

# Chief Financial Officer Carers Queensland

Success Profile | July 2024

# Introduction

Thank you for your interest in the **Chief Financial Officer** selection process.

OnTalent is thrilled to be leading the process of this appointment on behalf of **Carers Queensland**. This briefing pack provides you with information regarding the organisation, the role and requirements.

Once you have reviewed this material, and if you haven't already, please visit <https://www.ontalent.com.au/carersqld/> details on how to apply.

I look forward to working with you through this process and invite you to contact me directly at anytime on 07 3305 5800.



**Suzanne Grant**  
**Head of Government and Not-For-  
Profit Recruitment**  
**OnTalent**

# About Us

Carers Queensland is the peak body representing unpaid family and community carers in Queensland. With 1 in every 11 Australians caring for a family member or friend, Carers Queensland is committed to providing specialised carer and disability support services.

For more than 30 years, Carers Queensland has been working to advocate for equal rights, opportunities, and enhanced outcomes for families.

We work within and value the local community, responding to unmet needs with care and respect, and assisting those who are disconnected through high-quality personalised support.

Our objective is to ensure our customers achieve their goals, enhance their relationships, and move forward with a life based on their own decisions and choices.







# How We Work

Carers, the people they care for and their families are at the centre of everything we do; as such, we support self-directed services.

We encourage your personal growth and empowerment, and we work with our customers to improve their quality of life.

We provide hands-on support to carers through our regional offices across Queensland, working in close collaboration with carers, other state and territory Carers Associations and strategic partners.

We are actively committed to the creation and maintenance of a culture of safeguarding that recognises and upholds the dignity and rights of all children, young people and vulnerable adults.

We commit to providing a safe environment and supportive relationships for everyone we work with. We believe every individual has the right to be safe and respected, particularly those from culturally diverse backgrounds, individuals with a disability or any other vulnerability.

Carers Queensland employees and volunteers are expected to maintain the highest standards of professional conduct and will not behave in a manner that is harmful when working with children, young people, and vulnerable adults.

Human Services Quality  
Standards

# Our Vision, Mission and Values

## Our Vision

A community that celebrates diversity and inclusion, ensuring carers, people with disability and their families are enabled social and economic participation in society.

## Our Mission

To make life better by connecting and enriching the lives of people in our community.

## Our Values

- Integrity – Doing the right thing even when no one is watching.
- Respect – Treating others how they want to be treated.
- Diversity – A place for everyone.
- Empowerment – Acknowledging strength in others.
- Adaptability – Flexible and responsive to change.

Annual Report  
2022-2023

Strategic Plan  
2020-2025





# Our People

Carers Queensland has more than 500 staff in the offices across Queensland. We are a dedicated team of professionals with a skills base spanning health, social work, policy, public service, management and much more.

Our people represent our values and actively contribute to our growing success.

We are proud of our diverse workforce and our caring and inclusive culture. 30 per cent of our staff are former carers and a further 35 per cent are currently in a caring role.

22 per cent of our staff are bilingual or multilingual, 71 per cent of our staff are or have been a carer and 36 per cent of our staff identify as having a disability.

We understand carers because we are carers.

We're about making life better and helping carers and their families achieve their goals.



# Our Board



## Jim Toohey - Chair

Over the last 30 years, Jim has worked with unpaid carers and has been an unpaid carer himself. Caring for an elderly grandparent and working as a volunteer with adults with disability and the frail-aged has driven his motivation to advocate and improve the lives of carers. Jim brings an extensive background in the for-profit and not-for-profit sectors, specifically in residential and home aged-care. His experience includes effective policy negotiation and development at all levels of government; successful senior management experience in large organisations; a wide experience in corporate governance and financial expertise as a senior manager in a commercial bank.

Jim's aspiration is to ensure the community is aware of and passionately supportive of carers of all ages and backgrounds.



## Louise Ferris – Deputy Chair

Louise has over 25 years' experience as a HR Professional. She has worked for some of Australia's largest law firms and international law firm Norton Rose Fulbright, where she worked with some of the nation's leading lawyers in delivering the people strategy. An important aspect of Louise's approach to her role given her experience in law is to give back to the industry. Louise is an active supporter and regularly provides mentoring across the industry including at the student and young lawyer level where she provides insight and guidance into navigating the industry to enable careers to be built. Some areas of focus for Louise's work include inclusion and diversity. Louise plays an active role as Implementation Lead for the Queensland Male Champions of Change working closely with Chairman Dominic McGann. Louise also is a strong advocate for education and awareness in the area of mental health and wellbeing. She was instrumental in McCullough Robertson being recognised at the Queensland Mental Health Awards in 2016 working closely with Mental Illness Fellowship Queensland (MIFQ) for delivering innovative education solutions to corporates.

# Our Board



## Ross Cook – Secretary

Ross has been the fulltime carer for his wife Helen since 2000 and at Carers Queensland, he found the support he needed for his caring role. His lived experience delivers an insight into the everyday lives of carers and brings him closer to his goal of contributing to our organisational excellence in the provision of services to caring families across Queensland.

Ross holds a Bachelor of Law and a Bachelor of Business, a Cert in Governance for Not-for-Profits, and a Cert in Quality Management Assessment. He is also experienced in corporate governance, financial and operational management audit, risk management and organisational strategic management.



## Glenn Bunney – Honorary Treasurer

Glenn has 30+ years' experience as a CEO and has been serving in the health and community services industry for over two decades. His extensive leadership, management and governance experience brings valuable insight and advice to the group. Caring for his mother before she passed away and having a grandson on the autism spectrum, has given Glenn a genuine understanding of the issues and benefits of the National Disability Insurance Scheme (NDIS). He seeks to ensure that opportunities are available for all who need them through an inclusive and just society.

Glenn has strong superannuation and investment knowledge. He is an accomplished conference speaker, industry representative and leader at state, national and global levels. He holds a degree in Business. He is a Graduate of the Australian Institute of Company Directors (AICD) and a Fellow of the Governance Institute of Australia, the Institute of Management and Leadership and the Australian Institute of Superannuation Trustees. Previously, Glenn has successfully engaged with Government at both policy co-design and implementation planning across a range of community service settings including aged care, hospitals, childcare and affordable housing.



# Our Board



## Moya Pennell - Director

Moya is a journalist experienced in media, corporate communications, marketing and public relations, having specialised in research, writing, editing, publishing, speech-writing and annual reporting, particularly governance. She serves on the Australasian Reporting Awards (ARA) awards committee as coordinator of and adjudicator for four industry groups: education and research; manufacturing; primary industry; and property and construction. A University of Queensland Arts graduate and member of the Australian Institute of Company Directors, she is also a Director for a small property company. Other interests include property and share investment and management, and aviation as a private pilot and former light aircraft owner and operator. Community activities range from membership of Soroptimist International Brisbane and regular voluntary work with Queensland State Archives to support for the Salvation Army and animal refuges. Caring has always been a familiar concept, aligned with a family culture where elderly or infirm members retain a place in family life. This now extends to emotional and practical support for close, long-standing friends facing disability and terminal illness.



## Sara Shams - Director

Sara is a disability advocate, speaker, model, and health care professional. Growing up disabled, the lack of visible representation of people with disabilities impacted how Sara perceived herself and identified with her disability. Combining her professional experience, education, and lived experience of disability, Sara is determined to change the narrative around people living with disabilities in every industry and platform.

A pharmacist and member of multiple advisory boards, Sara has a background in the for-profit and not-for-profit sectors, with experience in project management, stakeholder engagement and relationship management. She has worked in the development of evidence-based policy and programs. As a person with lived experience of disability, Sara has a genuine understanding of the issues and benefits of the National Disability Insurance Scheme (NDIS). Sara believes taking an intersectional approach to addressing societal challenges will result in improved outcomes and quality of life for all individuals.

# Our Board



## Deb Heron - Director

Debbie is a seasoned leader and advocate with a rich tapestry of experience across the public, private, and non-profit sectors. Her expertise in law and international relations serves as a cornerstone for her strategic endeavours. Drawing from her personal journey as a person with a disability and as a participant in the National Disability Insurance Scheme (NDIS), Debbie brings a distinctive viewpoint to the Carers Qld Board. She has actively contributed to pivotal initiatives such as the Royal Commission on Violence, Abuse, Neglect and Exploitation of People with Disability and the National Disability Insurance Agency. Debbie's dedication to fostering inclusive environments shines through her leadership of Ability First Australia's Younger People In Residential Aged Care Program in QLD and NT. This federally funded initiative aims to support younger individuals with high care needs to transition out of or avoid entering permanent residential aged care.

Recently, Debbie completed the Executive Program for Non-Profit Leaders at Stanford University in California, further enriching her skills and knowledge in non-profit management and social impact. Her relentless drive for positive change in the disability sector is evident in her recent appointment as Co-CEO intern with Life Without Barriers, aimed at increasing disability leadership representation at executive levels.

# Chief Executive Officer



## Fritha Radyk

Fritha is the CEO of Carers Queensland having joined the organisation in January 2024.

She is a successful executive with impeccable leadership credentials and has led complex projects and operations for large management consulting, healthcare and community services organisations in Australia and overseas for more than 20 years. Her warm and engaging leadership style and lived experience coupled with her strong business acumen provides a firm foundation for Carers Queensland to deliver quality, values-aligned services to the diverse people that Carers Queensland support.

Fritha enjoys the strong personal alignment she has with the work Carers Queensland counting her role as a mother of two young children with disabilities as her greatest challenge and achievement.



# Key Role Information

Title	Chief Financial Officer (CFO)
Reports to	Chief Executive Officer
Direct Reports	Business Intelligence Officer, Financial Controller, Asset and Fleet Officer, Information Communications Manager, Workplace Health and Safety Advisor
About the Position	<p>The CFO will play a pivotal role in providing strategic financial advice and reporting to the Board and CEO as the organisation works to achieve its next stage of evolution as an impactful not-for-profit organisation in the Queensland human resources sector. Consideration of new business and tender opportunities will be a key part of the role in the near future.</p> <p>The role will also be responsible for providing leadership and operational management for Finance, Property, IT, Payroll and Business Intelligence, delighting operational colleagues with collaborative and high-quality services that both support and enable the organisation to deliver on its strategy.</p>
Leadership and Management	<ul style="list-style-type: none"><li>• Act as an effective member of the Carers Qld Executive leadership team, including contributing to organisation-wide strategic and operational initiatives.</li><li>• Provide Leadership, plan for, and operationally direct and manage all matters pertaining to Finance, Property, Information Technology, Payroll, and Business Intelligence and facilitate the achievement of organisation goals.</li><li>• Guide Portfolio Management structure to effectively deliver all contractual, quality, statutory and legislative requirements of Portfolio Services.</li><li>• Develop strong external stakeholder networks to support the goals of Carers Queensland</li><li>• Model a service culture that promotes client-centered approaches and outcomes.</li></ul>

# Key Role Information

## Leadership and Management Continued

- In partnership with the GM Business Development and CEO, identify and realise new service opportunities across Queensland and Australia in the Human Services sector.
- Build a strong Portfolio leadership team who are appropriately supported and challenged, and who at all times lead in keeping with Carers Qld values and with outcomes for the people we support at the front of mind.

## Quality Assurance

- Work with the General Manager Quality & Assurance to ensure that all quality, audit and assurance requirements for contracts are met, as well as all legislative requirements for the sectors in which we work.
- Work with Managers to implement practices and processes that support quality outcomes and performance for the CFO portfolio, ensuring all employees have the resources required to plan, assess, evaluate and review their work practices and system.
- Apply a deep knowledge of human rights-based approaches in the human services sector and be committed to the natural authority of all people to make decisions about their lives.

## Risk Management

- Lead and ensure best practice workplace health and safety practices and compliance.
- Meet all duty of care requirements for our teams and the people we provide services to.
- Identify, track, report and respond to emerging and existing risks and issues to proactively manage risk and mitigation.

## Human Resource Management

- Lead and manage the Portfolio team in line with all Human Resource Management policies and procedures, throughout the full lifecycle of the employee journey at Carers Qld.
- Develop and promote a culture that celebrates and embraces empowerment and accountability through effective use of professional development and performance management.
- Undertake regular meetings, supervision and performance reviews of direct reports.

# Key Role Information

## Organisational and Customer Relationships

- Build, develop and maintain exceptional partnership and working relationships with relevant stakeholders on a local, regional and jurisdictional basis
- Work with your direct reports to resolve issues and complaints as they arise and provide critical issues and complaints resolution in an effective and timely manner
- Ensure feedback, compliments and complaints processes are actively embedded into all aspects of the operation of the corporate teams and are advised to customers
- Maintain high-level confidentiality of organisational, service and employee data and details in line with contractual and legislative requirements.

## Portfolio Management and Performance

### Financial Management

- Ensure compliance with Carers Queensland Delegations of Authority policy at all times.
- Ensure the Integrity and reporting of the organisations statutory, regulatory, management and taxation obligations, and respond to recommendations made as a result of internal and external audit processes.
- With the support of your direct reports, monitor, control and report on accurate financial information, including the annual budget, revenue, expenditure and tenders, to meet the needs of external and internal stakeholders such as the Finance, Property, Risk & Compliance Committee, auditors, managers and funding bodies.
- Develop, implement and maintain a financial management framework and financial models for Carers Queensland, which promote effective budget management and fiscal responsibility.
- Develop plans that respond to the organisation's future needs relating to the use of capital works and assets, whilst ensuring principles of value for money are applied.



# Key Role Information

## Portfolio Management and Performance

### Financial Management

- Oversee the development and implementation of finance, accounting, billing and auditing procedure.
- Work with the Business Intelligence Officer to develop high-level dashboard and trend analysis reporting processes
- Manage the treasury function of the organisation.
- Oversee the financial and budgetary requirements for new business and or tender opportunities.
- Ensure all key financial and performance reporting requirements as specified by funding contracts are met on time and to a high standard.
- Best practice management of IT service delivery, ensuring quality day-to-day service delivery along with more strategic structural services such as infrastructure and security.
- Provide financial support and direction for strategic projects and growth opportunities.

### Commercial Management

- Lead contract negotiations for the establishment of new commercial arrangements including property, fleet and office equipment.
- Manage and review existing commercial arrangements to ensure value for money and operational requirements are being met.

### Property and Assets

- Provide strategic support to ensure the utilisation and operation of the organisation's property and assets.
- Develop an asset management plan to ensure effective maintenance servicing and renewal of organisational assets and equipment.
- Manage Insurance policies and claims to ensure necessary coverage.

# Key Role Information

## Values

### Integrity

*Doing the right thing even when no one is watching*

- Take responsibility for own work including problems and issue
- Use established procedures and policies when making decisions
- Identify ethical dilemmas and conflicts of interest and take appropriate action
- Anticipate and prevent breaches in confidentiality and security

### Respect

*Treating others how they want to be treated*

- Develop and maintain effective interpersonal relationships
- Listen to and action feedback
- Adapt your communication approach and consider your audience
- Work constructively to solve problems and differences

### Diversity

*A place for everyone*

- Demonstrate cultural responsiveness and learning in the workplace
- Support organisational diversity initiatives
- Use inclusive work practices
- Participate in organisational events to celebrate diversity

# Key Role Information

## Values Continued

### Empowerment

*Acknowledging strength in others*

- Take a strengths-based approach when working with others
- Provide information and options in work practice
- Build capacity in self and others
- Demonstrate openness to new ideas and initiatives

### Adaptability

*Flexible and responsive to change*

- Identify possible and alternative solutions
- Acquire and apply new skills and knowledge
- Respond to change with a positive attitude and willingness to learn
- Change behavioral style or method of approach to achieve a goal



# Get in Contact



**Suzanne Grant**

Head of Government and  
Not-for-Profit Recruitment  
OnTalent

07 3305 5816



**Taylah Knight**

Associate Client Partner  
OnTalent

07 3305 5824

