

MINUTES

RIVMED AGM AND INFORMATION MEETING



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| Name: | Riverina Medical and Dental Aboriginal Corporation |
| Date: | Thursday, 17 March 2022 |
| Time: | 5:28 pm to 7:22 pm |
| Location: | The International Hotel , Corner of Hammond Ave and Lake Albert Rd |
| Guests: | Kevin Vu (ORIC) |
| Notes: | This was the Annual General Meeting the attendee list is attached. |

1. Annual General Meeting

1.1 Welcome and Open AGM

Peter McQuoid, special administrator began the meeting with an Acknowledgement to Country. The special administrator informed attendees that this was a combined Annual General Meeting and an Information Meeting.

1.2 Checking Register of Members

Members were asked to check their details are correct. Mobile number and email address to be provided at the front sign in desk.

This is to ensure that RivMed have up to date contact details for members allowing for information to be distributed quicker.

1.3 Confirming Minutes of 2020 General Meeting

The Special Administrator asked members to read the Minutes provided.

Lee Simpson outlined that the attendees were not listed on the 2020 minutes and asked how would we know if the people who are voting are the ones that attended.

The special administrator asked that only members who attended the 2020 AGM vote on the 2020 minutes.

National Audits proposed an amendment: remove Stephen Prowse as attending as a member and list him down as attending as a non member.

8 members in favor of passing the 2020 minutes with the amendments

4 Members against

Resolution to pass the 21.11.2020 AGM minutes have been accepted.



Amendment to 2020 AGM Minutes

Amend Stephen Prowse (Auditor) from attending as a member and record him attending as a non-member.

Add attendees to the minutes.

Due Date: 30 Mar 2022

Owner: Latoya Terry

1.4 Confirming Minutes of 2021 Annual General Meeting

James Ingram expressed his concerns about last general meeting in November 2021.

The special administrator stated that he cannot change the past but he is here to show members the correct procedures in running an AGM.

Lee Simpson spoke about correct processes and that we have not followed the correct procedures. Lee read a letter from Minister Ken Whyte which spoke about Kevin Vu being an observer at the November 2021 general meeting. The special administrator responded and explained ORIC cannot vote at a General Meeting they are only there to observe. Kevin Vu was invited to attend the November 2021 Annual General meeting by members.

The special administrator asked for members to accept the 2021 General Meeting minutes.

19 Members in favor of accepting the 24.11.2021 minutes.

8 Members against accepting the 24.11.2021 minutes.

Resolution to accept the 24th November 2021 Annual General Meeting minutes with amendments to the attendance. Passed



Amendments to 2021 General Meeting Minutes

Point 3 Change Bronwyn Lyons name to Michael Vincent.

Change "Pam advised" to "Pam stated the report could not be read out because there were still some staff going through Industrial Relations.

Where it says "man in pink shirt" change to "Troy Pietsch".

Kerry Ingram stated "it's the Community" add Kerry's name.

Add attendees to the minutes.

Due Date: 30 Mar 2022

Owner: Latoya Terry

1.5 Presenting the Financial Report

The special administrator gave a Summary of the 2020/2021 Audited Financial Report.

- 2020 The Corporation had a surplus of \$1.2 Million
- 2021 The Corporation had a surplus of \$1.9 Million

Budgets will be developed along with Financial plans. The surplus will be spent on the community.

Troy Pietsch asked how would the Financial statements look if the surplus money was spent. Troy Pietsch stated it was both external and internal factors that contributed to money not being spent.

The special administrator explained the surplus wasn't an underspend on programs which is reported separately as a current liability. Understaffing has been the main problem.

John Fernando stated the Executive Team have been the problem to why positions were vacant.

The special administrator explained it's not just the Executive team. It was all levels throughout the Corporation, communication was also a big issue.

Dot Whyman raised an issue with Rob Wallace from HR Balance. Rob was engaged to train and recruit people but it didn't happen.

The special administrator reassured members that this is about moving forward, it is not to place blame on any individual person or group.

Patricia Morris spoke of how the board was being spoken of, but the problem was internal and snowballing.

The special administrator said there is no blame to anyone. Patricia Morris said we must be accountable.

Lee Simpson suggested that we need to get back to what happened, Black fellas are sick of things being swept under the carpet.

Lee Simpson asked about the WISE report. Will you be looking at the mismanagement in the past, fraud, and mistreatment? We need to acknowledge the past and move forward.

The special administrator issued a newsletter on his first day sent to all members and on ORIC's website. It was a call for Corporation Advisory Group (CAG) nominations. Very few people have applied for a role on the advisory committee. Consider other people you might think. Everyone who has applied Keith Mackay has contacted.

Dot Whyman asked the special administrator how would you deal with anonymous Facebook posts?

The special administrator said he cannot control Facebook posts but he will continue to put out the truth via newsletters and the RivMed website.

John Fernando stated its hard to not react to an Anonymous Facebook post that has been sent to parliament.

Donna Kirby spoke and informed members she has put a post up about Drs at RivMed because she feels her voice isn't being heard.

The special administrator stated any complaints will be acted on.

Troy Pietsch asked the special administrator if his 6 month timeline is negotiable. Unravel the past and create sustainable pathways to move forward. Troy also asks why the CAG group couldn't get paid for their skills at the meetings. Are there opportunities for the youth to build the capability?

The special administrator states that the timeline is like to be sufficient . It is important to have the two groups of people which are:

- Elders forum
- Skill based Commercial forum, being the Corporation Advisory Group (CAG)

The Rule Book can be change to cater for that. Members will be asked for input to any Rule Book changes. ORIC has the power to extend the special administration. The special administrator is making sure there is a framework implemented before the end of the Special administration.

Lee Simpson asked if there was any succession planning for after special administration. Can information be collated from members about what their gripes are. Can an opportunity be created so members can go to the special administrator to be heard. Wondering what feedback have been provided to ORIC from other organisations?

The special administrator stated other communities have similar problems. He still works with other corporations he worked with years ago. First year after special administration, training people will come and run through issues with the new board. Increased reporting - monthly. Officers in ORIC will review these reports. Financial reports, patient care stats etc. Two specialist independent directors on the Board. Look at what skills may compliment the corporation, they do not have to become members. Try and find an Aboriginal or Torres Strait Islander person (ATSI) to fill those positions.

Kate Morris asked if the CAG have to have Working with Children Check and National Crime Checks. The special administrator replied yes they will have to provide this after applying for the CAG. If someone has a police record, they will risk assess the record. Anyone wanting to be on the CAG you need to consider your previous criminal record.

Sometimes its hard to find ATSI independent directors to sit on the CAG.

Lee Simpson disagreed on the use independent specialist directors not from this area.

ORIC is the regulator. This does not mean they tell you how to run your corporation. Regulators do not get involved in day to day operations.

CAG does not have any powers. But is a important group to advise the special administrator. The CAG is an important group because from that group directors will be selected.

John Fernando asks about the cost of vehicles in the Audited Financials and the amount spent. The special administrator stated they have started looking into the fleet and looking into the vehicles.

1.6 Choosing an Auditor

National Audits have provided a quote for \$35,000 and have been appointed by the special administrators to conduct the 2020/2021 Audit

At the next AGM, members will vote on auditors.

2. Special Administration Information

2.1 Role of the Special Administrator and aim of the Special Administration

Kevin Vu (ORIC) began with an Introduction into special administrations

Last year an examination was conducted for the period of 1/7/2019-30/10/2021

The Examination report came after the general meeting in November 2021. At that General Meeting is where the change in Board of Directors occurred.

ORIC issued a show cause notice to the former board and provided them an opportunity to respond. The former board all agreed that RivMed be put into special administration.

Peter McQuoid has been appointed to the special administrator role on 22.2.2022 and will end 26th August 2022.

The special administrator's role is to turn the corporation around into good health. The Corporation was rated high risk. The stakeholders were very concerned and raised these concerns with ORIC.

The Office of the Children's Guardian OCG (Out of Home Care Regulator) conducted an onsite assessment. As a result of the assessment the RivMed caseload went from 56 children to 15 children in care.

There were a number of other issues, for example:

- Significant turnover of CEOs - 6 CEO's in a short timeframe.
- Various Industrial relations matters at the time of the examination.
- RivMed paid \$700,000 in termination related payments.
- Significant turn over of doctors. Locum doctors cost a lot of money. RivMed has struggled to get permanent doctors.
- Numerous service delivery requirements weren't being met.
- Staff vacancies were 40, today its 37 vacancies. Not delivering at full capacity.

John Fernando asks why ORIC did not help earlier and did not intervene.

Kevin Vu responded to the Ken White letter. Complaints were made to Ken White. Kevin mentioned the member's petition where it stated that members would like to invite ORIC to attend the General Meeting in November 2021. Members invited Kevin to be an observer. Kevin Vu did answer questions from the members however he did not give advice. Kevin Vu reminded members that Alan Eldridge was facilitating the meeting that night.

The special administrator reminded members why we are here tonight and that is for the AGM and information meeting.

Kevin Vu stated during the whole examination period and after the period, when RivMed provided critical services, no Model of Care Policy had been developed or implemented. This had been

requested by ORIC to the old board but they did not develop one. It was not until the immediate past (former) Board were requested by ORIC that they developed a Model of Care Policy.

The special administrator stated he operates independently from ORIC. Where possible changes made will include staff, and members of the Corporation

Peter McQuoid has 19 years of special administration experience. The special administrator guaranteed that he will get RivMed back up again to a high level of services for the community. On 26th August 2022 the special administration will end. This means handing the corporation back to the members.

2.2 Progress to Date

Take Control of assets has been completed.

Met with the stakeholders today. All funders and stakeholder are giving RivMed 100% support.

Providing a lot of extra resources for the corporation into HR, Governance, and Operations.

A special administration team are working at RivMed and assisting staff.

There are 37 vacant positions.

Recruitment has commenced starting with a new CEO. By the middle of next week this should be advertised.

ORIC is paying for the Special Administrations costs. The Corporation will pay for the extra resources being provided by other corporations.

Funding bodies have agreed to use surplus for Recruiting.

The CFO position will be advertised as a priority.

No financial reports for the last year.

Lee Simpson ask about the selection criteria for the CEO.

Special Administrator explained the selection criteria.

2.3 Next Steps

Restore good operational order - go through each program and identify problems, feedback from the community and patients. Work with the funding bodies to solve the issues that are highlighted. Return the corporation back to member controlled.

Starting to recruit the Corporation Advisory Group (CAG). This group will advise the special administrator, review the rule book etc. The CAG will be a pathway to a directorship on the new board.

Take nominations from the community. They will meet once a month. The special administrator will select the new Board. Keith Mackay is assisting with this process. No voting for Directors because of being in special administration.

Monthly review basis after special administration leaves.

Donna Kirby asks what the criteria is to be on the CAG. A mixture of women, men and youth should be included.

The special administrator explained the CAG needs to be able to run a multi-million dollar , multi division complex organisation

2 groups

- Business skills, confident with reading complex board reports

- Elders forum to meet with the CAG to ensure proper cultural consultation

John Fernando stated in the rule book no two family members of one family can sit on the board. How will he go about this. The special administrator explained he can change the rule book but he will have a look at this

2.4 Asking Questions about the Corporation and Special Administration

Jacqueline Ingram wanted to know about the Doctor situation.

The special administrator explained the first thing we need to do is make RivMed a place where doctors want to work. Then start a national campaign to recruit GP's. Also looking into why the permanent Doctors left.

Troy Pietsch has tried to ring reception but couldn't get through.

The special administrator stated this should be an easy task to address.

Natasha Evans asked if all buildings will have reception staff?

John Fernando asked if staff are being kept informed, because staff have informed him they are being kept in the dark.

The special administrator has already called an all staff meeting at each site. He has offered to meet with staff one on one. Monthly newsletters to the members are also being sent out.

John Fernando asked if this is the last community meeting. The special administrator said no, there would probably be one or two more meetings.

Lee Simpson asked about the process of providing feedback to members. Will what people have said here be disregarded or addressed. Outcomes from this Community meeting need to be distributed to members.

The special administrator made it clear that the members have to be a part of the process. Members are important.

Donna Kirby talked about the impact it has had on the community. It has been really difficult. How do we get to the next step? How do we get a Doctor that has respect for the Aboriginal community. We need the support.

Darcee-lee Smith wants drop in clinics back again. It is too hard to get into a Doctor.

3. Close Meeting

3.1 Close the meeting

Next meeting: No date for the next meeting has been set.

The Special Administrator thanked attendees and closed the meeting at 7:22pm

Signature: _____

Date: _____