

FROM THE CHAIR AND CEO

We thought last year was busy, but this year was another level. We have consolidated on all the work done around governance in the previous year and have settled into a solid rhythm of business. It was good to have that solid foundation whilst we developed and launched the Self-Empower Now Program (SEN). The SEN program has been designed by a group of our consumer representatives aimed at preparing people to become paid consumer representatives.

As well as launching new programs we have also built up our consultancy work completing statewide consultations for Primary Health Tasmania and Tasmanian Department of Health.

Strengthening our governance with a view to sustainability MHLET held a Special General Meeting to make a number of changes to our constitution. The primary change was to increase the length of time a Board Member can be appointed. An additional 2-year term was added allowing the maximum number of years to be increased to six years (3 x 2-year terms.) This will increase retention of knowledge and skill at a strategic level.

We would like to thank all our volunteer Board members for their time and skill to ensure MHLET's work is aligned with our strategic priorities. MHLET would like to highlight Saphia Grant's contribution to MHLET as she stands down this October due to her relocation to Western Australia. Saphia has brought a focus on the rights of people with disability ensuring that we always consider ways to be more accessible and inclusive and we thank her for her contribution.

It has been an interesting year with organisational structures within government and a snap election. This has had a slight impact on the number of consumer engagement hours.

The Chair and the CEO would like to thank the Board, staff and volunteers for the extraordinary commitment to achieving systems change for our members and the broader Tasmanian community.

Thank you to our funders, The Tasmanian Government, Primary Health Tasmania, the Australian Government and the National Mental Health Consumer Alliance. We look forward to another great year ahead.

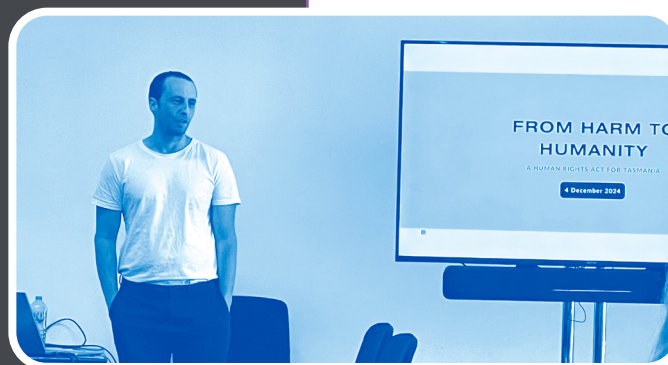
Shandell Hancock
MHLET PROGRAMS MANAGER



LIVED EXPERIENCE ENGAGEMENT

SERVICE SNAPSHOT FY 24/25

PERFORMANCE METRIC	2023-2024 FY	2024-2025 FY	CHANGE %
Instances of CRS	1353	1135	-16.11%
Hours of CRS	2704	2277	-15.79%
Average hours per CRS instance	1.99	2.06	+3.52%
Instances of CRS: Statewide mental health service	936	651	-30.45%
Proportion of all instances	69%	57.4%	
Hours of CRS: Statewide mental health service	1828	1750	-4.27%
Proportion of all hours	68%	76.8%	
Number of CRS clients other than SMHS	18	21	+16.67%
Instances of CRS 'other clients'	417	484	+16.06%
Proportion of all instances	31%	42.62%	
Hours of CRS: 'other clients'	835	527	-36.89%
Proportion of all hours	32%	46.44%	
Individual Consumer Representatives	27	26	1
Instances of CRS: Northern Tasmania	184	96	-48.39%
Proportion of all instances	14%	8.46%	
Instances of CRS: NW Tasmania	212	267	+25.94%
Proportion of all instances	16%	23.51%	
Instances of CRS: Southern Tasmania	489	500	+2.2%
Proportion of all instances	35%	44.05%	
Instances of CRS: Statewide	429	157	-63.41%
Proportion of all instances	32%	13.83%	
Instances of CRS: National	39	115	+66.09%
Proportion of all instances	3%	10.13%	



TRAINING AND DEVELOPMENT

Our core training is now the Self-Empower Now (SEN) program. Whilst the primary purpose of this training is to become a paid consumer representative, the five-stage program is packed with information to build the skill and capacity to self-advocate. The SEN program has proudly been designed by the SEN Working Group and refined as we have been rolling it out statewide. The first two stages are held face to face and facilitated by an experienced consumer representative or staff member. The program is funded by the Australian Government until June 2027.

In addition to SEN, we also offer individually tailored mentoring programs for new consumer representative depending on the level of support required.

Our Programs Manager holds month consumer representative knowledge sharing meetings which are incredibly valuable in building the collective capacity of our consumer representative to advocate at a systems level.

MEMBER ACTIVITY

This past year MHLET has hosted 103 events and member meetings with 659 attendees. This has been an increase 41% increase in the number of events from the past year. Examples of the types of events that were held are, statewide meetings, regional members meetings, consultations and CEO coffee catch-ups. MHLET proudly celebrates our commitment to grass roots connections with members and the community as our organisation grows.

A highlight was our AGM and face to face statewide meeting held in December where we invited Simon Katterl (lived experience leader) to facilitate a workshop "Human Rights Act for Tasmania." It was wonderful to have such a high level of expertise present and to show case this to a number of invited external stakeholders.

We have added a new role to the team, Communications Manager. This role brings graphic design, digital media, web design and strategic communications skills to the team. We have developed a new website which has drawn praise from members and our national colleagues. The impact of this role has been incredibly valuable in the 10 months since creation.



CONSULTATIONS AND ADVOCACY



This past year has seen MHLET tackle some complex advocacy issues including amendments to the Tasmanian Mental Health Act. We have constructively worked alongside the Office of the Chief Psychiatrist and Statewide Mental Health Services to advocate for consumers rights. We thank both departments for their efforts in tackling robust conversations with our members and their willingness to consider amendments from a consumer perspective. The consultations around any amendments are ongoing and we will keep members updated.

Primary Health Tasmania (PHT) commissioned MHLET to hold statewide consultations for the 'Continuum of Care' Project, which aims to ensure Tasmanian mental health consumers have access to the best possible care over their lifetime. MHLET was also commissioned by PHT to consult on the 'Universal Aftercare' project, which is about the care that everyone, including family and friends should receive after a suicide attempt.

Another highlight was working with a bright group of young Tasmanian mental health consumers to consult on the RHH Paediatric Ward changes. The group offer such insight and had a focus on sustainability and practicality.

NATIONAL INITIATIVES



Last year we reported that MHLET had become a founding member on the National Mental Health Consumer Alliance (The Alliance) which is a national organisation comprised of a membership of all state and one territory consumer peak bodies. This year we can celebrate the success of a grant application for \$3.5 million to fund The Alliance. Two extra Board members have joined from the Indigenous Australian Lived Experience Centre. The Alliance is also funding a reference group from the Northern Territory.

The Alliance extends funding to the state and territory peaks to employ a Policy Officer (two days a week) to support a Consumer Advisory Group. This ensures that Tasmania has an equal place at the table to help shape national policy that affects Tasmanian Mental Health consumers.

We look forward to strengthening our relationships with our national allies in the coming year.

OUR FUNDING PARTNERS

