



Mario Pennisi AM, Chair



**Suncare**  
COMMUNITY SERVICES

## Chair Update March 2022

### Welcome

Welcome to our first Chair Update which seeks to keep our members, customers, staff and volunteers informed about our Suncare Board activities.

We are looking forward to a positive and productive year ahead and continuing our engagement with you.

Mario Pennisi AM  
Chair of the Board

### Teamwork

The Board wishes to acknowledge the work of Suncare's Executive Team over the last few months while recruitment has been underway for a new CEO.

Led by Angela Massy as Acting CEO, with strong support from Sara Walker Chief Operations Officer, the Suncare Executive Team has maintained its commitment to delivering high quality services despite human resource challenges associated with sectoral changes, Queensland Health directives and a surge in COVID-19 infections affecting customers, volunteers and staff.

Additionally, the team has implemented key ICT projects including the transition to Alayacare and the introduction of Donesafe streamlining some of the back of house functions to support service delivery.

An important maintenance and repair program has commenced at Maroochydore Day Respite Centre with the welcome return of Meals on Wheels to George Street. Other achievements during this period have included the:

- ✓ successful outcome of the 2020 Aged Care Approvals Round in which 30 Short-term Restorative Care packages were awarded to Suncare;
- ✓ successful grant application with Eastern Star resulting in a new Prius being gifted to Suncare;
- ✓ extension of the Regional Assessment Service contract; and
- ✓ celebration of Suncare's 1000th Home Care Package.

The dedication of our Executive Team during this challenging period has been greatly appreciated.

The Board would also like to acknowledge the continued efforts of all those staff members and volunteers who have delivered the frontline services that keep our customers connected not only to Suncare, but to the communities in which they live. Without you, Suncare would not maintain its reputation as a community-focused organisation that assists older Australians to live life their way.

***We take this opportunity to thank you for your valuable contributions as we continue to develop and grow our organisation.***

*Making people's lives better*

## CEO Appointment Melanie Wilson

Following an extensive recruitment process, the Board is pleased to have announced the appointment of Melanie Wilson as the new CEO of Suncare Community Services Ltd.

Melanie is a highly skilled and very experienced CEO who has worked across the public, private and not for profit sectors, most recently having led RSL Queensland through a period of transformation. She has previously led the Surf Life Saving Foundation and Australian Red Cross Blood Service.



Melanie is very keen to contribute meaningfully to our Suncare community and to make a positive difference to the lives of those she will serve. She has been described as an inspirational and collaborative leader who demonstrates personal integrity and holds herself to high ethical standards, attributes which align with our values here at Suncare Community Services.

Melanie has a strong track record of achieving strategic, operational, business and financial objectives in line with best practice governance standards. She will lead the Suncare Team to develop the opportunities arising from changes in the Aged and Community Services sector.

We wish her well and look forward to introducing Melanie to our staff, volunteers and members when she formally commences the CEO role on 14 March 2022.

## Debra Doherty

The Suncare Board of Directors was sad to say goodbye to Debra Doherty who stepped down from the Board on Friday 18 February 2022.

Deb joined the Board in 2019, bringing with her more than 35 years operational executive and governance experience from across the community services sector and having represented the aged care, disability and child protection segments at national and state forums.

Deb contributed to Suncare's vision of making people's lives better in her role as Chair of the Quality, Risk and Safety Committee. In this role, she was responsible for providing assurance that Suncare maintains high standards of operational excellence through quality service provision, a mature approach to risk and the provision of a safe environment for customers and staff.

Deb served Suncare with her community heart. Her empathy and understanding of our customer needs was always apparent. Her operational experience within the sector enabled her to provide insightful observations about what drives our staff to work in the community care space and about what attracts our customers to Suncare.

As a Board we will miss her, and we know that all who worked directly with her will feel the same way. We look forward to her continued involvement as a Suncare member and look forward to catching up soon at future events.

We take this opportunity to thank Deb for her significant contribution as a Director and as a colleague and wish her well for the future.



It has been a busy start to 2022 for the Suncare Team which has been ensuring customer, staff and volunteer safety following the implementation of health directives relating to staff vaccination requirements and the opening of State borders in late 2021.

Suncare, like other providers in the Aged and Community Care sector, has experienced staff shortages due to staff illness or government policy directives impacting the aged care sector. This has been balanced out by customer service cancellations due to their customer's health concerns or as a result of illness or close contact status within their own households.

Overall, the team has managed the situation admirably, with flexibility and resilience, while our Suncare customers have been patient and understanding about the challenges providers have faced in these unprecedented times.

Suncare team members have gone above and beyond to secure supply of the Rapid Antigen Test kits that have been a crucial tool in enabling Suncare to maintain service provision while keeping staff, customers and volunteers safe.



The Suncare Board has provided support to the operational team in this rapidly changing environment and has facilitated practical solutions to some of the resource issues the organisation has faced during this time. Despite the challenges, Suncare customers have remained loyal and continue to trust us to deliver their services in the regions we serve.

## Suncare Constitution

At the 2021 Annual General Meeting, the Suncare membership overwhelmingly resolved to adopt the proposed amendments to modernise the Constitution of the Company so that it would be fit-for-purpose as the foundation document of the Company. The Constitution had not been amended since 2016 and there had been many changes to governance practice since then, some of them driven by Royal Commissions.

The changes aligned the relevant rules with modern constitutions and other legislative progress. They facilitate practical and useful improvements to our organisational and administrative arrangements.

In the development of the new draft, the Board was advised by the Board's Governance Committee, the Associations Forum Ltd (the leading organisation assisting Associations and charities in governance, operations, membership and finances), and its legal advisors, Mills Oakley Law. The final draft was considered by the Board over several extended meetings, and most helpfully by the Company's Life Members.

## Dr Rosalind Crawford

Dr Rosalind Crawford was appointed as the Chair of the Clinical Governance Committee following her election at the 2021 AGM. Dr Crawford is a medical doctor with a speciality in Medical Administration including Clinical Governance. The Committee held its inaugural meeting on 24 January 2022 to confirm Committee roles and responsibilities, define its scope of work, develop the 2022 Workplan and conduct an initial review of the Clinical Governance Framework. The work of this Committee will support the growth of clinical service delivery options for our customers across Suncare's geographical footprint.





## Royal Commission Outcomes

Suncare continues to work through the recommendations from the Royal Commission into Aged Care Quality and Safety, with one area of focus this year being on the implementation of Recommendation 90:

*'Any governance standard for aged care providers developed by the Australian Commission on Safety and Quality in Health and Aged Care should require every approved provider to:*

*c. allocate resources and implement mechanisms to support regular feedback from, and engagement with, people receiving aged care, their representatives, and staff to obtain their views on the quality and safety of the services that are delivered and the way in which they are delivered or could be improved*

*f. have a nominated member of the governing body*

Suncare already has in place robust mechanisms to support the provision of feedback from stakeholders. The Quality, Risk and Safety Committee of the Board, now chaired by Belinda von Bibra, receives regular reports on the feedback collected and the continuous improvement measures being implemented to address that feedback.



## Get to know your Board

In 2022 (and beyond), the Board is seeking to engage even more directly with members, customers, staff, and volunteers by way of a regular Chair Update such as this one; and by attending scheduled engagement events with stakeholders during the year.

The Suncare Community Services Board comprises a group of professionals dedicated to delivering services that are flexible, innovative and responsive.

Our Directors draw on experience from a range of industries including aged care, information technology, engineering, law, finance, marketing and international advocacy.

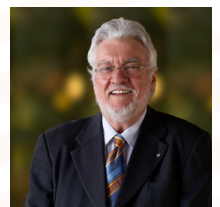
Visit: [suncare.org.au/leadership](https://suncare.org.au/leadership)



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