



Building a
**Consumers
Health Voice**
in Tasmania

Board Directors – Expressions of Interest

- Exciting opportunity to be able to shape the foundations of a new consumer led state-wide community organisation.
 - Provide governance support and input to ensure the organisation has the capacity and systems in place to influence decision makers across the Tasmanian health system based on consumer evidence and community needs.
 - Ensure the organisation has the appropriate strategies in place to allow it to take a leadership role across the community and with key stakeholders.
 - Between 7 and 11 skills-based Director positions to be filled.
 - Successful applicants will be required to:
 - have recent experience and understanding of the Tasmanian Health System,
 - demonstrate senior management or board governance experience, particularly in not-for-profit organisations, and
 - be committed to consumer-centred health and wellbeing care and the principles of the organisation.
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1. Introduction

Health Consumers Tasmania is a new community organisation that provides an independent, informed and representative voice on behalf of health consumers to systemically influence health policy and service delivery across Tasmania.

All other Australian States and the ACT have a similar peak health consumer organisations.

The organisation is currently in the process of establishing itself as a not-for-profit public company limited by guarantee and is calling for Expressions of Interest to form its inaugural skills-based Board.

About the organisation

Health Consumers Tasmania will be the peak health consumer advocacy organisation across Tasmania.

Three-year seed funding has been secured from the Tasmanian Department of Health, Tasmanian Health Services and Primary Health Tasmania.

The commitment to an independent health consumer organisation in Tasmania is based on the outcome of extensive consultations undertaken with consumers and stakeholders in 2016. Consumers and stakeholders consulted strongly supported an organisation that is high-level, strategic and focused on systems advocacy and equipping consumers and service providers to work in partnership. This recognised that consumers and community members are an essential part of producing a better health system and have a meaningful role in policy and service planning and delivery. There is evidence that when consumer insights and perspectives are considered, better outcomes result.

The Consumers Health Forum (CHF), the national consumer advocacy organisation based in Canberra, is currently providing auspice services to Health Consumers Tasmania and holds the budget till a board is established.

During August 2018, CHF recruited an interim Executive Officer, Bruce Levett, on a twelve-month contract with the objectives to:

- engage and develop strong community and stakeholder relationships
- deliver a consumer-based workshop to co-design the organisation
- recruit and establish a skills-based board
- commence the recruitment and training of consumer representatives

To date, the organisation has progressed the following deliverables:

- a consumer co-design workshop was held in February 2019 where 45 consumers and stakeholders from across the State attended
- developed a soft community profile which involved communications with approximately 300 interested stakeholders and consumers via an e-newsletter
- undertaken a “pulse” online survey where approximately 50 people participated
- consulted directly with over 80 stakeholders and consumers
- facilitated six community public forums across the State with over 40 consumers attending
- delivered introductory consumer training to 34 consumers across Hobart, Launceston and Burnie

Implementation Advisory Group

Currently, an Implementation Advisory Group is providing mentoring and advisory support to CHF and the Executive Officer until a Board is established. Membership of the Implementation Advisory Group are listed below:

Leanne Wells (CHF) - chair
Klaus Baur (Flourish Tasmania)
Charlie Burton (TasCOSS)
Anita Campbell (Consumer Representative)
Penny Egan (Cancer Council Tasmania)
Mathew Etherington (Consumer Representative)
Simone Favelle (Carers Tasmania)
Kate Griggs (Consumer Representative)
Claire Hadolt (Consumer Representative)
Darren Jiggins (Consumer representative)
Sue Leitch (COTA)
Graeme Lynch (Heart Foundation)
Elida Meadows (Consumer Representative)
John Pauley (Consumer Representative,)
Bruce Levett (Tasmanian HCT)

The Implementation Advisory Group has met four times.

Aims or objects of the organisation

The Implementation Advisory Group has endorsed the following five objects based on the feedback from the Consumer Workshop.

1. 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.
2. 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 as well as public, private and non-government health service providers across all facets of policy, planning, service delivery and evaluation.
3. To promote and build consensus across all stakeholders that articulates a long term, consumer and community led vision of health in Tasmania.
4. Increase the skills and effectiveness of health consumer participation in local, regional, Tasmanian and national policy, planning and health service delivery.
5. To encourage and promote the development of a person-centred health system which is
 - responsive to consumer needs and preferences
 - community based and managed
 - appropriate, safe and high quality and universally accessible
 - respectful of human rights
 - culturally relevant and safe

- works with all social, economic and lifestyle factors impacting health and well-being and across a person's whole lifecycle
- cost effective and affordable

The Underlying Ten Principles and Ways of Working

The Implementation Advisory Group endorsed the following ten key principles that guide the establishment and operations of the organisation.

1. Fit for Purpose Co-Designed Organisation

There is commitment to engaging consumers and relevant stakeholders in co-designing an organisation that will be appropriate for the Tasmanian health system and meet the needs of its constituents.

2. State-wide, value adding organisation specifically focused on the consumer perspective in health and which provides independent, well informed expertise and advice

One of the fundamental principles on which this organisation is established is to acknowledge and work in partnership with existing stakeholders. Developing a statewide organisation that adds value, coordinates and facilitates consumer representation, consumer training and support and provides high level advice is a priority for Tasmania.

3. Ensure the independence of the consumer voice

One of the critical success factors to health consumer organisations is the level of independence of the consumer voice. An organisation that is enabled to provide an independent voice will be seen as credible if health services are to be improved and system change effected. A critical component of transforming the health system is empowering the consumer voice and enhancing capability to provide that independent advice and voice conveys respect and valuing of their views. This demonstrates the change in power relations between consumers and health service providers. It creates a climate for collaboration and shared decision making. Independence signifies trust which is the foundation for any effective working relationship.

4. Is strategic, systems focused and state-wide

The key focus is to build capability to influence change and shape the future health system. Therefore, priority needs to be given to systems advocacy, providing a state-wide view on consumer issues and ensuring a level of coordination across the system. There are already mechanisms for consumer advocacy, input and advice operating at local or organisational levels. What is currently missing in Tasmania is the overarching state-wide view across a range of consumer population groups, settings and conditions.

5. Is Led by Consumers in Tasmania

The consumer voice needs to drive the core business and consumers need to participate in all aspects of the organisation including governance. It is important to develop and implement a consumer engagement strategy with a view to establishing a statewide consumer panel. This Panel needs to include a diverse range of consumers including vulnerable groups, young people, older people and culturally diverse consumers. Consumers will be remunerated for their time and a consumer remuneration policy will be developed to guide payment for relevant activities. One of the goals of the organisation is to be a leader in consumer engagement and develop and promote best practice in this area.

6. Working in Partnership

Fundamental to effective co-design will be working in partnership. Working in partnership with consumers, stakeholders and all components of the health system will be a key way of

working. This principle acknowledges there are existing organisations in Tasmania that play a role in consumer advocacy and participation.

Partnership will be important in coordinating policy, advice and response, engaging with specific population groups, developing a consumer engagement strategy and coordinating a consumer network. It will also be important not to duplicate the work of other organisations and develop a clear focus and priority for the organisation. Partnerships will also assist in promoting consistency and best practice in consumer engagement and participation.

There is commitment to building and developing partnerships that will be sustainable and lead to improvements in the consumer experience of the health system in Tasmania.

7. *Capability building of consumers and service providers to work in partnership to drive system change*

One of the underlying principles is to build capacity of consumers to be system influencers and community enablers. This involves education, training, support and mentoring to develop skills and capability to work in partnership and enhance collaborative practice. This builds a network of consumer leaders that can partner with all components of the health system to drive change.

It will also be as important to build capability with the service providers to collaborate and work with consumers as it will be to support and enhance capability of consumers. It requires an attitudinal shift and a change in culture to develop the foundations of trust, respect and valuing of the respective positions for collaboration to occur.

8. *Is contemporary underpinned by a strong evidence base and working in alignment with current health reform processes*

Tasmanian HCO will build on and leverage the learnings and approaches adopted by CHF and the other state-based consumer organisations. It needs to utilise current technologies, take a multi-dimensional evidence-based approach to consumer engagement and develop expertise and a body of knowledge on consumer-centered care. The consumer voice needs to be embedded in an evidence-based approach to lead and influence change.

The health system is changing, and the evidence base is increasing for a new and enhanced role for consumers to play. Contemporary approaches empower consumer advocates to be leaders and to provide a strategic voice which is well informed, educated and underpinned by evidence. Consumers need to be the leaders in consumer-oriented care.

9. *Focused on delivery and sustainable solutions*

A key focus will be to identify and influence change that delivers a long-term sustainable improvement to the Tasmanian health system. The organisation recognises that meaningful change takes time, requires evidence to build a case for change and potential changes to the system can be complex and take time to implement.

10. *The lived experience is valued and supported and treated with respect*

The organisation will provide a safe environment for consumers to advocate on behalf of and represent their respective communities and groups.

This includes being an organisation that respects and encourages open dialogue and ensures consumers will be supported in sharing their lived experience; that the settings and contexts where consumers are required to share their lived experience will be carefully explored and vetted to ensure a level of safety for the consumer; and provides clear expectations and support about consumer participation, briefings and debriefing.

2. Selection Criteria

Who can be a Director

To be eligible to act as a director of Health Consumer Tasmania: individuals must:

- Not be ineligible to be a director under the Australian Corporations Act or the ACNC Act
- Not represent a for-profit organisation
- Provide their signed consent to Health Consumers Tasmania that they agree to act as a director of the company
- Meet the following selection criteria.

Selection Criteria

The three selection criteria below are mandatory requirements with applicants to highlight one or more of the subset questions that they are able to satisfy.

1. Recent experience and understanding of health services in Tasmania.

<i>Health Industry Skills and Experience</i>	
Experience of the health services and social care sectors in Tasmania from a personal capacity (current or previous patient, carer, family member or community support group)	
An understanding of the benefits of consumer involvement in health policy, program and service development	

2. Demonstrate senior management or board governance experience, particularly in not-for-profit organisations

<i>Skills Matrix</i>	
Governance experience in not-for-profit sector – risk management, human resources and conflict resolution	
Media or Public Relations	
Chartered accountant or certified practising accountant	
Government or business/commercial management	
Legal qualifications	
Community Engagement	

3. Commitment to consumer-centred health and wellbeing care and the principles of the organisation

<i>Personal Attributes</i>	
A commitment to consumer centred care and an ability to champion Health Consumer Tasmania's mission	

Ability to represent a broad perspective of healthcare consumer affairs issues or groups	
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Additional Information relevant to the selection process.

Candidates will be selected based on their contribution to the overall profile of the board which includes

- skills matrix outlined in the selection criteria
- maximise diversity across age, physical abilities, race, ethnicity, gender, sexual orientation and socio-economic status
- meaningful representation from across the State (North, North West and South) and remote Tasmania
- An ability to attend board meetings (minimum of six (6) per year)

3. Application Process

Applications can be sent through to Bruce Levett, Executive Officer, Health Consumers Tasmania.

Applications are encouraged to be provided by **3 June, 2019**.

Applications are required to:

- address the selection criteria,
- provide a supporting resume
- provide two referees

For further information please visit chf.org.au/health-consumers-tasmania.

Advertisement

Board Director – Expressions of Interest

Exciting opportunity to be able to shape the foundations of a new consumer led state-wide community organisation.

About the Organisation

Health Consumers Tasmania is a new community organisation that provides an independent, informed and representative voice on behalf of health consumers to systemically influence health policy and service delivery.

The aim of the organisation is to build a proactive, solution focused and respectful Tasmanian health consumer voice that will maximise the engagement between consumers, communities, service providers and government.

The organisation is currently in the process of establishing itself as a not-for-profit public company limited by guarantee and is calling for Expressions of Interest to form its inaugural skills-based Board.

About the Role

Expressions of interest are sought for the board. Applicants who meet the following:

- have recent experience and understanding of the Tasmanian Health System,
- demonstrated senior management or board governance experience, particularly in not-for-profit organisations, and
- be committed to consumer-centred health and wellbeing care and the principles of the organisation.

Please note, those representing for profit organisations will not be eligible to apply.

For further information please visit chf.org.au/health-consumers-tasmania.

To submit your application, in strict confidence, or for a confidential discussion, please contact Bruce Levett at b.levett@chf.org.au.

Applications will be shortlisted from Monday **3 June** 2019.