trust in the relationship between consumers and health service providers.

The lived experience is valued, safe and treated with respect

Health Consumers Tasmania is committed to providing a safe environment for consumers to advocate on behalf of and represent their respective communities and groups and respects and encourages open dialogue.

Is strategic, systems focused and state-wide

Building capability to influence change and shape the future health system involves a state-wide view on consumer issues, advocacy and coordination across the system.

This will include incorporating a range of consumer population groups, settings and conditions and will involve supporting and building capability with service providers to collaborate and work with consumers.

Working in Partnership

Health Consumers Tasmania is committed to building and developing partnerships that will be sustainable, lead to improvements in the consumer experience of the health system and assist in promoting consistency and best practice across organisations in consumer engagement and participation.

Health Consumers Tasmania will work in partnership with consumers, stakeholders and all components of the health system, acknowledging there are existing organisations in Tasmania that play a role in consumer advocacy.

Health Consumers Tasmania recognises the complexity of system change and challenges in implementing change and that partnerships are important in coordinating policy, advice and response and an understanding of a shared responsibility to improve the Tasmanian health system.

Is underpinned by a strong evidence and informed base

Health Consumers Tasmania is committed to an evidence-based approach that will develop expertise and a body of knowledge on consumer-centered care.

There is a strong and growing evidence for consumer-centred care and a growing recognition that consumer views are used to identify and inform decision making and systems design that delivers a long-term sustainable improvement to the Tasmanian health system.

Constitution

The work of Health Consumers Tasmania (HCT) has evolved significantly during this past twelve months.

Health Consumers Tasmania is a not-for-profit public company limited by guarantee which is established to be a charity. The company's constitution outlines its core functions which is to pursue the following charitable purpose(s):

- a) To build a proactive, solution focused and respectful Tasmanian health consumer voice that can influence and improve the wellbeing and health of all Tasmanians, ensuring quality, equity and access to service delivery.
- b) To act as the peak body for all health consumers across Tasmania providing an independent, informed and representative consumer voice to the Tasmanian Minister for Health, public, private and non-government health service providers across all facets of policy, planning, service delivery and evaluation.
- c) To promote and build consensus across all stakeholders that articulates a long term, consumer and community led vision of health in Tasmania.
- d) Increase the skills and effectiveness of health consumer participation in local, regional, Tasmanian and national policy, planning and health service delivery.
- e) To encourage and promote the development of a person-centred health system which is
 - i. Responsive to consumer needs and preferences
 - ii. Community based and managed
 - iii. Appropriate, safe and high quality and universally accessible
 - iv. Respectful of human rights
 - v. Culturally relevant and safe
 - vi. Works with all social, economic and lifestyle factors impacting health and well-being and across a person's whole lifecycle

Cost effective and affordable.



Outcomes

A summary of key outcomes and activities are outlined below.

1 Capacity Building for health consumers and health staff through training and providing resources and support.

- Provided training for 34 consumers and 30 staff during 2021-22
In total HCT has now trained 230 people including 102 consumers and 128 staff
- Provided specific training to members of the Migrant Resource Centre and the Neighbourhood House in Ravenswood, on the Charter of Healthcare Rights

2 Establish key relationships and partnerships with communities and stakeholders

- maintained our 'community of interest' of over 800 people including patients, carers, community sector employees, health staff, public servants, and academics
- established Health Consumers Tasmania's COVID-19 Consumer Reference Group with 21 community members
- built a community of practice for community organisations undertaking consumer engagement
- Participated regularly in a range of forums including:
 - national forum of state and territory peak health consumer advocacy organisations
 - TasCOSS Community Services Industry COVID-19 forums
 - Tasmanian Collaboration for Health Improvement – Board member
- Sponsored the Consumer Engagement Award – Tasmanian Allied Health Symposium 2021



3 Advocacy – build community driven policy positions that are communicated to State and National Bodies

Health Consumers Tasmania submitted the following submission and statements:

- Submission to the Ahpra legislative review – July 2021
- Submission and presentation to the Senate enquiry into the provision of general practitioner and related primary health services to outer metropolitan, rural and regional Australians – September 2021
- Review of Ministerial Charter
- Healthy Tasmania Strategic Plan
- Tasmanian Health Senate proposal – co-facilitated community workshops
- Advancing Tasmania's Health paper
- ACQSHC – consultation on consumer complaints process
- Health Consumers Tasmania State Budget Proposal – 2021
- Health Consumers Tasmania 2022 Federal Election Platform

Communications and stakeholder engagement

- Healthy Tasmania Strategic Plan and Public Health - engagement
- Our HealthCare Futures – consumer engagement framework
- COVID community of interest surveys – vaccine passports and Omicron
- Health consumers remuneration policy

Outcomes

A summary of key outcomes and activities are outlined below.

4 Codesign – integrate community views into the decision making and operations of the Tasmanian health system

Placed community representatives on the following committees and workshops:

- Launceston General Hospital Emergency Department Redevelopment
- Royal Hobart Hospital Emergency Department Redevelopment
- Tasmanian Health Services State-wide Safety Quality and Accreditation Subcommittee
- Primary Health Tasmania regional workshops on Aged Care, Emergency Department and General Practice
- Department of Health workshops on the Digital Health Strategy

HCT staff and Directors were members of the following committees or forums:

- Our Healthcare Futures – Expert Advisory Group
- Volunteering Assisted Dying Stakeholder Reference Group - DoH
- Australian Commission on Safety and Quality in Healthcare Partnering with Consumers Standing Committee (statutory appointment)
- Department of Health LGBTIQ+ Reference Group
- Primary Health Tasmania Complex Chronic Conditions Steering Committee
- Australian Health Practitioners Regulatory Agency Consumer Reference Group
- Tasmanian Health Literacy Working Group

- Tasmanian Board of Exceptional Needs
- Primary Health Tasmania Community Engagement Council
- Medical Research Future Fund Rapid Applied Research Translation – Grants Assessment Committee
- Improving Children’s Health and Therapy (iCHAT TAS) Steering Committee
- Tasmanian School of Medicine MBBS Course Advisory Committee
- TasCOSS Lived Experience Engagement Community of Practice
- Public Trustees – co-chair of the Community Reference Group

COVID working groups

- COVID-19 Aged Care Emergency Operating Committee
- COVID@home Steering Committee

Community Engagement

- Supported the establishment of the Tasman Voice for Health and the roll-out of the Right Place model across the Tasman Peninsula
- Health and Wellbeing Networks established in Scottsdale, Ulverstone, and Huon. This included the recruitment of staff, securing office and IT setup, recruiting local mentors, establishing an Advisory Group, contracting program evaluators, and the roll out and training of hosts for Kitchen Table discussions
- Stakeholder event in Campbell Town with 35 participants



List of Directors and staff

Health Consumers Tasmania is a company limited by guarantee with charity status, overseen by a skills-based Board chaired by Professor Judi Walker. The Board meets every two months and maintains three Board Sub-Committees to assist in the performance of its functions - the Finance, Audit and Risk Management sub-committee, the Governance sub-committee and the Consumers, Partnerships and Communications sub-committee (meets as required).

Attendance records for the period of incorporation:

Board Member	AUG	OCT	DEC	FEB	APR	JUN	TOTAL
Judi Walker (Chair)	•	•	•	•	•	•	6
Alison Lai (Deputy Chair)	•	•	•	•	•	–	5
Antony Logan (Secretary)	–	•	–	•	•	–	3
Nicole Grose	•	•	–	–	–	–	2
John Pauley	•	•	•	•	•	•	6
Jill Morgan	–	–	–	• joined	•	•	3
Pieter Van Dam	–	–	–	• joined	•	•	3
Ken Clarke	–	–	–	• joined	•	•	3
Scott Adams	•	•	• retired	–	–	–	3
Rebecca Moles	•	•	• retired	–	–	–	3

Introducing our Board

The Board as of June 2022 is listed below.



Chair – Professor Judi Walker

Health Consumers Tasmania is committed to an evidence-based approach that will develop expertise and a body of knowledge on consumer-centered care.

There is a strong and growing evidence for consumer-centred care and a growing recognition that consumer views are used to identify and inform decision making and systems design that delivers a long-term sustainable improvement to the Tasmanian health system.



Deputy Chair – Alison Lai

Alison is currently the CEO of the Alcohol, Tobacco and other Drugs Council Tasmania following a 25-year career spanning the Tasmanian private, public and not-for-profit sectors.

As a past consumer and community representative, Alison is a passionate advocate for developing strong and meaningful relationships between government and the communities they seek to assist.

Alison holds a Bachelor of Commerce (Honours) in Marketing from UTAS, is a graduate of the Tasmanian Leaders Program and a current recipient of a place in the Social Impact Leadership Australia Program for NFP executives.



Secretary – Antony Logan

Antony has been practicing as a Barrister and Solicitor since 1995. He commenced practice with Dobson Mitchell and Allport before moving to join Hunt & Hunt, the first national firm to open in Hobart. Antony was made a partner of Hunt & Hunt in 2005. In 2016 he and his team joined prominent national firm HWL Ebsworth to open their first office in Tasmania.

Antony practices primarily for corporate, public and private sector clients in the areas of property, corporate, commercial, banking and finance and contracts law.

The Board as of June 2022 *cont.*



Nicole Grose

Nicole has a wealth of experience in the provision of a broad range of community health services. Working extensively in Rural Tasmania, Nicole has a thorough understanding of the social and economic challenges for people living and working in rural and regional areas and is passionate about health equity, consumer advocacy and wellbeing outcomes.

Currently serving on the Primary Health Tasmania Community Advisory Council. Nicole is an Associate Fellow for the Australian Association for Quality in Health Care (AAQHC) and is the Manager of Primary Health Care for the Royal Flying Doctor Service Tasmania.



Pieter Van Dam

Associate Professor Pieter Van Dam completed his PhD in Leadership Development in 2015. During the last ten years Dr Van Dam's career has been focused on the field of health service improvement and leadership development. Dr Van Dam has an extensive clinical and educational background in Nursing and healthcare and has worked as a Senior Clinician and in the acute healthcare sector.

Dr Van Dam works closely with interstate healthcare improvement organisations on a number of national health service improvement and codesign initiatives addressing numerous constraints and issues inherent in health service delivery across primary, secondary and tertiary healthcare, such as protracted wait times, care coordination and integration, access and referral across services, and timely treatment and discharge. Dr Van Dam conducts research in the field of health service improvement, leadership, and co-design.

Currently, Dr Van Dam works for the School of Nursing at the University of Tasmania.



John Richard Pauley

John has considerable experience in all levels of government and brings strong consumer focused engagement and consultation skills to the Board.

John chairs our Finance and Risk subcommittee; was President of COTA Tasmania in 2021; retired from the Board of COTA Tasmania after serving 6 years, including 3 as Vice President prior to 2021; Chair of the COTA Tasmania Policy Council; Chairman of TBA Services Pty Ltd since 2010; Vice President of the Tasmanian Association of State Service Superannuants since 2020 and President of the Australian Council of Public Sector Retiree Organisations.



Ken Clarke

Ken is a UTAS alumnus and has over 30 years accounting, finance and management consulting experience across various industries, working in Queensland, New South Wales, Tasmania and Europe. He studied an MBA in London at the London Business School, is a Chartered Accountant, and a Graduate Member of the Australian Institute of Company Directors. He has wide expertise serving on Audit and Risk Committees and Local Government Audit Panels.

Ken grew up in Burnie and after living interstate and overseas, has returned to the north-west coast of Tasmania to live and raise a family. He is a passionate advocate for the North-West coast and believes it is important that the interests of all Tasmanians are heard and respected.

The Board as of June 2022 *cont.*



Jill Morgan

Jill was a teacher and principal in the Catholic sector before being appointed as Head of Education Services for Catholic Education Tasmania in 2009. After six years in this position, Jill was appointed Executive Officer for the Archdiocesan Colleges Governing Councils, retiring in 2015.

Jill is currently a Director on the Board of Masonic Care Tasmania and is a past Director on the National Catholic Secondary Principals Association, State President of the Catholic Principals Association, past Director of the Australian Council for Educational Leaders, Tasmanian Qualifications Authority and Tasmanian Schools Registration Board.

She holds two Masters Degrees in Education (UTAS) and Educational Leadership (ACU) She was awarded a Fellowship of the Australian Council for Educational Leaders in 2008, and the John Laing Award for Professional Development in 2012.

Jill has had significant experience as a consumer in the health environment, having had serious long-term health challenges. She and her husband Shane live on the East Coast of Tasmania enjoying a relaxed but busy lifestyle. They have three adult sons and six grandchildren.

Introducing our Staff



Bruce Levett (he/him)
- Chief Executive Officer

Bruce, originally from Burnie, has a strong background in stakeholder engagement, business management, strategy and policy development. Bruce worked in Hobart in state government and then as a management consultant for six years before moving to Melbourne in 2000. Bruce returned with a young family to Hobart in 2018 after working in senior government roles in Victoria across international trade and major event management and more recently working on an international aid project in the Solomon Islands.

Bruce is a graduate of the Australian Institute of Company Directors, completed a leadership program through the Australian Graduate School of Management and a UTAS Bachelor of Science with majors in mathematics and economics.



Stacey van Dongen
- Manager Health and Wellbeing Networks

Stacey is a public health professional with over 20 years' experience working in non-government organisations in the community and health sectors.

Stacey has specific programme and project experience in health consumer advocacy, tobacco control, Indigenous health, women's health and physical activity. In 2021, Stacey worked in the Tasmanian Government's emergency management of the COVID-19 pandemic assisting the aged care sector in COVID-19 outbreak management preparedness (Aged Care Emergency Operations Centre).

A Registered Health Promotion Practitioner, Stacey has a strong interest in the social determinants of health. She holds a Bachelor of Social Welfare and BA (Journalism) from Monash University, and Master of Public Health from Flinders University. Stacey is also a casual Academic Staff Member at the School of Nursing, University of Tasmania.

Our Staff *cont.*



Ellen MacDonald (she/her)
– **Community Engagement Manager**

Ellen grew up on the lands of the Turrbal people in South East Queensland and moved to northern Tasmania in late 2017. Ellen is a Queer and disabled woman based in Launceston, and has a professional background in community development, community engagement and disability advocacy.

Ellen first became involved with Health Consumers Tasmania after a lived experience of young onset bowel cancer in 2020. At this time, she became involved in community consultations through Health Consumers Tasmania and then through various committees and groups as a consumer representative, including on the Australian Health Practitioner Regulation Agency (Ahpra) Community Advisory Council.

Ellen is deeply passionate about consumers and community being the leaders of change and in the importance of valuing lived experience. She brings this passion and her own lived experience to her role with Health Consumers Tasmania in the training and broader community engagement work that she undertakes as the Community Engagement Manager.



Hannah Fielder (she/her)
– **Policy Officer**

Hannah began her involvement with Health Consumers Tasmania in late 2021 as Policy Officer. Hannah has an academic and professional background in the fields of ageing and dementia as well as public health. Hannah's particular interest is in community-driven, local solutions to public health problems, as well as ways in which people and communities can take action to stay healthy and active throughout life.

She has worked with aged care services, not-for-profit, community and academic organisations to produce online resources and published academic work and believes the key to solving problems is to listen to people. Hannah's role with Health Consumers Tasmania involves keeping up to date and advising on health policy and research, but also to facilitate community-driven health solutions on the Tasman Peninsula, where she lives.



Debra Mill (she/her)
- Community Engagement Worker – Tasman

Debra brings with her a love for seeing and immersing herself in the richness of community life. Her experience has evolved within the communities she has worked including youth, aged, refugee and migrant and remote Aboriginal communities.

Her skills range from counselling, health promotions, project management and cross-cultural collaborations. She has conducted innovative and collaborative projects both locally and nationally.



Sheridan Krysik (she/her)
- Community Engagement Worker – HWN Huonville

Sheridan is a Community Engagement Worker in the Huon Valley. Sheridan grew up in country Victoria on the traditional lands of the Taungurung People. It was there, during her youth that she developed a strong connection to the river, spending most of her summers 'in or on the water'.

After spending a few years travelling and living in the Northern Hemisphere, Sheridan moved to Tasmania (in 2018). Since then, she has felt drawn to the Huon River and the Huon Valley in general.

She now lives in Geeveston on the traditional lands of the Melukerdee people and is very happy that her commute to work involves 20 minutes of looking at the stunning Huon River.

Sheridan lives with her small family on a little patch of land that they love learning from as they attempt to care for and grow food on it. They love the sense of community that is ever present in the Valley and the fact that there are probably more people in town who know their son by name than there ever was in her husband's suburban childhood in the north of London.

Prior to joining the Health Consumers team in early 2022, Sheridan worked as a Community Project Manager for a NDIS service provider. Her projects across the state were varied but each had a focus on supporting people with disability to engage in their communities in a meaningful way. Sheridan strongly believes that good health for individuals is only possibly when we feel connected to others; when we are part of a strong, supportive community.

Our Staff cont.



Matty Wright (they/them) **- Admin and Comms Officer**

Born in the Whadjuk region of Western Australia, Matty now lives on Melukerdee country in the far south of Tasmania. They are transgender, neurodivergent and disabled. They bring a wide range of experience in human rights advocacy across state, national and international settings.

Matty's specialisation is assisting small non-profit organisations and human rights campaigns as a generalist, contributing IT, technical, social media, governance and administrative supports. Their favourite aspect to this type of work is empowering people working in these organisation and campaigns to build on their shared strengths.

At the time of writing, Matty's special interest is the integration of chicken composting into hyperlocal food production and distribution systems. In other words, they like keeping chickens in the garden to feed their family and neighbours.



Bec Smith **- Community Engagement Worker – HWN Scottsdale**

Bec is a Community Engagement Worker in the Dorset region. Bec joined Health Consumers Tasmania in May 2022 after finding out about the exciting project that had begun in her region.

Bec is a Social Worker with 18 years of experience in both Victoria and Tasmania in a variety of specialised fields. Bec is passionate about equitable access for all to services so people are able to live their lives to the fullest and achieve what is important to them.

Bec is originally from Tasmania spending the first part of her life in remote regions. Bec now resides on a small farm with her family located halfway between Scottsdale and Bridport. Bec feels a strong connection to the vast Tasmanian landscape and loves spending time with her family in natural settings.

Bec's love of the region has inspired her to become more connected to her community and surroundings and to provide support to local community members.



Megan Collier

- Community Engagement Worker – HWN Ulverstone

Megan commenced as a Community Engagement Worker with Health Consumers Tasmania Health and Wellbeing Networks Project in Ulverstone, after relocating from Brisbane to Penguin.

Megan is a health and wellbeing professional, with most experience gained in the not-for-profit sector and has worked extensively throughout Australia and the UK, with organisations including the Heart Foundation, Cancer Council, BreastScreen QLD and NT, a Division of General Practice and more recently a staff wellbeing role with Queensland's Department of Education. She is a Registered Nurse with a Masters in Health Science (Health Promotion) and completed additional qualifications prior to launching her own stress management coaching business. Megan is passionate about preventative health and education, with a strong interest in supporting social connection in our community, for the many benefits it brings.



Lisa Kelly

- Community Engagement Worker – HWN Ulverstone

Lisa Kelly joined Health Consumers Tasmania in 2022, working alongside the community of the Central Coast in the North West of Tasmania, to implement the Health and Wellbeing Networks Project. Lisa brings a depth of experience to her role as Community Engagement Worker, having worked in both health and community sectors in the North West for over 15 years in aged and disability support, community development and social research.

At a time of so much social and environmental change, Lisa is passionate about the importance of preserving and celebrating the strengths of small, rural communities. In this role she is excited to be working within her own community of the Central Coast to enhance local health and wellbeing whilst elevating their voices, as health consumers, at the policy level.

When not at work, Lisa loves exploring the natural wonders of the North West, volunteering with Live@theWharf in Ulverstone, growing food and enjoying time with friends and family.

Our Staff *cont.*



Laura Pfundt (she/her)

- Community Engagement Worker – HWN Huonville

Laura grew up in Northern Tasmania before heading to the mainland and overseas, travelling and doing various hospitality, fruit picking and other jobs. In 2011 she completed her Bachelor of Nursing and headed straight to Alice Springs to pursue her passion for Indigenous health. On the arrival of her daughter in 2013 she returned home to Tassie but this time to the Huon Valley on the traditional lands of the Melukerdee People.

Laura has worked across a broad range of healthcare area including remote communities in the Northern Territory and Aboriginal Community Controlled Organisations like South East Tasmanian Aboriginal Corporation (SETAC) in Cygnet where she currently works part time in her capacity as a Registered Nurse.

Laura was excited to accept the opportunity to work with Health Consumers Tasmania in 2022 in her own community of the Huon Valley.

She is enthusiastic about growing community, growing veggies and Caring for Country. She knows community holds the power to make profound change and is humbled each day to be part of this change.



David Puls
– Community Engagement Worker – HWN Huonville

David is a Community Engagement Worker on Melukerde and Lyluequonny Country in the Huon Valley. David was born on Noongar Boodja, growing up in Booragoon (the lower reaches of the Canning River in Perth), where he worked and studied, joining the team at the Aboriginal Legal Service after completing a law degree, and working with the Njamal mob in the North of Western Australia, assisting with their Native Title rights. David moved to Gadigal Country and worked as a community lawyer with HIV/AIDS Legal Centre before moving out of law and into a management role at the College of Physicians (RACP). He completed an MBA and became a consultant working in the health and community sectors for several consulting firms, until starting his own firm in 1997.

David relocated to the Huon Valley after spending many years visiting the Valley for extended periods. David is located in Geeveston and is the current custodian of an old house and a bit of land and is trying his best to spend as much time as possible restoring the bush and garden on the property, and staring into the middle distance, listening to the birds, and playing the guitar.

In his working life, David has worked with not for profits and social enterprise, coaching them on governance, strategy, and social impact. He has a particular interest in making things less complicated for not for profits, focusing on the things that really matter. As well as working for himself in his spare time, he has been working with the Social Impact Hub to deliver social sector capacity building projects.

Our Staff cont.



Scott Tomkins

- Community Engagement Worker – HWN Scottsdale

Scott is very actively engaged in his adopted community of Northeast Tasmania on the lands of the Pyemairrener people. Scott has been based there for just over two years.

Scott enjoys working within the community with people of all ages, bringing a wealth of knowledge and experience to support health intervention and prevention for the community. Scott brings 15 years of knowledge and experience within the health industry working in the UK, New Zealand, and Australia.

Scott is passionate about supporting diverse groups of people and reaching all members of society and enjoys the challenges of community health and wellbeing in rural and remote communities.

Scott supports Scottsdale Football Club and helps with injury management and matchday support and enjoys supporting the club because he likes being part of a great group of people that support each other and the community.

His passion in health and wellbeing came from a young age, being heavily involved in sport and experience of injuries. Due to a life changing injury in sport, he went on to university to study a BSc in Sports Therapy in the UK.

As Scott's career developed, he became more active within the mental health and chronic health spaces and is a big supporter of community networks. He offers time to volunteering within the community to support groups such as the Dorset Suicide Prevention Network.

Scott is thoroughly enjoying working with Health Consumers Tasmania as he has experienced and seen the need for the Health and Wellbeing Networks Project within the Northeast region of Tasmania.

Contents

Committee Report	24
Income and Expenditure Statement	25
Balance Sheet	26
Notes to and Forming Part of The Accounts	27
Audited Financial Reports	32

Health Consumers Tasmania Ltd
COMMITTEE REPORT
For The Year Ended 30 June 2022

Your Board members submit the financial accounts of the Health Consumers Tasmania Ltd for the financial year ended 30 June 2022.

Board Members

The names of Board members at the date of this report are:

Judi Walker - Chair
Alison Lai - Deputy Chair
Antony Logan - Secretary
John Pauley-Treasurer
Nicole Grose
Ken Clarke
Pieter Van Dam
Jillian Morgan

Principal Activities

The **Company's** object is to pursue the following charitable purpose:

- a) To act as the peak independent body for all health consumers across Tasmania that can influence and improve the wellbeing and health of all Tasmanians, ensuring quality, equity and access to service delivery.
- b) Provide an informed and representative consumer voice to the Tasmanian Minister for Health, public, private and non-government health service providers across all facets of policy, planning, service delivery and evaluation.
- c) Increase the skills and effectiveness of health consumer participation in local, regional, Tasmanian and national policy, planning and health service delivery through training and mentoring.

Review of Operations

There is no change to the objects of the organisation.

Significant Changes

There are no significant changes to report.

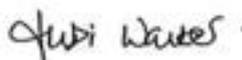
Operating Result

The surplus/(deficit) from ordinary activities amounted to:

30 June 2022	30 June 2021
15,955	12,976

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2021 has been received. Signed in accordance with a resolution of the Members of the Board on:

Judi Walker 

Date: 26/09/2022

John Pauley 

Date: 26/09/2022

Health Consumers Tasmania Ltd
INCOME AND EXPENDITURE STATEMENT
For The Year Ended 30 June 2022

	2022	2021
	\$	\$
INCOME		
DOH Funding	289,047	149,941
HWN Funding	229,900	-
PHT Funding	134,728	120,311
TRP Funding	6,732	-
YHF Incubator Grant	4,511	-
Cash Flow Stimulus	-	13,664
MOU - Sublease Income	24,540	-
Other Income	15,362	11,910
	704,820	295,826
EXPENDITURE		
Advertising	44,867	10,288
Audit Fees	2,450	650
Bank Charges	873	91
Committee and Workshop Costs	18,781	18,008
Computer Expenses	8,192	4,756
Depreciation - PPE	3,896	769
Employee Expenses	431,411	217,161
Equipment: Assets < \$500	15,763	-
Insurance	9,206	3,697
Lease Depreciation - ABC Corporation	40,442	-
Lease Interest - ABC Corporation	6,735	-
Legal Fees	-	340
Management Fee	54,012	-
Memberships & Subscriptions	1,295	1,593
Printing, Stationery and Postage	6,398	3,733
Project Contractors	3,210	1,000
Property Costs	13,857	13,560
Repairs & Maintenance	3,195	-
Sundry Expenses	165	59
Telephone and Fax	5,118	409
Travel & Accommodation	18,999	6,736
Total Operating Expenses	688,865	282,850
NET SURPLUS	15,955	12,976

Health Consumers Tasmania Ltd
BALANCE SHEET
As at 30 June 2022

	2022	2021
CURRENT ASSETS		
Bank Guarantee for Lease	15,521	-
Cash at Bank	2,265,619	130,104
Accounts Receivable	3,274	1,502
Prepayments	14,879	6,188
TOTAL CURRENT ASSETS	2,299,293	137,794
NON-CURRENT ASSETS		
Database and Website	9,730	9,576
Office Furniture and Equipment	4,063	3,585
Right of Use Asset - ABC Corporation	175,035	-
TOTAL NON-CURRENT ASSETS	188,828	13,161
TOTAL CURRENT ASSETS	2,488,121	150,955
CURRENT LIABILITIES		
Accounts Payable	8,481	2,799
Accrued Expenses	16,352	4,139
Annual Leave Provision	37,261	16,061
GST Liability	88,542	(2,552)
Lease Liability - ABC Corporation	50,595	-
PAYG Withholdings	15,722	3,844
Superannuation Liability	2,921	40,695
HWN Income in Advance	2,020,100	-
TAS DOH Income in Advance	9,152	83,199
TAS PHT Income in Advance	3,618	-
TRP Income in advance	37,935	-
TOTAL CURRENT LIABILITIES	2,290,679	108,185
NON-CURRENT LIABILITIES		
Asthma Australia Bond	2,250	
Heart Foundation Bond	3,953	
Lease Liability -ABC Corporation	129,287	
Long Service Leave Provision	5,160	1,933
TOTAL NON-CURRENT LIABILITIES	140,650	1,933
TOTAL LIABILITIES	2,431,329	110,118
NET ASSETS	56,792	40,837
EQUITY		
Retained Earnings	40,837	27,861
Current year Earnings	15,955	12,976
TOTAL EQUITY	56,792	40,837

Health Consumers Tasmania Ltd
NOTES TO AND FORMING PART OF THE ACCOUNTS
For The Year Ended 30 June 2022

1. STATEMENT OF ACCOUNTING POLICIES

The directors have prepared the financial statements on the basis that the Entity is a non-reporting entity because there are no users dependent on general purpose financial statements. These statements are therefore special purpose financial statements that have been prepared to meet the requirements of the *Corporations Act 2001* and Division 60 of the Australian Charities and Not-for Profit Commission Act 2012. The Entity is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Corporations Act 2001* and the accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of the members. Such accounting policies are consistent with those of previous periods unless stated otherwise.

As there is no requirement to adopt Australian Accounting Standards for this type of entity, none have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements.

(a) Revenue

Revenue is measured at the fair value of the consideration received or receivable after taking into account any discounts or volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Grant or donation income is recognised when the entity obtains control over the funds. If conditions are attached to the grant that must be satisfied before the Association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

Interest revenue is recognised in the period in which it is earned.

All revenue is stated net of the amount of goods and services tax.

1. STATEMENT OF ACCOUNTING POLICIES

(b) Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST component of cash flows arising or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

(c) Office Furniture and Equipment

Office furniture and equipment are brought to account at cost less any accumulated depreciation. The carrying amount of the asset is reviewed annually to ensure it is not in excess of the recoverable amount of these assets. The recoverable amount is assessed on the basis of expected net cash flows which will be received from the assets employment and subsequent disposal.

(d) Intangible Assets

Intangible assets are brought to account at cost less accumulated amortisation. Intangible assets are tested for impairment where an indicator of impairment exists. Useful lives are also examined on an annual basis and adjustments, where applicable, are made on a prospective basis.

(e) Creditors

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(f) Provisions of Employment Entitlements

Provision is made for the organisation's liability for employee entitlements arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

(g) Leases

The Company assesses at contract inception whether a contract is, or contains, a lease. The Company applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Company recognises lease liabilities to make lease payments and right-of-use assets, representing the right to use the underlying assets.

Health Consumers Tasmania Ltd
NOTES TO AND FORMING PART OF THE ACCOUNTS
For The Year Ended 30 June 2022

1. STATEMENT OF ACCOUNTING POLICIES

i. Right-of-use-Asset

The Company recognises right-of-use-assets at the commencement date of the lease.

Right-of-use assets are measured at cost, less any accumulated amortisation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Right-of-use-assets are amortised on a straight-line basis over the shorter of the lease term and the estimated useful lives of the assets, per note 1 (c) to the financial statements.

ii. Lease Liability

At the commencement date of the lease, the Company recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees. The lease payments also include penalties for terminating the lease, if the lease term reflects the Company exercising the option to terminate.

In calculating the present value of lease payments, the Company uses an incremental borrowing rate at the lease commencement date because the interest rate implicit in the lease is not readily determinable. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is measured if there is a modification, a change in the lease term, a change in the lease payments (e.g., changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of an option to purchase the underlying assets.

(h) Comparative Information

Where necessary, comparative figures have been re-classified and re-positioned for consistency with current period disclosures.

(i) Income tax

No provision for income tax has been raised as the Entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

Health Consumers Tasmania Ltd
NOTES TO AND FORMING PART OF THE ACCOUNTS
For The Year Ended 30 June 2022

Note 2 - COVID-19 Impacts

During this financial year a Corona Virus pandemic has occurred that has required the Federal and State Governments to introduce restrictions on the movement of the general population, including social distancing, closure of some businesses and work from home requirements.

The pandemic will likely have a financial impact for the Company. In the 2022 Financial year and potentially beyond. The timing, scale and duration of the potential impacts on the Company is unknown, however management and the Board are monitoring the situation as it evolves.

Health Consumers Tasmania Ltd
DIRECTOR'S DECLARATION
For The Year Ended 30 June 2022

In accordance with a resolution of the Board of Directors of Health Consumers Tasmania Ltd the Board members declare that:

1. The financial statements and notes, as set out on pages 2 – 10 (pages 23 – 33), are in accordance with the *Corporations Act 2001* and:
 - a. Comply with accounting standards applicable to the Entity;
 - b. Give a true and fair view of the financial position of the Entity as at 30 June 2022 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. In the directors' opinion there are reasonable grounds to believe that the Entity will be able to pay its debts as and when they become due and payable.



Dated this 26 day of September 2022.

Independent Auditor's Report to the Members of Health Consumers Tasmania Ltd

Opinion

We have audited the financial report, being a special purpose financial report, of Health Consumers Tasmania Ltd. (the Company), which comprises the statement of financial position as at 30 June 2022, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2022 and of its financial performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and the *Corporations Regulations 2001*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the *Corporations Act 2001*, Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for *Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Corporations Act 2001*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Independent Auditor's Report to the Members of Health Consumers Tasmania Ltd

Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial statements is appropriate to meet the requirements of the *Corporations Act 2001* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.

- Conclude on the appropriateness of responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



WISE LORD & FERGUSON



Nick Carter
Partner
Wise Lord & Ferguson
Date: 26/09/2022

In relation to our audit of the financial report of Health Consumers Tasmania Ltd for the financial year ended 30 June 2022, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of the *Corporations Act 2001* or any applicable code of professional conduct.



WISE LORD & FERGUSON



Nick Carter
Partner
Wise Lord & Ferguson
Date: 26/09/2022



HCT receives funding from the
Tasmanian Department of Health
and Primary Health Tasmania.

ABN: 92 637 836 321