

Chairman's Report

Graham Fountain, Chairman



It is my pleasure to furnish this report as Chair of CVGT. The past year has seen ongoing transformation and significant growth across all aspects of the CVGT business. This has been an exciting and challenging period that I appreciate has required significant work and dedication across all levels of the company in order to deliver upon our mission 'we get people jobs'. On behalf of the Board I thank you all and look forward to your ongoing support and commitment as we continue to evolve as a contemporary and progressively more flexible company striving to deliver service excellence to our clients. Our transformation program will continue into the next reporting period with the outworking's of the Pitcher Partners Organisation Review due to be delivered in September. This review is aimed at strategically positioning us for the future, including identifying avenues for continued services improvement and exploring CVGTs potential to operate within the NDIS framework, all while maintaining our current record of ongoing growth and success.

The year has seen significant change across other aspects of the company, punctuated with ongoing change and significant growth associated with our success in the Disability Employment Services and ParentsNext programs which sees us assisting a greater number of job seekers and disadvantaged persons than ever before. This has resulted in an expansion program that now sees CVGT operate in 104 sites across three states; including metropolitan New South Wales. We have also continued to welcome new staff and their innovative ideas to the company during this time and we look forward to their input as we learn and grow together.

Whilst our strategic plan has positioned us well, the Board is also scheduled to review this plan late in 2018 in light of the Pitcher Partners review report and the outcome of a board self-assessment process, both of which have commenced during this reporting period. The introduction of our Company Secretary to support the Board has been pivotal to our ongoing governance reform which has included a new suite of delegations, changes to the Board Sub Committee structure with revised Terms of Reference, a holistic review and changes to our Constitution and finally our application to the Australian Charities and Not-for-Profits Commission for the attainment of Public Benevolent

Institution Status. The combination of these important activities provides a solid governance foundation for the company to build upon in the near future and opens up a number of exciting opportunities for us to attract, secure and retain the best talent. Through these initiatives we hope to make CVGT a truly great place for our staff to work and thereby improve our client experience. Personally and on behalf of the Board I acknowledge the support of Will Rosewarne for his dedication and support in this new role.

We continue to adapt and change so we can more effectively serve our community. This includes a focus on streamlining the way we reach out to, engage and work with job seekers; corresponding to a broad shift in policy direction towards a more client centered/client selection approach to service delivery. To this end, we welcome the ideas and thoughts of all staff and key stakeholders, something that is a cornerstone to the new Board's modus operandi to enhance the customer experience for all clients and key stakeholders who interact with CVGT at any level. We also recognise that in order to build a vibrant and inclusive culture across all levels of the organisation, our staff must be empowered to operate with relative autonomy with head office acting as key support agents to enable, rather than stifle front line service delivery. This in itself requires us to remain agile and accepting of the need for ongoing transformation within a more contemporary policy framework and to ensure staff are supported in their work through the provision of better communication, connectivity and workflow technologies. Conscious of this, the Board has approved significant investment in a new data network and new finance and records management systems to complement our existing ICT infrastructure, growth from 190 to 305 full time equivalent staff numbers across three states as part of our broader strategic growth agenda and our goal to become to be a truly national company. Our new General Manager Corporate Services, Leanne Mulcahy, and her team are to be commended for their ongoing focus in this area to ensure our staff are equipped to deliver service excellence and enhance the customer experience.

Chairman's Report *continued*

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As evidenced by the contents of this report our financial success has continued to remain steady, enabling the Board to invest in our growth initiatives and systems improvement. Our end of year financial surplus of \$946,199 is a testament to the diligent work and strategic oversight of our Board Finance Sub Committee, ably lead by Liz Corbett with the support of our new Finance Manager Matt Frecker and his team. With the oversight and support of the Finance Sub Committee, CVGT donated a total of \$20,000 to 25 schools, community organisations, cultural groups and sporting clubs across Victoria and New South Wales as part of our 2018 Community Grants Program. Whilst our financial position is stable and allows for these fantastic outcomes we must continually maintain an efficient approach to our work and be mindful that any investment is responsible, strategically aligned to our future focussed plans and delivers a return on investment both in service delivery as well as in financial terms. During the year the Board has approved the disposal of physical property assets that did not match our core business requirements and is currently undertaking a master plan of our other built assets to ensure they are strategically aligned to our future needs and changing policy directions. This work will also guide our future decision making and ensure we balance our finite financial, human and physical resources to the ever changing and competitive operating environment within which we operate.

In closing, I would like to acknowledge the contribution of Ann Jones, Steve Stubberfield and Rosalie Lake who retired in September 2017 and Ian Grenfell, Len Dobbin and Gerard House, who step off from the Board in September 2018 as part of our structured Board renewal program. On behalf of the Board and broader company I acknowledge their dedicated, passionate and lengthy service and stewardship to the company. The vacancies that arose in 2017 were filled by Lee Bombardieri, Fleur Jackson and Paul Macartney - who have been warmly welcomed and are already proving their individual and collective worth to the Board. The Board have decided to condense the size of the Board from 10 to eight directors, and will soon recruit for the final director position, based on the skills and qualities framework that will be delivered at the conclusion of the current board assessment process.

I also acknowledge the efforts of our CEO Paul Green and his team for their ongoing dedication and support throughout the year. To my fellow board members I thank you for your confidence in electing me as Chair for the year and for your ongoing support, counsel and most importantly dedication to the company and its future.