



Uniting Church in Australia
ASSEMBLY
Assembly Standing Committee

11 - 13 November 2022

DOCUMENT 9

Title	Frontier Services Report
Type of Paper	For information
Assembly or ASC Minute	
Consultation	Frontier Services Board
Purpose	To receive an update report on the organisation
Rationale & Findings Summary	
Attachments	
Recommendations	That the Assembly Standing Committee: 1. Receives the Report
Submitted by	Lisa Sampson - Chair of frontier Services - 0414 947 000 Rob Floyd - Acting National Director - 0407 944 417

Update to Assembly Standing Committee Frontier Services November 2022

Prepared By: Lisa Sampson (Chair) and Rob Floyd (Acting National director)

Background:

Frontier Services reported to the Assembly Standing Committee (ASC) at its July 2022 meeting. The ASC met again by videoconference on August 15th 2022 to receive an update about the emerging staffing situation in Frontier Services.

The following report is provided to give ASC members an update on the current situation.

Staffing:

The Frontier Services Board worked closely with the Director of People and Culture in the Synod of NSWACT to follow through with appropriate human resource processes.

Jannine Jackson concluded her role as National Director on August 22, 2022.

Communication regarding Jannine Jackson's resignation was provided to all key stakeholders including staff, Bush Chaplains, members of ASC and Synod General Secretaries. A brief communication to donors and supporters has gone out in the current Frontier News.

As discussed at the ASC videoconference, Rob Floyd was appointed as Acting National Director to facilitate a transition for the organisation. Rob has agreed to continue to serve in the Acting National Director role to enable a transition to the new National Director and business continuity.

The current team:

The focus for existing Frontier Services staff and the organisation generally has been staff welfare and stability. Staff have been supported by the Acting National Director and Chair of the Board and members of the People and Culture Department of the Synod of NSWACT. At all times staff have had access to and been reminded of the Employee Assistance Program that the Assembly provides to all staff.

Generally, the staff are in good spirits and working well. We feel the team has made the transition quite well and staff are looking to the future with some positivity. Because there has been significant staff turnover we are undertaking some orientation to the UCA with the whole team.

Stakeholder Management:

Following the initial communication with Bush Chaplains, Synods and Presbyteries, we have begun to contact Bush Chaplains and key Synod or Presbytery contacts to offer support, reassurance and to listen to what is happening for them. An upcoming Bush Chaplains Gathering, bringing all the Bush Chaplains together from across Australia, will be a good opportunity for further relationship building.

Board:

The Board has met following this transition and considered a range of documents from senior staff. The Board was clear in its instruction to the Acting National Director that stability for staff and rebuilding confidence and sense of team were priorities.

The Board considered strategy, risk and financial position in detail. There have been revisions in each of these for the short term. In particular, the proposed recruitment of a number of new staff in the current financial year that are new roles (rather than replacement of existing roles) have been put on hold.

The Board was satisfied with the short-term assessments and has requested further work to be done in board sub-committee in each area to be brought back to the December Board meeting. Any revision to the finances will become part of the budget reforecast process led by Leo Iosifidis in December. This will be reported to ASC at its March 2023 meeting.

One member of the Board has resigned since we last reported to ASC. The Board is developing a new skills matrix and a search has commenced for a replacement Board member with skills in finance.

Audit:

The Board has signed off on Frontier Services and John Flynn Foundation audited accounts for the financial year ending June 2022.

Recruitment:

The Board has established a process for the recruitment of the next National Director. A recruitment panel was appointed as follows.

- Lisa Sampson - Chair
- Heather den Houting - Deputy Chair
- Colleen Geyer - Assembly General Secretary
- Tim Ford - Board Member

Frontier Services has contracted the services of Beaumont Recruitment to assist in this process. Advertising took place through Beaumont's usual channels as well as across UCA media. An initial shortlisting and interview process has been undertaken.