

HEAD OF SECRETARIAT REPORT 2024–2026

From Auckland 2024 to Tonga 2026

16th Biennial General Meeting | Nuku‘alofa | 17 September 2026

Dr Amanda Noovao Hill | Head of Secretariat

What members asked for

What we put in place

What still needs work

What members asked of PSRH in Auckland

The 2024 conference and BGM gave us a practical starting point.

Easier access

A better online presence and an easier way for members to find information, resources and opportunities.

Better connection

Stronger links across countries, and information moving both ways rather than only from the centre.

More support

More realistic operational support and resources for the work PSRH was taking on.

Follow-through

Clear, achievable priorities and better follow-through between conferences.

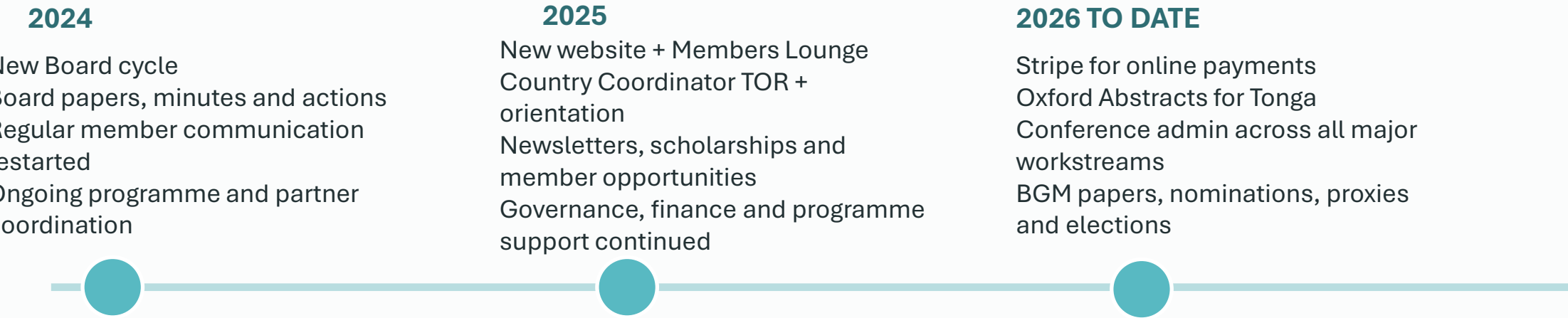
There were also some very practical problems to sort out

membership tracking • website problems • no simple online payment pathway • records and handover • financial oversight

That gave the new Board and Secretariat a practical starting point.

What the Secretariat has done since March 2024

Much of this work happens in the background.



25 member newsletters across the biennium

plus targeted emails, website updates, social media and direct country communication

The aim has been to keep PSRH moving between conferences — not only around conference time.

What is easier now than it was in 2024

Not perfect, but we are not starting from scratch.

Members	→ Website + Members Lounge	Governance papers, BGM material, resources, scholarships and forms are easier to find
Payments	→ Stripe	Membership and conference payments can go directly into the PSRH account online
Country links	→ Country Coordinators	A clearer pathway for information, priorities and opportunities to move both ways
Conference admin	→ Oxford Abstracts	One place for abstracts, registration, programme, certificates and reporting
Handover	→ Templates + trackers	More of the work is recorded and reusable rather than recreated each time

These are simple things, but they make PSRH easier to run and easier for members to use.

What sits behind the programme work

The technical work belongs with programme leads and partners. The Secretariat helps make the work happen.

People & coordination

- Faculty invitations
- Country liaison
- Schedules and meetings
- Registrations
- Travel and attendance support
- Workshop coordination

Money & administration

- Invoices and payments
- Funding applications
- Sponsorship administration
- Payment follow-up
- Bookkeeping support
- Programme records and reporting

Communication

- Members
- Ministries of Health
- Universities
- Professional bodies
- Development partners
- Programme teams and faculty

Depending on the activity, PSRH may lead, co-deliver, convene, facilitate or simply bring the right people together.

Tonga 2026 has been the biggest admin job

Almost every part of the Secretariat has been involved.

Abstracts & programme

Submissions, reviewers, notifications and programme administration

Registration & payments

Delegate registration, coupons, invoices, refunds and follow-up

Workshops

Faculty, attendance, equipment, venues and communication

Speakers & partners

Invitations, briefing, travel/funding liaison and programme changes

Sponsors & exhibition

Agreements, invoices, benefits and exhibition logistics

BGM & member business

Notice, papers, nominations, proxies, elections and member communication

The Conference Manual now needs a proper rewrite.

It should be based on the way the conference is actually run: clear roles, realistic timelines, local capacity, firm milestones and escalation points.

What still needs work

There has been good progress, but some basics still need attention.

Still to finish

1. A clean financial-member register and reliable renewal cycle
2. Secretariat capacity that matches the level of work approved by the Board
3. Clearer roles and decision-making for major programmes and conferences

Still to strengthen

4. Central records and handover that do not sit in personal inboxes or devices
5. Admin cost recovery built into externally funded work from the start
6. One simple way to report what PSRH has done across the region — and what difference it made

These are not glamorous jobs, but they matter for continuity and accountability.

Some numbers we can already see

A useful snapshot of reach — but not yet a complete PSRH-wide picture.

25

member newsletters

across the biennium

5

Pacific countries / territories

reached through PEMNeT during 2024–2026

5

supported delegate opportunities

for Pacific professional development

34

Tonga 2026 abstracts

submitted for the scientific programme

6

specialist pre-conference workshops

developed for Tonga 2026

50+

participants per topic

in selected webinar series

Useful numbers — but the next step is to collect them consistently across all PSRH work, and add outcomes as well as activity.

For the next Board

Keep it simple. Finish and strengthen what we already have.

1

Resource the Secretariat

Match support to the level of work the Board approves.

2

Finish the membership system

Renewals, financial-member register and Country Coordinator engagement.

3

Rewrite the Conference Manual

Real workflows, realistic timelines, roles, local capacity and escalation.

4

Centralise records

Governance, programmes, finance and conference records in one reliable place.

5

Agree scope and costs early

Be clear what PSRH is leading, supporting or convening — and resource it.

6

Report simply

What we did • where • who was reached • what changed.

Use what we have built. Keep it current. Hand it on well.

Thank you

The Secretariat has never been one person's work.

To Tapa and the 2024–2026 Board

Thank you for the support, the decisions, and for keeping the work moving between meetings.

And a particular thank you to Rebecca, Deborah & Karolyn

Thank you for stepping in wherever needed — membership, bookkeeping, documentation and conference preparation. Your help has given the Secretariat much-needed continuity.

And thank you to our programme and subcommittee leads, Country Coordinators, members, faculty, volunteers, partners and supporters across the Pacific.

Use what we have built. Keep it current. Hand it on.