

## Topics to be addressed



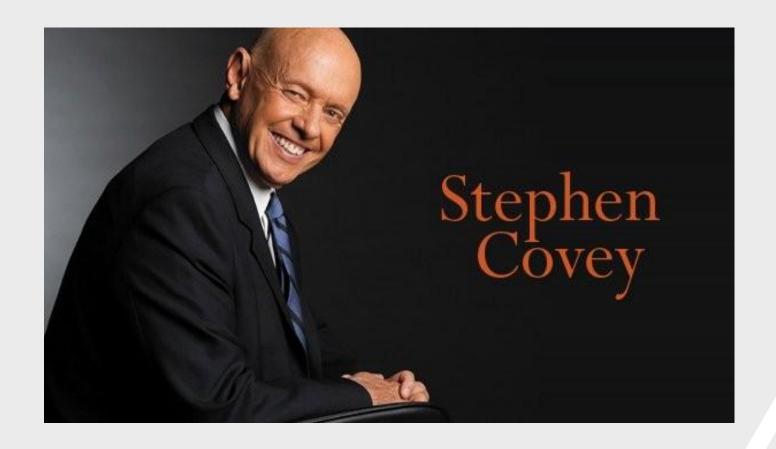


Corporate Governance during 2024



Recapping our vision, purpose, values and strategic objectives for 2024-2029





The author of Seven Habits of Highly Effective People said:

Always surround yourself with people who are even more talented and competent than you!

### That is exactly what Brad and I, as Board Executive Committee, did when we recruited each of our extraordinary Board members!



Karin Franck (Chair)



**Christine Grafitti** 



(Company Secretary)



Brad Fitzgerald



Sonja Walters



Mark Maisey



Ken Murphy

## **Our Collective Board Expertise**

#### **Board and Sub-Committee Experience**

- CEO / Executive Director
- Non-Executive Director



Collectively, each Board member's specific expertise and relevant experience empower us to exercise our duties in the absolute best interest of Your Best Life

#### **Governance Expertise**

- Corporate Governance
- Clinical Governance
- MAICD or GAICD Qualification

#### **Subject matter expertise**

- Clinical
- Financial
- Legal
- Business Administration / Management
- Compliance
- Risk Management
- Audit and Quality
- Adult Education
- Organisational Culture Development
- Stakeholder Management
- Human Resource Management
- Work Health and Safety

#### **Sector Knowledge and Experience**

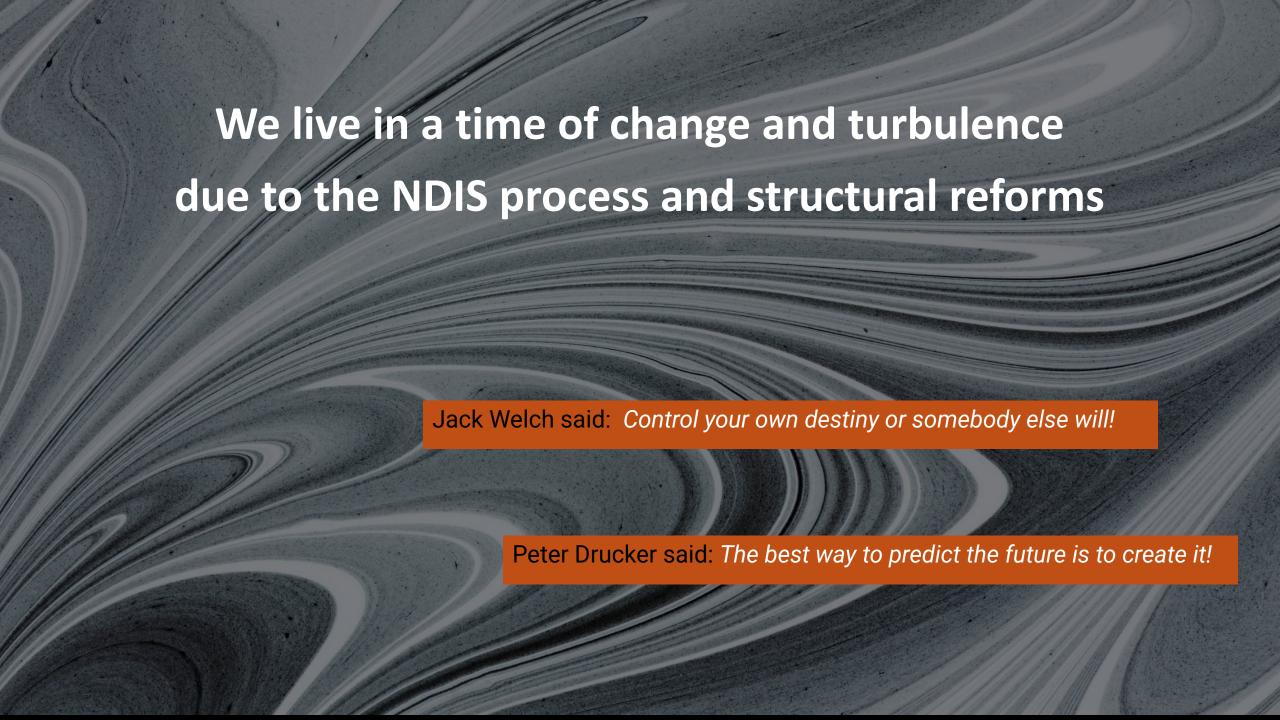
- Aged Care
- NDIS and NDIA
- Primary Health Care
- Tertiary Health Care
- Mental Health
- Not-for-profits

#### **Business Transition Management**

- Restructuring
- o **Commercial**
- Sales Strategy
- Partnerships for Growth
- Mergers
- Acquisitions

Reviewed annually to ensure currency and comprehensiveness	Sets behavioural expectations for board members before, during and in between meetings (in line with AICD requirements)	<ul> <li>Annual Governance Calendar</li> <li>Planning of Board related meetings</li> <li>Compliance with financial and human resources requirements</li> <li>Insurance renewal</li> </ul>	<ul> <li>Terms of Reference for Sub-Committees</li> <li>Finance, Audit and Risk Management (FARM)</li> <li>Quality, Audit and Safety (QAS)</li> <li>Board Executive Committee</li> <li>Reviewed and approved this year</li> </ul>
<ul> <li>Board Performance Evaluation         <ul> <li>Framework</li> </ul> </li> <li>Draft has been developed and approved by the Board</li> <li>To be implemented by July 2025</li> </ul>	Twice a year in March and     November	<ul> <li>Risk Management Framework</li> <li>Risk Appetite Statement</li> <li>Strategic Risk Register</li> <li>Report on risks using a heat map</li> <li>Reviewed every 6 months</li> <li>Identify emerging risks at each Board and Sub-Committee meeting</li> </ul>	<ul> <li>Compliance Framework</li> <li>Identify relevant legislative and regulatory requirements</li> <li>NDIS registered and accredited service provider</li> <li>Working towards becoming a registered and accredited Aged Care service provider</li> </ul>
<ul> <li>Policy Framework</li> <li>Strategic Policies (reviewed and approved annually by the Board)</li> <li>Operational Policies (reviewed and approved every 3 years by the CEO)</li> </ul>	<ul><li>Plans</li><li>Strategic Plan 2024-2029</li><li>Corporate Plan 2024-2029</li></ul>	<ul> <li>Annual Report</li> <li>Annual Report 2023-2024</li> <li>Available to members, community and other stakeholders</li> </ul>	Constitution     Amendments will be approved for implementation by members





## And this is what we are doing!



- For several years, we have witnessed stories of consumers of disability services and closely monitored the review of the NDIS after 10 years in operation
- We are acutely aware of the history of dysfunction and shortage of client-centredness in disability services and policy and funding systems
- During our recent history, we have focused on:
  - attaining our NDIS registration, and
  - quality and safety accreditation
- The Board has 'governed for quality' and the executives have 'managed for quality'
- In March 2024, the Board gathered for our annual strategic planning workshop to develop the Strategic Plan 2024-2029
- We did so in the context of the national truth-telling and the NDIS review



We reaffirmed our **vision** that local people are well supported by high-quality personalised services provided by the region's dedicated not for profit company



Our **purpose** is to provide integrated community health, disability, and personal care supports to people from birth to the senior years



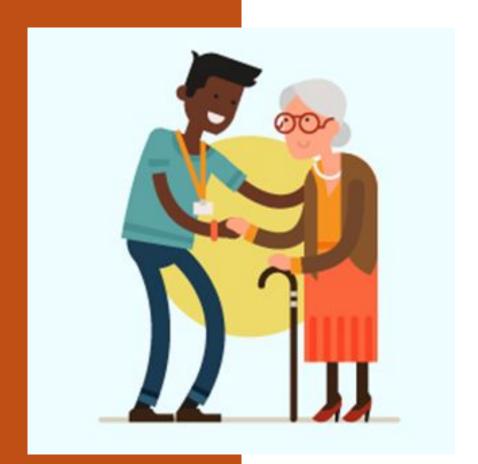
#### Our six values are in our DNA:

- We are compassionate and engage with clients about their choices
- 2. Our employees act with integrity and are trustworthy
- 3. We are accountable for our quality, safety, and professional competence
- 4. We respect human rights and stand against violence, neglect, abuse, and exploitation
- 5. We monitor our performance and are committed to continual improvement
- 6. We are innovative and use resources wisely and sustainably



#### Personalised health and well-being services for local people

 We aim to help local people across all life stages to live their best lives by providing high-quality personalised health, mental health, disability, NDIS plan management, and other human services and supports



#### **Community aged care services**

 We agreed to launch a uniquely attentive community aged care service that provides person-centred allied health, nursing, and personal care services as well as client, equipment and home assessments

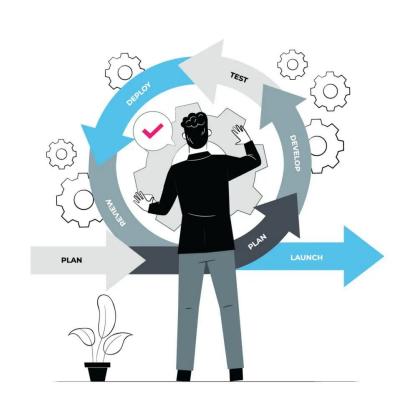


#### **Listening to lived experiences**

 We agreed to co-design services with clients and check-in regularly to ensure changing individual preferences or circumstances are accommodated

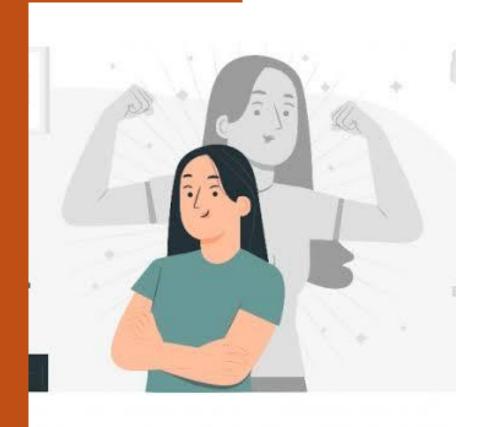
#### Stakeholder engagement

 We agreed to engage and collaborate with industry leaders and community stakeholders to facilitate integrated services for the benefit of local people



#### **Employer of choice**

 We agreed to look after our employees as we prepare for the future, and foster an inclusive culture where people feel they belong, want to stay, and can enjoy diverse and stimulating career opportunities





#### **Innovative technology**

 We agreed to invest in the transformative power of Artificial Intelligence (AI) and software to provide a better consumer experience and improve the efficiency, accuracy, and timeliness of organisational systems

# DIS Review

## In conclusion

- Since the March Board Workshop, the company has come to terms with the plethora of far-reaching NDIS changes
- We have developed a culture, structure and leadership team to collectively drive these objectives, and we are on track to achieve them
- I am very proud of the Board, executives and all employees who have envisaged the future and taken significant steps to implement it
- The mid-year organisational transformation has the Board's full support, and we congratulate the CEO and ELT for their courage and determination to work together to ensure the company is strong and resilient in the future

## In conclusion



We are well on our way to determine our own future!

