



**REPORT to Members AGM
October 2009**

This will be my final president's report to members as I have served 3 years in the Chair which is the time allowed within our constitution in any one Executive position.

The committee has continued to work in their voluntary capacity to support all Victorian members of AAQHC. Unfortunately there were few members attending the AGM in 2008 despite our excellent speakers however with those present and proxies we were able to hold an AGM meeting with a quorum.

As is usual practice at the committee meeting following the AGM positions and portfolios were agreed as follows:

NAME	POSITION	PORTFOLIO
Dot HUMPHREY-LESQUE	President	Membership
Jenny RANCE	Immediate Past President	AAQHC Council Representative/ Policies & Procedures
Rayleen FORMOSA	Treasurer until June 09 & Secretary	
Mary WHITE	Member	Public Officer/ Policies & Procedures
Cathy JONES	Vice President	Education
Jacque HENNOCK	Member	Mentee/Education
Susan SHEA	Treasurer from June 09	Education
Belinda WESTLAKE	Member	Newsletter
Coral-lee KEEP	Member	Mentee/Post box

Susan Taylor who was elected to committee resigned soon after commencing.

Committee members agreed to 6 weekly meetings at this meeting and these have been held as agreed except July as there were insufficient members available to reach a quorum. Many of these meetings were held at Healthscope main office in St Kilda road and I would like to personally thank Jenny Rance and Cathy Jones for ensuring room availability for the meetings. We are always looking for appropriate venues for our meetings a no or little cost.

The constitution changes proposed and accepted at the 2008 AGM are still being processed by our Public Officer, Mary White, with the Consumer Affairs Victoria / Office of Fair Trading. These will now be ratified at the 2009 AGM as too much time has elapsed since approved by members however they will be published on the Victoria section of the AAQHC website when finally approved. I am pleased that some changes that were flagged by VHQA to AAQHC have been discussed at the AGM in September in Sydney.

The 5 goals in our 3 year strategic plan developed following a SWOT analysis in 2008 have been reviewed again this year with the following results:

Goal	Achievements (some reported further below)
1. Develop and review appropriate Victorian Policy & Procedure and key documents in line with National documents to ensure continuity & support for committee members	Little progress has been achieved in this area.
2. Become more integrated with our two main "sister" organisations – AAQHC & QaRM	AAQHC is marketed at every opportunity A chat room similar to that managed by QARM is still under discussion with the AAQHC secretariat & Council. Few meeting of QaRM have been held in 2009 however many committee members keep their eye on the chatter that emanates from the members of this group.
3. Develop our products and services to maintain and increase membership and support members	There have been excellent PD sessions held this year and we encourage members to take advantage of the speakers arranged on your behalf. We had our first foray into



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	<p>teleconferencing a session in April with approximately 30 registrants dialling in and 18 registrants and 5 committee members attending in person to a session by Dr Cathy Balding titled 'Quality Managers How to enjoy the job'. Feedback was extremely encouraging and we thank Cathy for her time and effort.</p> <p>The July session 'The essential elements to get people to do what you want them to do' facilitated by Ernest Stabek, and 'Email Hygiene' presented by Diane Ralph, was well received by the small number of participants present. Unfortunately this session there was a problem with the teleconferencing.</p>
<p>4. To increase membership</p>	<p>There have been a few issues with renewal of registrations this year and at one stage there were only 57 Victorian members – the lowest for some years if not all time. Currently there are 87 registered members and still a few who have not registered this year. We encourage all members to ensure their membership details are up to date on the website as email is the preferred method of communicating with our members. If it is not possible to do so please contact me or one of the committee members and we will endeavour to update the information.</p>
<p>5. Communicate effectively with our members</p>	<p>2 newsletters have been distributed to members this year with plans for at least another 2 before the end of the year.</p>

2 Victorian members continue to volunteer their time on Council sub committees – Vince Gagliotti on PDAC and Mary-Jane Stolp on the Editorial Committee and both have provided regular reports to the VHQA committee meetings as well as at the AGMs for which both are warmly recognised for their contributions.

AAQHC Council offered 10 scholarships to members nationally this year and encouraged VHQA not to offer them in competition with which we obliged. 2 Victorian members were recipients of those scholarships however as we did not offer scholarships there will not be reports of the 2009 conference from our members in the VHQA newsletter. VQC also offered scholarships to Quality Managers.

Committee has again mentored 2 of our committee members during the year. We welcomed Jacque Hennock back to the committee after a short resignation period however her circumstances changed and she decided to return to the fold. Coral-lee Keep is also a mentee and this initiative seems to be working quite well from the reports of both the mentors and mentees. We will continue this initiative as required over the ensuing years. This will be discussed later in the meeting as there has been one (1) nomination to hand for this year. I am also pleased to report that for the first time in a long time there will need to be a vote for committee members this year as there are more nominations than committee positions.

Cathy Jones has decided to resign from the committee effective of this AGM meeting and on behalf of other committee members I acknowledge her time and the innovative ideas with which she challenged us as well as the knowledge she had imparted to the members in leading several education seminars. We will miss her cheerful demeanour and wish her well in future. I am sure she will continue to support VHQA in many ways.

I acknowledge the continuing commitment to the committee work by all elected members and look forward to their ongoing support of the work of VHQA. I would also encourage other members to consider nominating for committee membership. We have a great mix of metro and rural members but interested members from the public metro services would inject components seemingly lacking.

Dot Humphrey-Lesque, President