



CEO AGM Report - 22 November 2022

I am delighted to present my first annual report since I had the pleasure of joining Grandparents for Grandchildren (GFGSA) on 23 May 2022.

The 2021 and 2022 period has been tumultuous for everyone involved in the governance and operations of GFGSA, with a high turnover of staff and uncertainties over funding and leadership.

However, whilst I was not present, it is apparent that the Board worked hard to maintain the organisation, whilst the operational staff were committed to client service delivery during what they recognise as a difficult time.

It is clear from feedback I have received from numerous clients that our service delivery and good reputation for supporting our clients did not suffer. This is a testament to all involved.

In recent months there has been a lot of change.

We have worked hard to resolve our Banking and Financial Accounting issues, including contracting a Finance Officer for the latter half of 2022. We have now rationalised our volunteer costs and bank accounts whilst making considerable efforts to improve financial management and reporting. I refer you to the 2021/2022 Financial Report from the Auditors.

To support the continuance of service delivery during a transitional period, the former Acting CEO agreed a formal six month employee contract (for the second half of 2022) as Operations Coordinator. Her considerable knowledge, experience and reputation within the operations team has supported consistency of service delivery whilst assisting with substantial change management of internal processes.

In addition to initiating the building of a compliance framework, I have prioritised networking and relationship building both across the sector and the political arena. I have had the pleasure of meeting a variety of my peers and stakeholders in the carer sector, as well as having positive meetings with a number of politicians including the Minister for Human Services and Minister for Child Protection, their respective Chief Executives and Shadow Ministers.

From these meetings I consider that we have a better understanding of state government's priorities and expectations. It is notable that our annual recurring state government funding has been increased on a two year, plus three year, plus three year basis, and we joined the Minister for Child Protection in a media opportunity to publicise this. The Minister also recently hosted a group of clients and staff to a morning tea in Parliament House, further demonstrating the positive relationship with her.

I have also concentrated our efforts to show funders, stakeholders and our clients the benefits and outputs of GFGSA and introduced the collation of statistics from which we have been able to develop the attached **Infographic** as part of this report. This document has been prepared to focus only on the period for the 2021/2022 financial year.



Our emphasis on the use of media and communications to improve reach and awareness has resulted in improved inclusion in traditional media, as well as a substantial increase in views through social media. We intend to continue to develop the use of both forms of media during 2023.

In addition, the GFGSA website and our primary GFGSA flyer have been substantially refreshed and we intend to build on these changes to support the publication and accessibility of information relating to service delivery.

The attached Infographic also provides statistics relating to volunteer movements, with the biggest impact being the retirement of three long serving Carer Advocates during the third quarter of 2022. Whilst they have left gaps in terms of knowledge, experience and some scope to deliver our services, this has also provided us with an opportunity to assess and restructure our volunteer workforce.

We are currently developing a structure which will introduce more focussed and less centrally based volunteer roles, providing less onerous vacancies and role and requirement flexibility. This will assist in plans towards increasing the number of Village locations, including utilising suitable volunteers based around Village locations or regions.

In addition to the expansion of service delivery, 2023 has the prospect of being an exciting time for GFGSA. It is the 21st year of GFGSA's existence and initial schemes to celebrate this 'coming of age' are already in place through a Governors reception and plans to develop and deliver new marketing material.

Whilst managing planned improvements in service delivery, we will concentrate on compliance towards receiving Australian Service Excellence Standards (ASES) accreditation, volunteer recruitment and development, administrative management, funding development and marketing/communications.

Finally, I would like to thank all members of the Board and staff for the excellent support they have given me during the past six months. I look forward to us all working together for the benefit of our clients and the children in their care.

Mike Feszczak

CEO Grandparents for Grandchildren

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