

2020 AGM MEETING MINUTES

of Westgate Health Cooperative Ltd (“WHC”)

6.30pm Thursday 25th February 2021 at South Kingsville Community Centre.

No.	Agenda Item	
	Present	Jennifer Morris (Chair) (JM) Sharon Scott (SS) Allison Crunden (Deputy Chair) (AC) Bev Kennedy (BK) Yolande Powrie (Secretary) (YP) David Jones (DJ) Jason Faranda (Treasurer) (JF) Clare Roczniook (CR) Ross Williamson (RW) Liz Hunter (CEO) (LH) with 20 Members and 2 Staff.
1	Welcome	Jenny Morris opened meeting at approx. 6.40pm with an acknowledgement of country.
2	Guest Speaker	Asylum Seekers Refugee Centre presentation Alan White Director of Fundraising and Marketing from the ASRC provided some examples and statistics on the work that the ASRC has been doing since it was founded in 2001 (20 years in June) as a “home of hope”. Clare Roczniook made a presentation to Alan White and confirmed that a donation (\$2,500) was being made to ASRC.
3	Approval of Minutes	It was resolved that the Minutes of the Annual General Meeting held 17 October 2019 as circulated be accepted.
4	Presentation of Annual Report - Chairperson	Jennifer Morris presented the Annual Report which had been distributed to Members prior to the meeting and noted the challenges of the past year due to COVID, thanking members for their support and understanding and staff for their ongoing commitment to our members.
5	Presentation of Annual Report - CEO	Liz Hunter presented the CEO Report speaking of the challenges & opportunities in the coming year and that WHC had just been confirmed as a COVID vaccination clinic. It was resolved to receive the Annual Report as circulated.
6	Presentation and consideration of Financial Report, Directors’ Report and Auditors Report	Jason Faranda presented the Financial Report, Director’s Report and Auditors Report and spoke to the financial impact of COVID. A comment was made by member EV that there had been some fluctuation in the Charitable Fund and suggested that there should be formal reporting of activity at the AGM. Jason Faranda responded that the fluctuation in value of Fund was due to fluctuations in the value of the investment over the year and acknowledged that the report on the Charitable Fund be more detailed at the AGM for transparency even though not required as part of the AGM. It was resolved to receive the Financial Reports as presented.
7	Director Nominations and Introduction	As per the advice of our Returning Officer, Ken Dwyer, as there was only 1 nomination (Beverley Kennedy) and 3 vacancies, an election was not required. Beverley Kennedy spoke in support of her nomination, was thanked for her contribution to the Board to date and was formally welcomed into the role of Director.

8	Vision Mission and Values	<p>Beverley Kennedy summarised the work being done by the sub-Committee charged with developing Vision Mission and Values. The 4 pillars developed to date are:</p> <ul style="list-style-type: none"> • Healthy Communities • Empowered People • Excellence Together • Cooperative effort
9	Acknowledgement of retiring Directors	<p>The commitment and contribution of the 2 retiring Directors were acknowledged with Allison Crunden proposing a vote of thanks to Sharon Scott and Jenny Morris likewise, proposing a vote of thanks to David Jones.</p>
10	Member Questions	<p>Facilitated by Yolande Powrie</p> <p>Question 1 As there had been a time of upheaval, had the Board considered employing an independent HR specialist to offer support to staff?</p> <p>Response Allison Crunden - in acting as CEO for 6 months found a lot of cohesiveness, teamwork was strong etc. An EAP provider has been implemented along with Employment Hero (a comprehensive HR process system) HR expertise – the recruitment of Liz Hunter (whose specialty and strength are in HR) has brought HR expertise into the organization. This was a suggestion that the Board would consider.</p> <p>Question 2 What is happening about retaining doctors?</p> <p>Response Allison Crunden – Doctors are now meeting regularly with Liz for discussions and planning. It is a collaborative working relationship where their opinions are valued.</p> <p>Question 3 Is an overview of the interim report presented to last AGM going to be circulated: what were the recommendations, what has been implemented?</p> <p>Response Jenny Morris – The Board had not considered formally responding back to members with specific initiatives and actions but welcomed the suggestion. Yolande Powrie – Gave a summary of some initiatives and actions that had been taken.</p> <p>Question 4 Revenue is down – any reason for this? How do we attract this different and more diverse clientele?</p> <p>Response Jason Faranda – Revenue and membership are down which is mainly due to COVID. Liz Hunter - We do have a diverse patient profile. Two of the most recent doctors recruited have added diversity. Jenny Morris – Acknowledged the importance of making everyone feel welcome is more than just verbal communication. When it is required, we also have access to interpreting services.</p> <p>Question 5 It was noted that there was a lack of membership details in the Annual Report. What has been done for on-boarding staff to ensure the values and history are known?</p> <p>Response Allison Crunden - A formalized system for on-boarding staff is now in place. Liz Hunter – The recruitment and interview process has been further developed and is framed around our values.</p>

	<p>Question 6 It was noted that we are not just a health co-op; we are a charity too and with this comes obligations. What are we doing to alleviate poverty and distress in the community we serve. There is \$500,000 in the Charitable Fund – what are we doing with this strategically?</p> <p>Response Clare Roczniok – Having affordable health care is part of alleviating poverty, providing health care in an affordable & accessible way qualifies as a charity. Fund can be used as financial backing for the organization. Yolande Powrie – The Board is committed to further developing a Charitable Fund policy and plan.</p>
Further Business	As no other business had been notified to the Board, the formal part of the meeting was declared closed.
Meeting Closed	8.15pm Members, Staff and Directors then took the opportunity to talk with one another over light refreshments.