



Griefline

Annual General Meeting 2023

Minutes

Date:	Wednesday, 20 th November 2023
Time:	7.30pm
Place:	Held via Zoom

Attendees:	<p>Board members Nicky Mackie Veronica Barbetta Susan Chadwick Ji-Shen Loong Belynda Oliver Kate Barber</p> <p>Staff Kate Cahill Louisa Smith</p> <p>Volunteers Rachel Pope Susan Wilson</p>
Apologies:	None

Item	Description
1	Welcome and introductions Thank you, Kate Cahill, for the welcome and acknowledgement of country
2	Apologies – None
3	Review of actions from previous annual general meeting (None)

Acceptance of minutes of previous annual general meeting

Proposed resolution: That the minutes of the 2022 annual general meeting be accepted.

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Moved: Ji-Shen Loong
Seconded: Nicky Mackie
Outcome: Carried

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Chair's report

- NM welcomed everyone in attendance to Board meeting
- Delivered thank yous to executive team, volunteers and volunteer Board
- NM gave thanks to previous board members Sarah Godfrey, Rebecca Malka and Melinda Jackson
- Looking forward to many more decades of Griefline and excited to continue with current volunteer base as well as welcoming more volunteers and strategic partnerships
- Feel very honoured to lead Board surrounded by many passionate people
- Welcomed two new Board members Kate Barber and Belynda Oliver; look forward to their contributions in 2024 and beyond

Proposed motion: That the chair's report be received & accepted.

Moved: Sue Chadwick
Seconded: Kate Barber
Outcome: Carried

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Treasurer's report

- Reflected on last 12 months; GL continues to have some challenges with financial stability – increase in revenue very positive, however cost pressures have led to small deficit
- GL knowledge courses big part of journey to develop a sustainable funding stream – thank you to Kate & Lou for putting much effort into developing this
- GL will continue to develop & market courses & educational products

Proposed motion: That the treasurer's report be received & financial statements be accepted.

Moved: Belynda Oliver
Seconded: Nicky Mackie

Outcome: Carried

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CMO & COO's joint report

- Discussed program & service delivery highlights;
- Stated with a helpline & now have broad scope of services including forums, support groups
- Visitors to website and referrals material; very proud to have reached so many people & thank you to volunteers
- Photo tabled from staff gathering in February; first time many had met in person
- Material volunteer training completed as well as Masters students coming through GL
- Acknowledged RAP working group & thanked this group
- Tabled strategic goals and how GL is tracking to achieving these
- Explained optimising care model intentions and measures
- Noted will continue to gather feedback from surveys
- Noted work being done towards securing accreditation towards national health standards
- GL works hard to ensure data security is tight & treat confidential information with utmost care
- Building brand equity heavily invested in; raising profile to broader Australian community
- Inclusivity & accessibility key part of growth strategy; acknowledge that there is much more work to do
- Building strategic partnerships will continue to be a focus to continue to raise GL's profile and reach broader audience, including volunteers
- Pro bono support from a Sydney media agency has been invaluable – big thank you to Love Media for this support
- Reached more than 100 journalists from many agencies which has had huge impact on outreach; highlighted prime spot on ABC media has been wonderful for
- Noting that grief is not a mental health crisis; don't need to reach out to Lifeline if you are grieving
- Launch of GL knowledge essential to assist establish ongoing funding to secure the future viability of GL
- Thank you to various parties for support from corporates which invited GL to discuss & support each other in grief and loss in the workplace
- Tabled focus for coming 12 months
- Focussed on improving volunteer experience, strengthening policies & procedures & continuing to seek feedback from staff, volunteers & service users as to how can continue to improve services and operations

	<ul style="list-style-type: none"> • Will be asking for partners and sponsors from the corporate sector, sporting organisations, educational and tertiary institutions • National expansion of bereavement support groups; trials have demonstrated there is material demand for these services; will be seeking financial assistance to be able to deliver more of these programs • Will also be seeking funding for national roll out for Voluntary Assisted Dying (VAD) programs; pilot program being funded by Dying with Dignity Victoria and will be seeking funding for national program beyond pilot • Acknowledging key organisations and individuals who have provided support over and above obligations as tabled in Impact report, especially Sal & Im from good mourning • Noting that there are many more individual donors not named in Impact report, however noting the essential contribution of this <p><i>Proposed resolution: That the joint CMO & COO's report tabled at the annual general meeting be accepted.</i></p> <p>Moved: Ji-Shen Loong Seconded: Nicky Mackie Outcome: Carried</p>
8	<p>Acceptance of Financial Statements and appointment of auditor</p> <p><i>Proposed resolution: That Collins & Co be appointed as Grieffline's auditor for the next reporting period.</i></p> <p>Moved: Ji-Shen Loong Seconded: Veronica Barbetta Outcome: Carried</p>
9	<p>Reappointment of Board</p> <p><i>Proposed resolution: That the Board members present tonight be reappointed for the coming 12 months.</i></p> <p>Moved: Sue Wilson Seconded: Kate Cahill Outcome: Carried</p>
10	<p>Questions from volunteers: None tabled</p>

11	Meeting closed 8.14pm
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Minute taker:	Veronica Barbetta, Secretary
Signed:	
Date:	20 November 2023