

Chair Report 2022-2023

Good evening, ladies, and gentlemen.

- I would like to pay my respects to the Gubbi Gubbi people and the Jinaburra people and pay my respects to elders past, present, and emerging.
- As Chair of Your Best Life Disability and Health Services, I would like to:
 1. provide an overview of corporate governance over the past year, and
 2. recognise and celebrate the strengths and achievements of Your Best Life Disability and Health Services this financial year.

1. Corporate Governance

1.1 Board Appointments

- During the past financial year, we have appointed additional Board members bringing the total to five Board members.
- I'd like to acknowledge those new members who are standing for election tonight following their appointments by the Board earlier this year. Please welcome Jade Madden and Mark Maisey.
- Please refer to the website for the qualifications and special expertise that each brings to the Board.
- We have worked hard to recruit Board members who are a good fit with the values and strategic directions of the organisation.

1.2 Culture

- It is said that culture starts at the top of the organisation and ripples throughout.
- The values, behaviours, and attitudes demonstrated by the Board, CEO and Executive Leadership Team send a powerful message to everyone about what is important.
- A well-known management consultant, Peter Drucker, said "*Culture eats strategy for breakfast*".
- This doesn't mean that strategy is not important. It means that culture can make or break it.

- I would describe our culture at YBLDHS as being positive, achievement oriented, adaptive, responsible in the way we treat clients and staff, and innovative with regard to the opportunities that present themselves.
- Our culture is certainly not rigid, bureaucratic, or negative.
- Our recurrent successes and achievements give the Board confidence in the capacity of the organisation to deliver on our strategic plans.

1.3 Board workshops and Board and Board committee meetings

- As Chair of the Board, I am mindful of ensuring that board business is undertaken in a way that encourages relationship building, generative thinking, and learning together.
- We don't want to be a Board that is only interested in compliance monitoring.
- There should be a balance between performance and compliance.
- We now conduct two Board workshops each year (in March and November) to facilitate relationship building, generative thinking and learning together, both among the Board and between the Board, CEO and Executive Leadership Team
- One of the most significant achievements this year is the establishment of three Board committees:
 - **Board Executive Committee**
Members include:
 - Karin Franck, as Chair of the Committee
 - Brad Fitzgerald, as Company Secretary
 - **Finance, Audit and Risk Management Committee**
Members include:
 - Amrita Aluwhalia, as Chair of the Committee
 - Mark Maisey
 - **Audit, Quality and Safety Committee**
Members include:
 - Jade Madden, as Chair of the Committee
 - Vacant
- The Terms of Reference for each of the Committees were approved by the Board.
- Both committees have had their first meetings that were well chaired by the respective chairs.

- In addition, we have changed our monthly board meetings to every second month (more or less) to allow the FARM and Quality and Safety Committees to do a deeper dive on the off months.

1.4 Board Strategic Planning Workshop

- The Board had a Strategic Planning Workshop in November 2022 and March 2023 and endorsed a Strategic Plan for 2023–2028. This will be reviewed again when the Board meets in March 2024.

1.5 Strategic Plan 2023-2028

- The Strategic Plan for the next 5 years states our vision, purpose, values, and current strategic objectives. It keeps us focused when making decisions and exercising good governance.
- You will find copies of the Strategic Plan on your tables, as well as on our website.

1.6 Corporate Plan for 2020-2025

- The CEO has developed a five-year Corporate Plan that supports implementation of the Strategic Plan.

1.7 Strategic policies

- The Board reviewed and approved all the strategic policies that were due for renewal during 2022-2023.

1.8 Continuous improvement

- The Board has a strong appetite for continuous improvement. This includes taking into consideration several external environmental changes and internal compliance requirements.
 - Major external changes currently include the Disability Royal Commission inquiry into violence, abuse, neglect, and exploitation of people with a disability, and the review of the NDIS which is being referenced as “a total re-build”.
 - The Board is also interested in audit findings and recommendations by external third-party independent auditors as well as internal audits. Our risk management is strong, and we aim to prevent or reduce risks.
 - It is very pleasing to see the focus on staff orientation, training, coaching, mentoring and professional development as well as client, staff, and stakeholder feedback, compliments, and complaints.

- The Board actively monitors client and staff safety incidents as well as Work Health and Safety matters
- I also want to mention that, during the year, the Board has continued to have an open, productive, and trusting relationship with the CEO and executive team.

2. YBLDHS' ongoing commitment

- We continue to be committed to the organisation's original beneficial community purposes of 36 years ago.
- We believe that our regional community deserves a not-for-profit service provider who invests in community capacity.
- We are here to help people live their best lives even though they face extraordinary challenges and barriers.
- We continuously undertake continuous improvement in response to changes in our external environment and in pursuit of opportunities to extend our services to even more people.

3. Recognising and celebrating the key strengths of YBLDHS

- We are an established regional service provider offering outreach services via digital platforms across Australia.
- We are a registered NDIS service provider maintaining our very high standards through accreditation under the NDIS Quality and Safeguarding Standards.
- We are a financially viable organisation giving us the opportunity to continually invest surpluses into the organisation's bright future.
- We have a well-communicated Strategic Plan for 2023-2028, supported by a strong and detailed Corporate Plan for 2020 – 2025.
- We have a highly skilled Board, dedicated to act in the best interests of the company.
- We have an exemplary, highly skilled, experienced, and dedicated CEO.
- We have a stable, mature, and competent leadership team, able to pivot where necessary due to changes in the external environment.
- We have diligent and capable staff, showing their enduring commitment to delivering the highest quality services that enhance the lives of our clients and participants.

- We are strong advocates for quality care and services.
- We have effective processes, procedures, and systems.
- We are an employer of choice who invests in staff training and development, multidisciplinary teamwork, quality standards, and positive stakeholder relationships.
- We currently have a strong emerging footprint in Queensland and are well equipped to meet whatever challenges the future hold.
- We are rapidly becoming the service provider of choice for clients and participants, and the employer of choice for employees.
- **In conclusion:**
 - We have shown once again that together, we can make a difference!
 - I thank and applaud you all!