



Launceston Volunteers For Community

Office: 56 Cimitiere St, Launceston TAS 7250
Mail: PO Box 3052, Launceston TAS 7250
Phone: (03) 6336 5147 Fax: (03) 6334 3602
Email: lvfc@lvfcservices.com.au
ABN: 325 936 125 73

Association Report – 30th of April 2024 prepared by Kylie Bryan (General Manager)

WH&S

One speeding ticket has been received by a volunteer this quarter. A review was conducted, and no fault found on LVFC part, nor any intent by volunteer to violate road rules. No client was in the vehicle at the time of incidence. Speeding ticket has been referred to the volunteer. Volunteer has since decided not to continue volunteering with the organisation.

Nil Action Required

Human Resources

Internal staff update: Jane Butt has transitioned smoothly into her role and is expected to shift to a permanent part-time position over the next quarter. It's important to recognise the ongoing dedication of Kellie, Ken, Will and the volunteers Sue, Chris and Dennis in high quality services within the sector. A report detailing home maintenance review findings will be presented next quarter. Thomas Kenny will be joining the home maintenance team following the formal acknowledgement of a new funding contract. In addition, John Lade who was contributing to the home maintenance department, has been found to not be a good cultural fit for the organisation. As a result, his services will be discontinued. This necessitates the focus on further volunteer recruitment as well as casual hire in this space. Kate Crawford will be onboarded on a casual basis for six months, leveraging her extensive background in Volunteering and Volunteer Management to enhance volunteer best practices and explore avenues for growth in volunteering, particularly around home maintenance. Additionally Megan Byard will contribute casually to marketing and branding awareness. It is noted that these transitions require time and patience as the team settles and we continue to monitor all quality control measures accordingly.

LVFC will concentrate on exploring staff incentives, retention strategies and enhancing team performance through systems and processes. This will include robust training calendars for all staff.

Nil Action Required

Strategic Planning Session

I refrained from making amendments to the document as it was to be tabled as a working document for Board review. While there are areas of brilliance, there is room for more innovative thinking and refinement. A brief board review could prove beneficial in refining this piece.

Board discussion & review



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Commonwealth Home Support Programme (CHSP)

Over the next three years, LVFC will undergo transitional changes as it moves from the Commonwealth Home Support Programme (CHSP) to the Support at Home program. LVFC will also need to navigate changes to the Aged Care Act and National Aged Care Standards, ensuring alignment with updated standards and regulations. These transitions will involve changes to operational process, and ensuring compliance with the requirements. LVFC will focus on maintaining continuity of care while implementing necessary adjustments to align with the support at Home Program objectives and guidelines. Additionally staff training and capacity building will be prioritised to ensure a smooth transition.

Nil Action Required

External Review of Onboarding.

An external review was conducted on LVFCs staff onboarding process emphasising high quality compliance. Employment contracts were found to be comprehensive, supporting governance and risk management, though lacking personalisation, likely due to the standard nature of business. Recommendations include a staged approach to mitigate information overload for new hires. Previously employed casual employees need the new casual employment statement, and updates on domestic violence and parental leave were noted but require reinforcement. Obligations under the SCHADS award were covered thoroughly but again generically. The New Starters Kit was praised for its thoroughness and compliance. The policy and procedure documents were deemed comprehensive, with suggestions for inclusion or refinement of the right to disconnect, diversity and inclusion, and flexible work policy. Amendments will be tabled to the Board in July.

Action: Policy to be tabled for July meeting

Stakeholder Engagement

LVFC has begun acquiring suitable merchandise and branding materials to begin engaging with external stakeholders. This includes presentations at Probus, CHSP forums as well as stall holder at upcoming expos in May and August.

Discussions at State HACC Forums have highlighted services shortfalls in outer regions. Initial talks have commenced to explore potential solutions and develop business cases for growth plans. Engagements have begun with the Tasmanian Community Care Referral Services, HACC Funding Managers, RSPCA, HR Plus and DSS Growth contract areas.

Strong project plans will be essential for managing the current future growth and development that we already have at hand. LVFC has had exponential growth over the past 18 months and for the future 6 months and this needs time to stabilise. Plans will need to be mindful of efficient allocation of resources, effective execution and key personnel placement.



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Operational Highlights:

Governance Matters:

As per the changes to the Aged Care Act and the Aged Care Quality and Safety Commission Act providers must ensure their governing body meets to requirements:

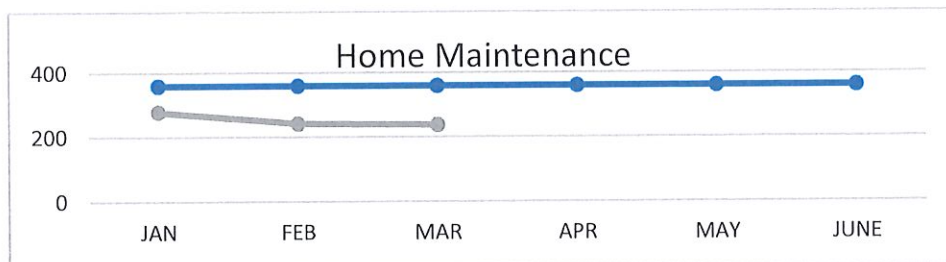
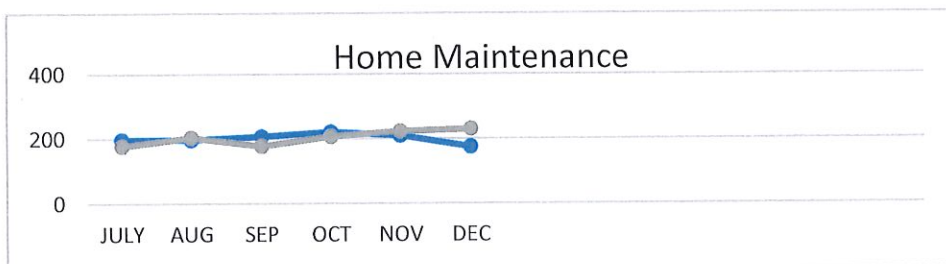
- Has a majority of independent non-executive members
 - At least one member with experience in providing clinical care.

We do not meet criteria for exemption despite not delivering direct clinical care services. Discussion at the ARC have identified the need to include this into the residual risk register for July. It's deemed crucial to plan for this risk moving forward. Carolyn has spent time on this matter from a board perspective, particularly in terms of future recruitment strategies. Additionally, there's been suggestion to consider adhoc consultancy advice as a potential option, which could provide valuable risk mitigation if adopted by the Board.

Update on future director involvement: Clinton Sheenans resume had been sent to Lindi and Amanda, as decided in previous meeting. Lindi has met with Clinton and shared an email summary to myself that warrants further discussion amongst the executive directors. Feedback on this matter has been given to Carolyn who will advance the discussion with the involvement of the appropriate directors.

Action: Succession Planning for Board Members & Training and development opportunities

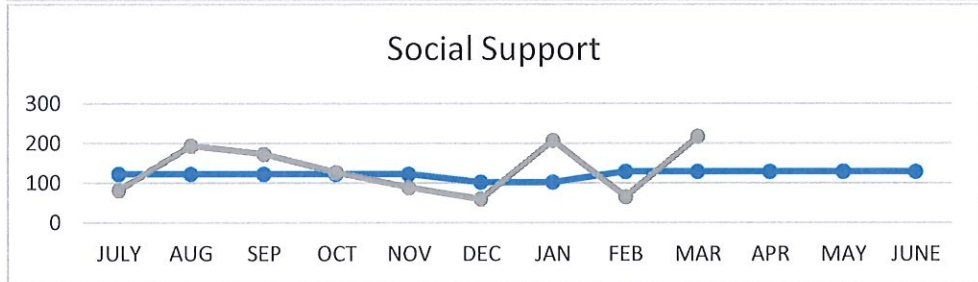
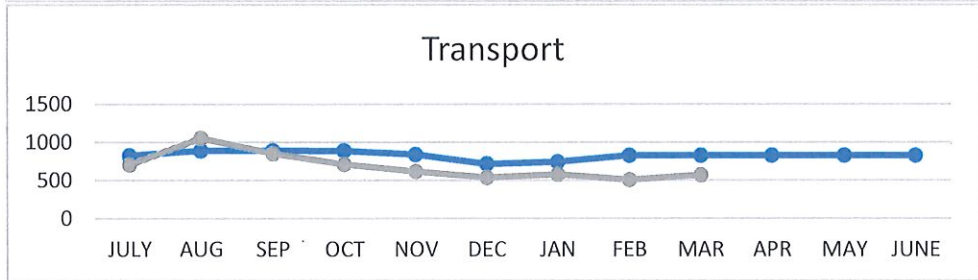
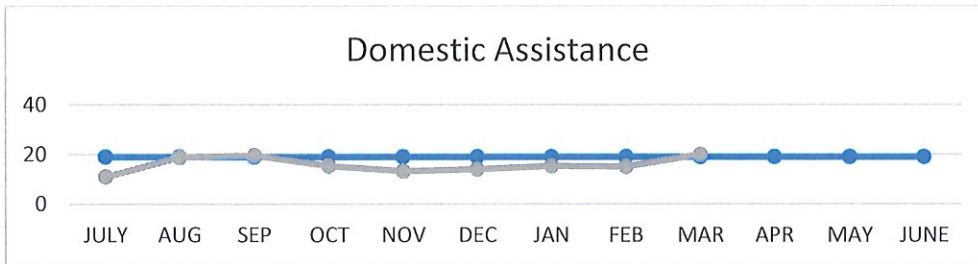
Key Performance Indicators (KPIs) Community Home Support Program (Federal Funded)



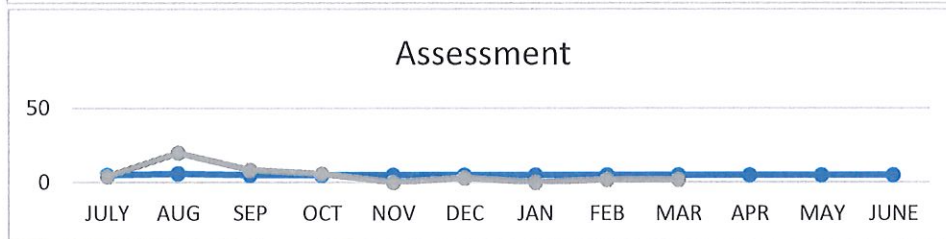
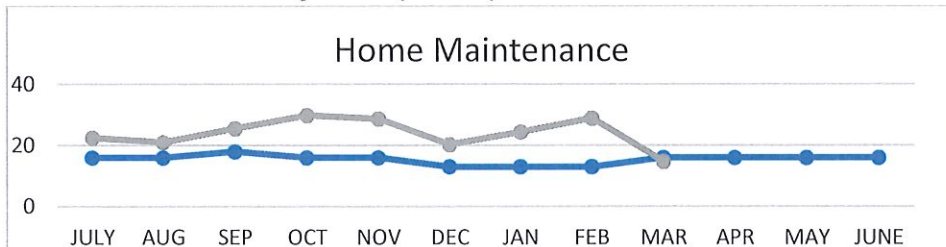


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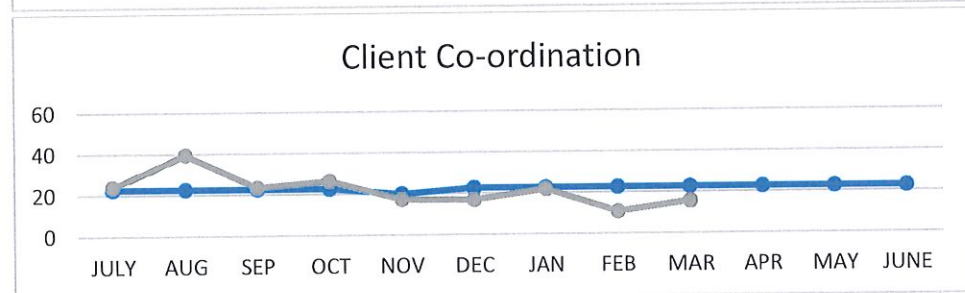
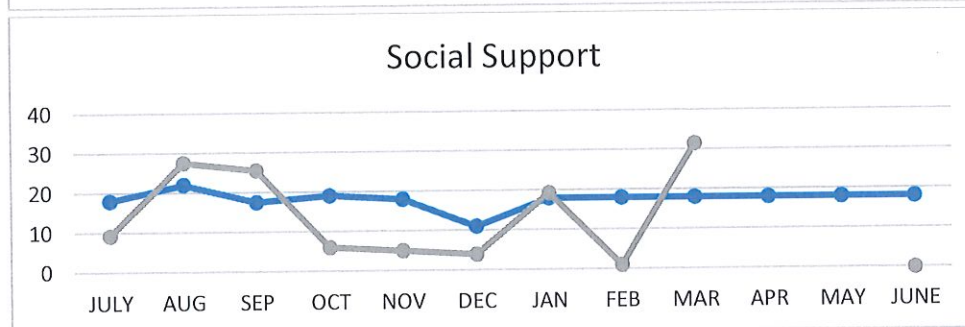
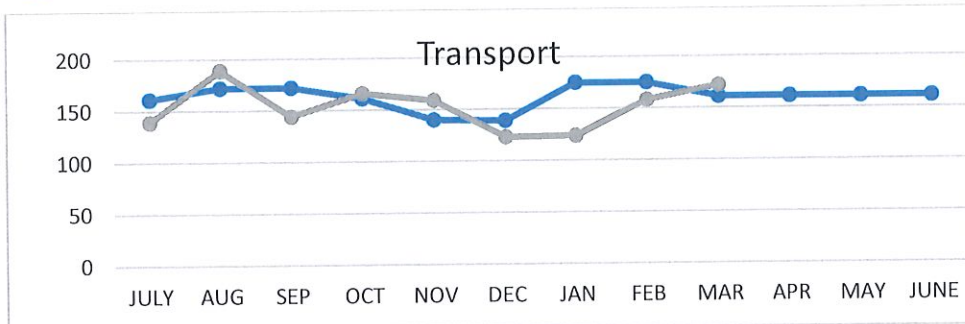
Home and Community Care (HACC)





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Please note LVFC is set to come within 5% for client outputs for 2024

Financial Performance:

Please note this has been amended from the ARC report to include charts requested.

ARC Inclusion:

General Manager
23/04/2024