

Executive Officer's Report 2021-2022

What a year we've had! Although I cannot comment on 2021 (being new to HOPES and the state), 2022 has definitely had its challenges within the HOPES Community as well as the Tasmanian Community and disability sector. This year has come with changes for the residents, staff and board members where we've all had to adapt, adjust and grow with the organisation to support one another.

The relaxation of COVID19 restrictions meant residents, staff, and board members were exposed and directly impacted by the virus more so than previous years. HOPES staff remained resilient and worked together to monitor the levels of risk and to safeguard the community's safety and wellbeing. This being said, it also meant that this year has also allowed us to have more freedom through stages within the year, which has led to opening the community gym, resuming community activities and outings, having shared lunches, and more face-to-face conversations and contact.

On a board level, there has been a significant emphasis on financial auditing, reviewing and updating policies, creating more operational processes for staff, and on a focus on strategic direction which led to supporting staff considerably to know where there's room for improvement and what we're already doing really well.

Like previous years, we still have strong stakeholder connections and relationships, and we continue to receive positive feedback about the HOPES cooperative model from visitors, residents, NDIS local Area Coordinators as well as NDIS Support Coordinators.

During our Strategic Planning Day in October we reviewed the HOPES vision, mission and organisational aims. We prioritised residents wants and needs and explored themes of size, risk, forecasting, board and staff skill sets and new opportunities. I am also very pleased to advise that we also established organisational values. Although we have mostly new board members and mostly new staff, our vision and mission is now clear and we are putting concrete work to set and achieve organisational goals.

We would like to thank those Board Members that are moving on but supported us through a challenging year – Tammy, Ellen, and Sue. Who all contributed not just

their time but also a huge amount of effort, knowledge and skills. We wish all our retiring Board Members all the very best. We would also like to thank remaining Board Members – Mark, Harun, Georgina, Liz and Linda. And welcome to new Board Members nominating for the upcoming year.

There has been significant changes with staff, farewelling Chris (previous Executive Officer) in December and Eliza (previous Finance Officer) in August, who both were working for HOPES for many years. With the onboarding of myself in February, a new Finance Officer (Dev) in October, and introducing a completely new Support Coordinator role in July (Julie) to our team we have been flat out to say the least. Karen has been the backbone of our team this year, filling in for when we have been short staffed and constantly showing her ongoing dedication and commitment to HOPES. And although Julie and Dev are new to HOPES they both have also shown dedication to their roles. We are excited to be building on our skills, knowledge and expertise, and to work together to deliver a quality service for the residents at HOPES. I would like to thank Karen, Julie and Dev for their ongoing support and teamwork this year whilst we have faced many challenges.

I am sure I can confidently speak on behalf of all the staff members and say we feel privileged to work for HOPES, and to be able to support HOPES' residents and their families.

We would like to encourage feedback from our residents, families and members on how to best deliver services and support one another. Please remember that we have an open-door policy (that's not formally written or possible due to the Community House security) however we are always happy to welcome visitors and catch up.

We look forward to continuing to develop and grow, and for the next year to be filled with more positive changes.

Chloe Olsen



Executive Officer

HOPES Inc. – Laetare Court