



Mario Pennisi AM, Chair



Chair Update March 2023

Welcome

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

During 2023, Suncare will continue to prepare for sectoral reform whilst concentrating on enhancing and delivering its outstanding customer services.

Mario Pennisi AM
Chair of the Board

2023 and beyond

52 years ago, when a small group of committed and caring people started the organisation that would grow to become Suncare, they could never have imagined the number of people who would be served and supported. I'm sure they could not imagine the myriad of challenges and changes it would face – but am equally sure they would be proud to see the resilience of Suncare, and of the difference it has made to so many people over all the ensuing years.

In 2021-2022, the challenges of the pandemic beset us all, and coupled with The Aged Care Reform Agenda, which is bringing increased sectoral focus on the governance and funding landscape, these have been testing times for all aged care service providers.

Despite these, there have been many highlights for us:

- ✓ Suncare is listed as the Number One Short Term Restorative Care (STRC) provider in QLD (KPMG)
- ✓ In July 2022, the renovated and newly named Suncare Community Centre (formerly the Maroochydore Day Respite Centre) re-commenced activities ahead of its official October opening by Hon. Annastacia Palaszczuk, Premier of Queensland and Minister for Aged Care and Sport, Hon. Anika Wells MP.
- ✓ The renovation of the Suncare Community Centre also included the return and rehousing of our important Meals on Wheels kitchen from that location.

✓ An increase in the adoption of productivity-enhancing technology and processes delivered the following benefits:

- R&D opportunities with the University of the Sunshine Coast
- Indigenous workforce participation and procurement from Indigenous businesses
- Increased education and training opportunities for our staff
- Increased efficiencies in business processes and delivery of services to our customers.
- Indigenous workforce participation and procurement from Indigenous businesses
- Increased education and training opportunities for our staff
- Increased efficiencies in business processes and delivery of services to our customers.

✓ In FY21-22, Suncare brokered equipment for our clients from Australian businesses to the value of \$6.2 million.

✓ Suncare spent over \$3 million in FY21-22 with local businesses investing in the communities in which we operate.

✓ Suncare continues to invest in Australian digital solutions and technology helping drive client and employee outcomes.

✓ Suncare has developed an Environment, Social & Governance Workplan. Current initiatives include:

- 30.97 tonnes of CO2 offset through using a local, carbon neutral electricity retailer in FY21-22
- 29 fleet vehicles replaced with hybrid vehicles saving approximately 80g of CO2 emissions per km travelled in two thirds of our fleet
- Use of recycling bins at all of our offices has diverted tonnes of waste from landfill
- Ethical and responsible guidelines are defined in our investment policy, excluding investment in companies that do not uphold human rights or engage in practices that constitute modern slavery.

During 2022, the Company bolstered its senior leadership capability with the appointment of Melanie Wilson as CEO. Also in 2022, we welcomed Jeff Watson as a new Non-Executive Director, who together with his financial and risk management prowess added to our corporate governance capabilities.

The addition of Melanie and Jeff and their unique skills further strengthens our organizational capabilities to position us to respond quickly to the changing landscape in which we operate.

The Governance Committee, chaired by Dr Peter Isdale has been reviewing Board capacity and development needs, and I believe the Company is well equipped to respond to the challenges and opportunities that reform in the sector is bringing.

This Committee has facilitated the refinement of the Committee structure in 22/23, and will now lead a process for the identification and attraction of new additional skilled directors.



Dr Rosalind Crawford, an experienced clinician and medical administrator, joined the Board to lead the Clinical Governance Committee in its reviewing and monitoring of our clinical activity against the Aged Care Quality Standards.



Belinda von Bibra assumed the Quality, Risk and Safety Committee chair role when Debra Doherty retired from the Board in February 2022, redeveloping the Risk Management Framework, enhancing the WHS Framework and beginning the path to ISO27001 Information Security Management accreditation.



Following the aforementioned refinement and refocusing of the activities of our Board Committees, Jeff Watson has now assumed the role as chair of the Risk and Audit Committee.



Anne Marie O'Callaghan chaired the Audit & Finance Committee, which negotiated the changes to service funding models that were implemented during FY2021-22, including the prudent management of investment funds, thereby enabling us to manage the change to funding in arrears model 22/23.

Whilst aspiring to a moderate growth trajectory, during 2023, Suncare will continue to prepare for sectoral reform whilst concentrating on enhancing and delivering its outstanding customer services.

The Suncare Directors are grateful for the generous support of our Members and for all the work that our employees and volunteers undertake to support the communities that we serve.

Irrespective of the challenges ahead, it is our honour and privilege to continue to build on the vision of our founders – 52 years ago, to making a difference to our community and to those we serve.