

## PEOPLECARE HEALTH LIMITED - CANDIDATE TESTIMONIALS FOR ELECTION OF DIRECTORS 2021

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Name	Member since:	State / Territory of Residence	Occupation	Role / Employer	Qualifications / Professional Status	Previous/Current Board Roles	Skills and Experience
<b>Tribe, Jemma</b>	2017	New South Wales	Senior Communications Manager	Grand Pacific Health	<ul style="list-style-type: none"> <li>- Australian Institute of Business, MBA</li> <li>- Australian Institute of Company Director Course</li> <li>- Bachelor of Media &amp; Communication Studies</li> </ul>	<ul style="list-style-type: none"> <li>- Southern Water Board, Director September 2014- September 2016</li> <li>- Healthy Cities Illawarra, Director June 2014- September 2016</li> <li>- Healthy People Illawarra June 2014- September 2016</li> <li>- Bendigo Bank (Nowra), Director/ Chair of Marketing Committee November 2012- October 2014</li> <li>- Shoalhaven Business Chamber February 2011- August 2012 and Chair September 2019 - current</li> <li>- NSW Liberal Party 2019 - Current</li> <li>- Nowra Christian School, Board Member June 2020 - Current</li> <li>- Winning Women Australia June 2021- Current</li> <li>- Nowra Community Food Store Inc July 2021- Current</li> </ul>	<b>Experience:</b> <ul style="list-style-type: none"> <li>- Journalist Wave FM 2003-2007</li> <li>- Media Adviser Cedars 2007-2009</li> <li>- Media Advisor Joanna Gash MP 2009-2011</li> <li>- Senior Manager Marketing The Flagstaff Group 2011-2013</li> <li>- Ward 2 Councillor- Shoalhaven City Council September 2012- September 2016</li> <li>- Policy Adviser Ann Sudmalis MP 2014-2016 (Part Time)</li> <li>- Policy Adviser- International Association for Public Participation Australasia December 2014 – December 2016 (Part Time)</li> <li>- Communications Manager Grand Pacific Health 2016 - current</li> </ul> <b>Skills:</b> <ul style="list-style-type: none"> <li>- PR</li> <li>- Marketing</li> <li>- Strategic planning</li> <li>- Written/verbal communication</li> <li>- Stakeholder engagement</li> <li>- Government relations</li> </ul>

**Jemma Tribe:** Jemma started her career as a Journalist with a Bachelor of Media and Communication Studies from the University of Wollongong, before becoming a Media/Policy Adviser in Federal Parliament. Jemma has served as a Senior Communications Manager for The Flagstaff Group and now Grand Pacific Health. She has a Masters in Business Administration and is a Graduate of the Australian Institute of Company Directors.

Jemma has served as an Independent Councillor on Shoalhaven City Council and several boards over the past 10 years including Bendigo Bank Nowra, Healthy Cities/ Healthy People Illawarra, Southern Water, Winning Women Australia, Nowra Christian School, Nowra Community Food Store, Bravehearts South Coast and NSW Liberal Party.

Jemma is President of the Shoalhaven Business Chamber/ Shoalhaven Women in Business and an ambassador for 'Inspiring Rare Birds.' She hopes to bring her experience in Government and Community Relations to the Peoplecare Board. Jemma is passionate about fair and sensible leadership.

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<b>Verma, Dr Abhishek</b>	2009	Victoria	General Practitioner in Private Practice, and Non-executive director, Rural Health Victoria.	Narrengate Medical Clinic	<ul style="list-style-type: none"> <li>- Bachelor of Medicine, Bachelor of Surgery, Bachelor of Medical Science</li> <li>- Master of Surgery</li> <li>- Fellowship of the Royal Australian College of General Practitioners</li> <li>- Graduate, Australian Institute of Company Directors (GAICD)</li> <li>- University of Newcastle Academic Fellow</li> <li>- Victorian Medical Board AHPRA</li> </ul>	<ul style="list-style-type: none"> <li>- Victorian Medical Board AHPRA Medical practitioner member Nov 2017 - present</li> <li>- Victorian Faculty Board of the Royal Australian College of GPs Oct 2017 - present</li> <li>- Board of Edenhope and District Memorial Hospital Chair of Clinical Governance and Medical Advisory Committee Quality &amp; Risk Committee 2018 - present</li> <li>- Board of Yea and District Memorial Hospital Audit &amp; Risk Committee, Financial Steering Committee 2020 - present</li> <li>- Board member Academic Board of Assessment RACGP 2018 - present</li> </ul>	<p>Experience:</p> <ul style="list-style-type: none"> <li>- Experience with the regulatory compliance and risk management aspects of private insurance.</li> <li>- Significant Board and Director experience in the health sector.</li> </ul> <p>Skills:</p> <ul style="list-style-type: none"> <li>- Experience at the clinical and corporate governance interface</li> <li>- Private insurance industry expertise as a doctor, administrator and consumer</li> <li>- Advanced training in financial analysis, risk management, corporation law and industrial compliance</li> <li>- Strong regulatory background with current role with APRA</li> </ul>

**Dr Abhishek Verma:** Thank-you for considering me for election to the Board of Peoplecare.

I'm a doctor currently in private practice in Eastern Melbourne, with considerable private health industry experience as both a clinician and administrator. As an administrator, I've worked with insurance claimants, private hospitals, allied health providers and the Department of Health. Additionally, I have robust experience with the regulatory compliance and risk management aspects of private insurance.

I have significant Board and Director experience in the health sector, including currently serving as Director of both Yea & District Memorial Hospital and also Edenhope & District Memorial Hospital. Presently, I'm also a member of the Victorian Medical Board. In addition to my medical qualifications, I have undertaken advanced training from the Australian Institute of Company Directors.

I'm keen to work on the Board of Peoplecare because I believe this is a tremendous organisation with a wonderful culture. I am dedicated to ensuring Peoplecare is governed in a positive way to deliver the best value insurance possible for our members. I am dedicated to ensuring Peoplecare members experience great hospital care and affordable access to the allied health services they need - thereby, improving outcomes and better health for all members. Thank-you!

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Jennings, Dr Jacqui (Jacqueline)	2002	Victoria	Director	Futurity Investment Group - Chair Investment Committee; - Member Risk Committee - Member Education Advisory Committee - Member of the Sustainability Committee	- PhD Management  - Masters Degree Management  - Bachelor Degree Metallurgy  - GAICD - Graduate of the Australian Institute of Company Directors  - IAP2	Current directorships: Futurity Investment Group - Chair Investment Committee; - Member Risk Committee - Member Education Advisory Committee - Member of the Sustainability Committee  Mount Buller & Mt Stirling Alpine Resort Management Board - Chair - Member Audit & Risk Committee - Chair, People, Culture & Remuneration Committee  Darwin Waterfront Corporation  Prior Directorships: 2009 – 2012 Peoplecare Health Insurance - Member Risk Audit & Finance Committee; - Member Non-Health Fund Business Strategy Committee	Experience: Career with BHP which culminated in the role of Vice President Business Development and Marketing. Over the past decade worked as a non-executive director. Initially with mutuals Peoplecare and Futurity Investment Group, my experience now spans the Health Insurance, Education and Finance sector and Government. Chaired numerous committees including several Risk, Finance and Audit committees and for the past 6 years, the Investment Committee of the Futurity Investment Group (over \$1 billion FUM).  - Finance, business management and investment experience in Government, for profit and not for profit sectors - A broad range of career experience at executive level and in manufacturing operations. - Formal qualifications in management and engineering.  Skills: - Corporate governance, risk management and financial investment - Industrial relations, HR, stakeholder management, commercial negotiation, change management - Business strategy, business analytics and market research.

**Dr Jacqui Jennings:** My family are long term members of Peoplecare and I believe passionately in the value of a mutual fund – owned by members for the benefit of members.

I grew up in the Illawarra and have worked around the globe gaining experience and skill in management, tourism, finance and investment. Following several decades in the steel industry, for the past 12 years I have maintained a Board portfolio career refining my governance skills across sectors on both business and government boards. My particular strengths are in providing oversight of finance, risk, investment and strategy. My academic qualifications include PhD and Masters degrees in Management, a Bachelor degree in Metallurgy, and Securities Institute qualifications in superannuation, derivatives, managed funds and securities. I am also a graduate of the AICD Company Directors Course.

Health insurance is a significant investment that must provide value and this role is a representative position for which the professional board skills detailed above are important contributions, but equally so is the ability to speak confidently on behalf of members. I have the lived experience of raising a family with all the dental, optical and hospital costs that entails. You can trust me to always represent your member interests.

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<b>Deakin, Christine</b>	2000	Victoria	Director	Banyule Community Health, Chair of Board of Directors.	<ul style="list-style-type: none"> <li>- Company Directors Course Graduate - GAICD</li> <li>- Bachelor of Economics (Accounting &amp; Finance)</li> <li>- Women's Leadership Program</li> <li>- Diploma in Financial Services (Financial Planning)</li> <li>- Prince 2 Foundation</li> </ul>	<ul style="list-style-type: none"> <li>- Banyule Community Health, October 2013</li> <li>- present: Chair of Board of Directors</li> <li>Board Committees: Finance &amp; Investment, Clinical Governance</li> <li>Richmond Football Club, History and Traditions Committee, April 2017 – present</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>- A strategic thinker with demonstrated ability to develop both strategic and operational plans to achieve desired organisational outcomes</li> <li>- Leadership, business development, operational and change management skills</li> <li>- Broad executive/general management experience with sound financial literacy, people management and risk management capabilities</li> <li>- Private and public sectors</li> <li>- Strategic and tactical relationship building</li> <li>- Commercially astute with the ability to employ strategic thinking in the planning, scheduling and deployment of human and physical resources.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>- Leadership, governance, business development, operational and change management skills</li> <li>- Strategic thinker with demonstrated ability to develop strategy to achieve desired organisational outcomes</li> <li>- Commercially astute with ability to employ strategic thinking in the planning, scheduling and deployment of human and physical resources.</li> </ul> <p><b>Christine Deakin:</b> I have been a member of Peoplecare for 21 years, joining whilst working at BHP Credit Union. I am currently the Board Chair of Banyule Community Health and have been on this Board for eight years. I have broad ranging governance responsibilities and am an active participant in all Board efforts, which includes participating in several Board sub committees. I am an experienced financial services Executive and a Graduate of the Australian Institute of Company Directors. I have been on numerous Boards and Board Committees throughout my career. I have extensive experience in profit to member organisations, valuing the important role they play in our community.</p> <p>I have a great passion for our community's health and well-being; a healthy and well society will prosper. There are many aspects to access to quality health care and the Health Insurance industry plays an integral role in this. My experience and interest in community health would be most complimentary to the work the Board of Peoplecare does to ensure access to quality, affordable health insurance.</p> <p>I would value the opportunity to contribute to the ongoing growth and development of Peoplecare and the important role it plays to support its members and the community.</p>

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Pawlukowski, Dorothy	2004	New South Wales	Senior Manager Solicitor	Head of C&B Financing Legal North National Australia Bank Limited (Sydney)	<ul style="list-style-type: none"> <li>- Graduate, GAIDC Australian Institute of Company Directors</li> <li>- Admitted Solicitor Supreme Court of New South Wales and the High Court of Australia</li> <li>- Graduate Diploma of Management</li> <li>- Graduate Diploma of Legal Practice</li> <li>- Bachelor of Laws, First Class Honours</li> <li>- Bachelor of Science</li> </ul>	<ul style="list-style-type: none"> <li>- Director - Aarnja Ltd ABN 74 159 924 900 (registered charity) Committees Finance Audit Risk and Investment Sub Committee (Chair)</li> <li>- Executive Director - Company National Australia Group Services Limited ABN 86002 251 023 (under administration as part of corporate restructure)</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>- 10 years experience as a private practice banking solicitor for top tier law firms in Australia (Sydney) and the United Kingdom (London) focusing on general corporate, acquisition, property and project finance, as well as restructuring and insolvency.</li> <li>- 8 years experience as a corporate counsel/in-house solicitor at a major Australian bank focusing on general corporate, acquisition, property, project, resources, government/education and trade finance, other product (including payments), restructuring, regulatory (including competition law, cross border issues and prudential standards), and sustainable finance.</li> <li>- 4 years experience as a senior manager of an in-house legal team.</li> <li>- 3 years experience as an executive director.</li> <li>- 2 years experience as an independent director.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>- Legal professional</li> <li>- People leadership and management</li> <li>- Risk management</li> <li>- Governance</li> <li>- Financial management.</li> </ul>

**Dorothy Pawlukowski:** Experienced independent and executive director. Current executive director of a major domestic bank subsidiary and independent director (and chair of the Finance Audit Risk and Investment Committee) of Aarnja Ltd (large indigenous charity).

Over 15 years of experience as a senior manager and legal practitioner in banking and finance, both domestically and overseas. Currently manager of a team of 6 lawyers servicing the Corporate & Institutional Banking division of a major domestic bank globally.

Significant experience in managing complex commercial, legal/regulatory, reputational and operational risks and representing member/shareholder interests.

Continuous membership of Peoplecare (then Lysaght) since 1989 with a strong commitment to give back to the community and members.

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<b>Khatri, Rajesh</b>	2011	New South Wales	Director	<ul style="list-style-type: none"> <li>- Campbell Page, Sydney, Australia</li> <li>- Australian Medic Alert Foundation</li> </ul>	<ul style="list-style-type: none"> <li>- Graduate of the Company Directors Course and Member of AICD</li> <li>- Graduate Diploma in Applied Finance &amp; Investment and Fellow of FINSIA</li> <li>- Australian Chartered Accountant with CA ANZ,</li> <li>- Bachelor of Arts (Accountancy) with University of South Australia</li> </ul>	<ul style="list-style-type: none"> <li>- Director – Australian Medic Alert Foundation (AMAF)</li> <li>Chair of Audit Risk and Investment committee</li> <li>Chair of Information communication and Technology Advisory committee.</li>   <li>- Director – Campbell Page</li> <li>Member of the Audit and Risk Committee</li>   <li>Previously an Advisory Board Member at Aged Care Reviews</li> </ul>	<p>Experience:</p> <ul style="list-style-type: none"> <li>- Executive skill set and been a seasoned CFO for almost twenty (20) years</li> <li>- Finance executive familiar with financial statements, cash flow management, solvency monitoring, rolling forecasts, ratio analysis, operational KPI's and internal controls.</li> <li>- Compliance with laws, regulations and regulators – Corporate law, Trade Practices, Intellectual Property, Privacy law, regulators such as RBA, APRA, ATO, ASIC etc.</li> </ul> <p>Skills:</p> <ul style="list-style-type: none"> <li>- Finance</li> <li>- Risk Management</li> <li>- Strategy</li> <li>- Information Technology</li> <li>- Corporate Governance</li> <li>- Negotiating experience.</li> </ul>

**Rajesh Khatri:** Raj is an executive with over 35 years of business experience. He adds value to board decision making by providing alternative points of view based on his diverse work experience. Raj's strengths in director skill set includes Finance, Risk Management, Strategy, IT and Corporate Governance.

Raj is currently a Non-Executive Director at Campbell Page and a member of the Audit and Risk Committee. Raj is also a Non-Executive Director at Australia Medic Alert Foundation (AMAF). At AMAF, Raj Chairs both their Audit Risk and Investment Committee and the Information Communication and Technology Committee. Previously Raj was an Advisory Board member of Aged Care Reviews.

Raj commenced his career at KPMG followed by roles in the commercial sector. This experience was gained by working in Australia, Canada, UK and China. Recent roles include being the Chief Financial Officer at the Banktech Group and Chief Financial Officer and Company Secretary at Strategic Payments Services, a joint venture between MasterCard and Bendigo and Adelaide Bank.

Raj's professional qualifications include being an Australian Chartered Accountant, a Fellow of FINSIA and a graduate of the Australian Institute of Company Directors. Raj holds a Bachelor of Arts (Accountancy) and a Graduate Diploma in Applied Finance and Investment.

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Harrup, Sara	2018	Queensland	Chief Executive Officer	Foodbank Qld	<ul style="list-style-type: none"> <li>- Graduate – Company Directors Course   Australian Institute of Company Directors</li> <li>- MBA (incomplete)   University of Southern Queensland</li> <li>- Certificate IV in Workplace Training and Assessment Sydney University of Technology</li> <li>- Certificate of Commercial Mediation   Bond University</li> <li>- Bachelor of Health Science (Nursing)   Queensland University of Technology</li> <li>- Three Year General Nursing Course   Royal Brisbane Hospital</li> <li>- Bachelor of Arts (Psychology)   Queensland University</li> </ul>	<p>The Executive Connection Advisory Board 27 - Member</p> <p>Exercise and Sports Science Australia Board Subcommittee Member, Ethics and Disciplinary Committee</p> <p>Family Day Care Association Qld Non-Executive Director Mbr Audit &amp; Risk Committee</p> <p>UQ Business Sustainability Initiative Advisory Board Member</p> <p>Under 1 Roof Consortium Board Member</p> <p>Family Business Australia Chair – Peer Advisory Board</p> <p>139 Club - Deputy Chair Member of Finance and Audit Committee</p>	<p><b>Experience:</b></p> <p>Sara's experience has included being part of, and in some instances advising and supporting boards through a range of key decisions including:</p> <ul style="list-style-type: none"> <li>- significant restructures and major strategic change</li> <li>- CEO remuneration, performance development and performance management</li> <li>- Strategy development and planning at the board level</li> <li>- Discharge of critical financial and risk governance oversight functions</li> <li>- Complex issues resolution</li> <li>- Rebranding</li> <li>- Large-scale marketing initiatives</li> <li>- Significant investment for financial and organisational growth</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>- Ability to lead and participate in complex board discussions and decision making</li> <li>- Ability to distill complex issues into actionable problems and opportunities</li> <li>- Deep appreciation for the roles of directors vs management</li> <li>- Practical understanding of the importance of the board building strong and genuine relationships with its stakeholders</li> <li>- Practical understanding and strong track record of building the organizational systems that support people to do great work.</li> </ul>

**Sara Harrup** is an experienced company director and senior executive of 25 years. She has held board roles in the not for profit and private sector and Senior Executive and CEO roles in ASX listed and not for profit organisations. She has over 20 years' experience working with member-based organisations. This means that she understands, and has lived, how to support a member owned organisation surpass its member's expectations. Sara is CEO of Foodbank Queensland and a Member of the Ethics Committee of Exercise and Sports Science Australia.

Sara has held executive roles in insurance, transport and logistics, health, education, and community services. Past Director roles include professional standards bodies for family businesses, early childhood care, housing and homelessness, and manufacturing. Together, this experience provides wide-ranging perspectives on how best to meet and surpass Peoplecare members' expectations.

Sara's objective in becoming a Director is to contribute her skills to the Board in developing strategy, financial and risk governance, guiding large-scale membership marketing campaigns and ongoing staff development. She is eager to explore new approaches for Peoplecare to support members who live and work in smaller States and regional areas of Australia. Sara has a strong alignment with the values of Peoplecare and is committed to bringing her director skills to supporting Peoplecare to be an organisation with a continued focus on value and choice for members.

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Tancevski, John	2014	New South Wales	Chief Executive Officer (CEO)	Community First Credit Union since 2005.	<ul style="list-style-type: none"> <li>- Bachelor of Commerce (Accounting) - BCom (Accy)</li> <li>- Masters of Business Administration (MBA)</li> <li>- Fellow, Society of Certified Practising Accountants (FCPA)</li> <li>- Graduate, Australian Institute of Company Directors (GAICD)</li> <li>- Nominated Responsible Officer (NRO) and Responsible Person qualification under the Australian Prudential Authority (APRA) prudential standards and Requirements of ASIC's Credit Licence obligations</li> </ul>	<ul style="list-style-type: none"> <li>- Chair of the Board Audit and Risk Committee for Transaction Solutions</li> <li>- Member of the Board Corporate Governance and Remuneration Committee of Community First Credit Union;</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>- Senior executive with accounting qualifications and a broad range of experience in various industries including steel (BHP trainee), oil, furniture manufacturing, printing, private hospital (Mayne Nickless) and financial services.</li> <li>- Over 25 years in Financial services and APRA's prudential regulation with over 15 years' experience at Chief Executive Officer level.</li> <li>- Strong strategy focus with international recognition being inducted into the Palladium Group Balanced Scorecard Hall of Fame for Executing Strategy (2016).</li> <li>- Experienced in risk management and governance frameworks</li> <li>- Over 25 years' experience in the mutual sector, balancing the need for generating inter-generational profitability with delivering benefits to members.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>- Extensive Board experience</li> <li>- Merger and Acquisition experience:</li> <li>- Finance and Treasury, including liquidity investments</li> <li>- Strategic planning</li> <li>- Building partnerships and alliances.</li> </ul>

**John Tancevski:** As an Illawarra local, I can offer the members of Peoplecare a diverse background in steel, oil, furniture, printing, private hospital and banking, a challenger mind-set and merger and acquisition experience.

As Chief Executive of a member-owned financial institution for over 15 years, I understand the importance of balancing benefits to members with the need to keep the business viable.

Our member-owned Bank has tripled in size, been inducted into the international Balanced Scorecard Hall of Fame for executing strategy, won two industry innovation awards and created alliances with national brands.

The challenge of competing with larger for-profit competitors has never been more difficult and the members will need Directors who can meet those challenges with experience. Staying member-focused and unique will always be important, as will a commitment to future growth.

I have been working in the Board rooms of companies for over 20 years and can offer a rare listed company and member-owned perspective that only education and diverse experience can deliver.

I would like to see Peoplecare prosper and become an even bigger and more successful Illawarra institution meeting the needs of private health insurance customers Australia-wide.

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<b>Baker-Finch, Sue</b>	2017	New South Wales	Consultant	Principal and Owner, SBF Consulting	<ul style="list-style-type: none"> <li>- Fellow, Australian Institute of Company Directors</li> <li>- Master of Business Coaching (with Distinction), University of Wollongong</li> <li>- Executive Master of Business Administration, AGSM, University of NSW</li> <li>- Tasmanian Teachers Certificate, Education Department of Tasmania</li> <li>- Bachelor of Science Hons (Physics), University of Tasmania</li> </ul>	<ul style="list-style-type: none"> <li>- Associate Director, Peoplecare Health Limited (May 2018 – May 2021)</li> <li>- Director &amp; Chair, Illawarra Business Chamber Ltd (Director 2010 -15, President 2012 -15)</li> <li>- Director, Wollongong City of Innovation Limited (Destination Wollongong) (2013 -15)</li> <li>- Director &amp; Deputy Chair, Illawarra Shoalhaven Local Health District (2010 -14)</li> <li>- Director, Wollongong City Centre Limited (2010 -12)</li> </ul>	<p>Experience:</p> <ul style="list-style-type: none"> <li>- Extensive CEO experience with overall responsibility for all business functions including finance and reporting functions</li> <li>- Significant Board Director experience including committee work concerning finance, reporting, compliance and risk management as Chair Finance &amp; Performance Committee and Member Audit Committee at ISHD, a large government corporation.</li> <li>- Significant background experience in NFP broad membership-based organisations (NSW and Illawarra Business Chambers, Australian Divisions of General Practice, Soccer Australia) along with experience in NFPs with key member stakeholders (IHMRI Ltd, 6th Australian Masters Games)</li> </ul> <p>Skills:</p> <ul style="list-style-type: none"> <li>- Financial Risk Management</li> <li>- Marketing</li> <li>- PHI Industry - 3-year term as Peoplecare Associate Director</li> <li>- Strategy development and execution</li> <li>- Business Transformation</li> <li>- Change Leadership</li> <li>- Commercial</li> <li>- Business management</li> </ul>
<b>Sue Baker-Finch:</b> After 3 years (2018-21) as Peoplecare Associate Director, I am seeking support to become an elected Director to build on this valuable experience and further contribute to the Peoplecare Board.							
With over 20 years past senior executive/CEO experience and numerous board roles, in various government and NFP enterprises across several industries, I can offer a well-rounded skill set with broad perspective, sharp strategic focus, and strong appreciation of regulatory contexts and compliance issues. Transitioning recently from full-time executive roles to a portfolio career as board director and consultant, I can also devote the time and energy needed to meet the growing demands of board governance roles.							
Peoplecare faces some challenges including rising cost of health services, growing out-of-pocket expenses, affordability issues, and the need for technology to deliver more customer value and drive efficiencies. Furthermore, changes in health services delivery accelerated by the COVID 19 experience will need responses. With past experience in health, as Deputy Chair of a NSW Local Health District, CEO of a national GP organisation and a medical research institute head, I can offer useful insights into such issues.							
It would be a privilege to contribute, as a Peoplecare Director, in navigating these challenges and above all in consolidating Peoplecare's track record as an outstanding health insurer punching above its weight in delivering value and exceptional care and service to members.							

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<b>Fitzgerald, Peter</b>	2012	New South Wales	Director – Chair Audit Committee & Member Risk Committee	Peoplecare	- Bachelor of Commerce (majoring in Accounting) - Graduate of the Australian Institute of Company Directors - Formerly a Registered Tax Agent & Registered Company Auditor.	- Director, IRT Group - Director, IMB Bank - Director Audit Committee & Member Risk Committee (Peoplecare)	<p><b>Experience:</b></p> <ul style="list-style-type: none"><li>- 27 years as a KPMG Partner</li><li>- 10 years as Chair of Regional (non-metro) practices of KPMG</li><li>- 12 years a Council Member of the University of Wollongong including Chair of the Risk, Audit and Compliance Committee</li><li>- Former registered company auditor and tax agent</li><li>- Former Fellow of the Tax Institute of Australia.</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>- Business and strategic planning</li><li>- External and internal audit</li><li>- Corporate taxation</li><li>- Strong understanding of the principals of mutuality and benefits through extensive involvement with organisations including health funds, financial institutions and registered clubs.</li></ul>

**Peter Fitzgerald:** I look forward to continuing in the role of Director with Peoplecare, having been a member of the Board for the last six years, as a means of contributing towards the betterment of a growing, progressive not-for-profit organisation. There are many challenges facing the health insurance industry, which operates in a heavily regulated environment where government policies influence what individual funds can control. But doing all that is possible to ensure the affordability and value for money for members during the pandemic continues to be a big challenge and focus for the Board.

After 27 years as a partner of KPMG in Wollongong, I retired in 2015. I believe I have both the broad experience & the time required to bring to the role of Director. I was managing partner of the Wollongong practice of KPMG for over 20 years, which provided me with much experience in the aspects of running a business.

As a practitioner over the years I have provided a variety of services to corporate clients, including those in the not-for-profit sector. These services have included external & internal audit, risk management, corporate tax, indirect tax & broad business advisory covering strategic planning, financing, & business structuring.

Among the clients to whom some of these services were provided were businesses within the health insurance industry.

I have held roles with a number of organisations, including as a Council member of the University of Wollongong for 12 years, where I have also chaired its Risk & Audit Committee for all of that time. I have the following qualifications:

- Fellow of the Institute of Chartered Accountants in Australia
- Graduate of the Australian Institute of Company Directors.

I was formerly a:

- Registered Company Auditor
- Fellow of the Tax Institute of Australia
- Registered Tax Agent

I believe I can bring my skills & experience to help Peoplecare build on what it has already achieved and become an even stronger organisation for the benefit of its members.

Name	Member since:	State / Territory of Residence	Occupation	Role / Employer	Qualifications / Professional Status	Previous/Current Board Roles	Skills and Experience
Frost, Matthew	2007	Victoria	Head of Risk Advisory & Regional Lead, Natural Resources Executive Committee Member	- Willis Towers Watson	<ul style="list-style-type: none"> <li>- BA (Hons) Law, Sheffield University (UK)</li> <li>- Associate of the American Institute of Risk Management (USA)</li> <li>- Fellow of the Chartered Insurance Institute (UK)</li> <li>- Graduate of the Australian Institute of Company Directors (Australia)</li> </ul>	<ul style="list-style-type: none"> <li>- Director - BHP Marine &amp; General Insurances Pty Limited</li> <li>- Director - Commonwealth Steamship Insurances Pty Ltd</li> </ul>	<p>Experience:</p> <ul style="list-style-type: none"> <li>- BHP (2002 – 2019) UK &amp; Australia</li> <li>Vice President Risk Finance (2012-19)</li> <li>Vice President Insurance and Risk (2007-2012)</li> <li>Manager – Risk Finance (2002-2007)</li> <li>- Diageo (1997 – 2002) UK - Director – Insurance and Risk Finance</li> <li>- Willis Towers Watson (prior to 1997) UK Client Services Director (1993 – 1997)</li> <li>UK Representative (USA based) (1990 – 1997)</li> </ul> <p>Skills:</p> <ul style="list-style-type: none"> <li>- Risk finance and insurance solutions</li> <li>- Insurance and risk management including claims advocacy and settlement</li> <li>- Experienced negotiator with Governments to effect industry changes in insurance</li> <li>- Experienced Board Director and Managing Director of captive and general insurance companies/associations</li> <li>- Risk management change strategies.</li> </ul>

**Matthew Frost:** In life organisations touch us in some way – our car, bank, favourite brand or shop. Great businesses have a culture ensuring employees and customers never want to leave. This is the relationship my family has with Peoplecare. As a former BHP employee my family and I have been members since 2007 and we have always received caring advice, guidance and claim payments on-time every time. I passionately believe in the Peoplecare family and I want to give something back to the members.

My personal career experiences span global insurance, risk management and insurance company management (including two current Directorships with insurers regulated in Australia by APRA). I am a graduate of the Australian Institute of Company Directors and have 20+ years of board experience. Specifically, I am a strategist. In my career I help organisations with long-term insurance strategies and maximising the value they receive from their insurance buying. Private Health insurers face headwinds of regulatory and cost pressures and my financial, risk and governance expertise will add value to the diverse skills of the Board.

My aspiration is to serve the membership and support Peoplecare achieve its true north in terms of membership value, service and care.

Name	Member since:	State / Territory of Residence	Occupation	Role / Employer	Qualifications / Professional Status	Previous/Current Board Roles	Skills and Experience
<b>Caris, Phillip</b>	1999	Victoria	Chief Human Resources and Corporate Affairs Officer	Ixom, Melbourne	<ul style="list-style-type: none"> <li>- Advanced Management Program (AMP196), Harvard Business School</li> <li>- MAICD, Australian Institute of Company Directors</li> <li>- Leadership and Strategy, Stanford University Graduate School of Business</li> <li>- Certificate in Public Relations, RMIT</li> <li>- Human Resources Leadership, Rotterdam School of Management, Erasmus University</li> <li>- Industrial Relations/Employment Law (single units), University of Tasmania</li> <li>- Bachelor of Arts (Economics and Labour Relations), University of Melbourne</li> </ul>	<ul style="list-style-type: none"> <li>- Employer Director on the Board of LUCRF (The Labour Union Co-operative Retirement Fund), 2016-2018</li> </ul>	<p>Experience:</p> <ul style="list-style-type: none"> <li>- Senior executive that has worked within the Executive Leadership Team of large public (ASX100) and private companies (Private Equity)</li> <li>- People function in organisations with workforces of up to 25,000 employees</li> <li>- Public Affairs, Customer Experience, Strategy and Transformation</li> <li>- Business operating plans with budgets of up to \$30m.</li> </ul>

**Phillip Caris:** Phil has been a member of Peoplecare for 30 years and has been working on and with Boards for the past 20 years of his executive career. Most recently he has worked on the leadership teams of companies including ASX100 listed GrainCorp and privately owned Coateshire in roles that focus on Organisational Culture, Governance and Customer Service.

With previous Board experience on a Not for Profit Industry Superannuation Fund where improving investment returns and service to its members were a priority, Phil is well accustomed to the needs of a loyal membership base. He understands the importance of affordability, improved member outcomes and the need for continuous improvement of member centric processes, easily accessible via a digital app and a responsive call centre team.

Having recently completed the Advanced Management Program at Harvard Business School, Phil brings significant business experience in customer and employee experience, strategy, as well as rigour around risk management and corporate governance.

Phil and his partner Sally (a physio who runs her own successful clinic) understand just how reassuring it has been to have had Peoplecare by their side during various life stages.