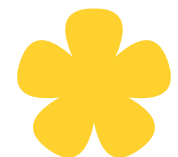
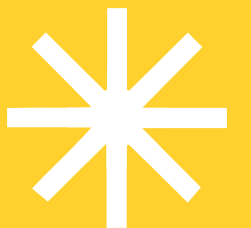


CONDOBOLIN

ABORIGINAL HEALTH SERVICE

 PRESENTED BY
MEGAN DIXON



When Systems Fail: Using CQI
to Restore Stability and Trust

What happened?

The reality we faced.....

- **Money**

Significant deficit in 2024/25

Financial sustainability

- **Leadership**

High turnover in leadership and operational teams

Corporate knowledge

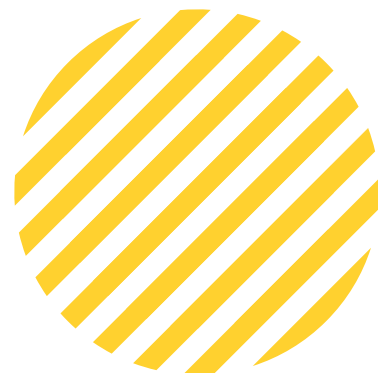
- **Red Flagged**

ORIC & Funding Bodies

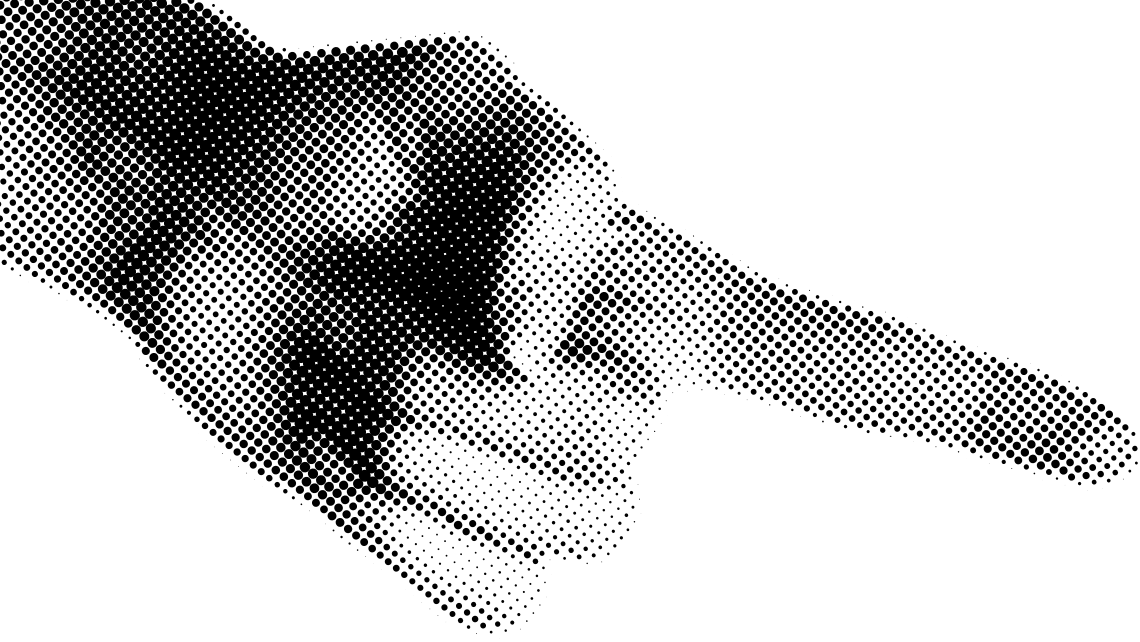
Funding concerns

COMMUNITY CONFIDENCE IMPACTED

Why CQI?

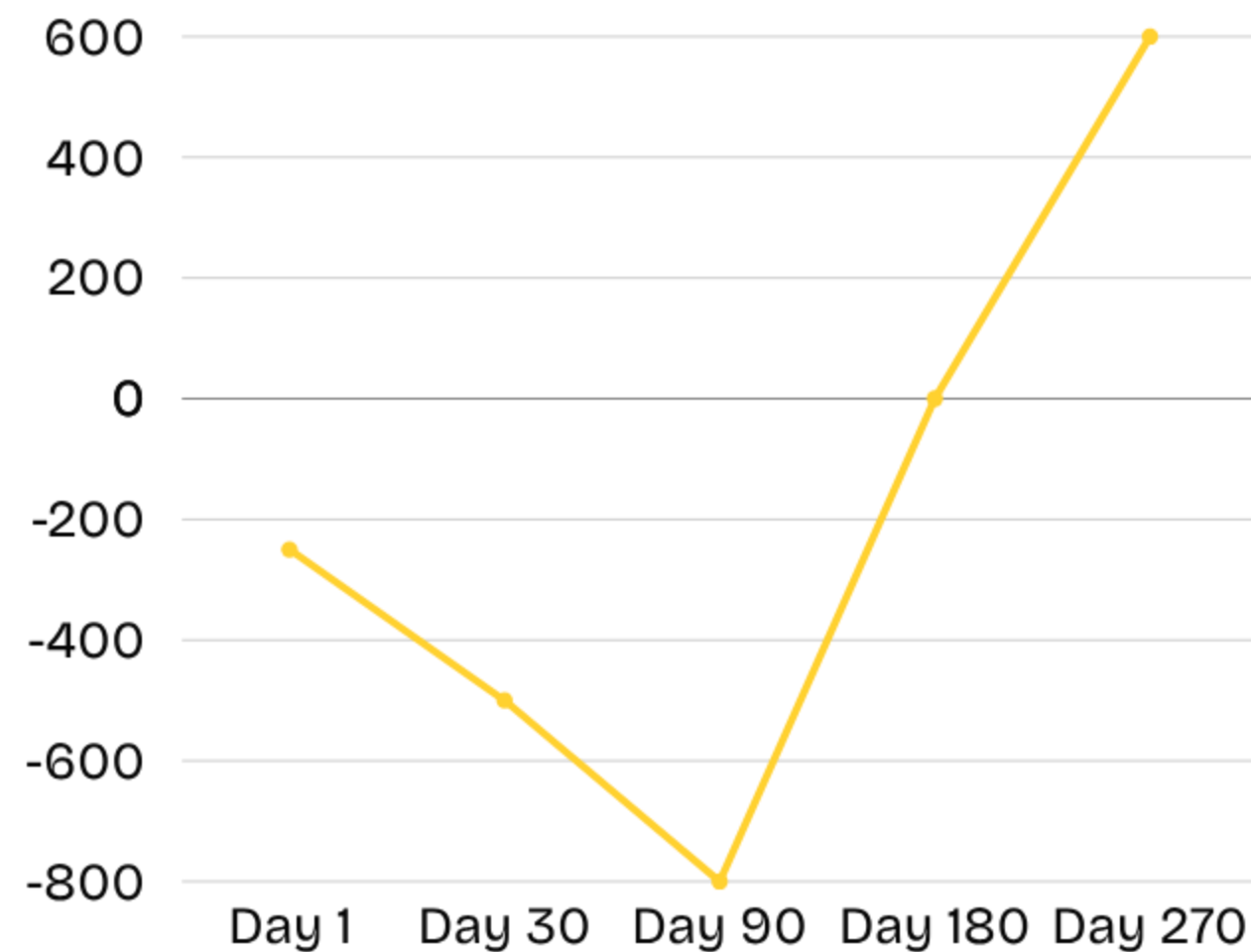
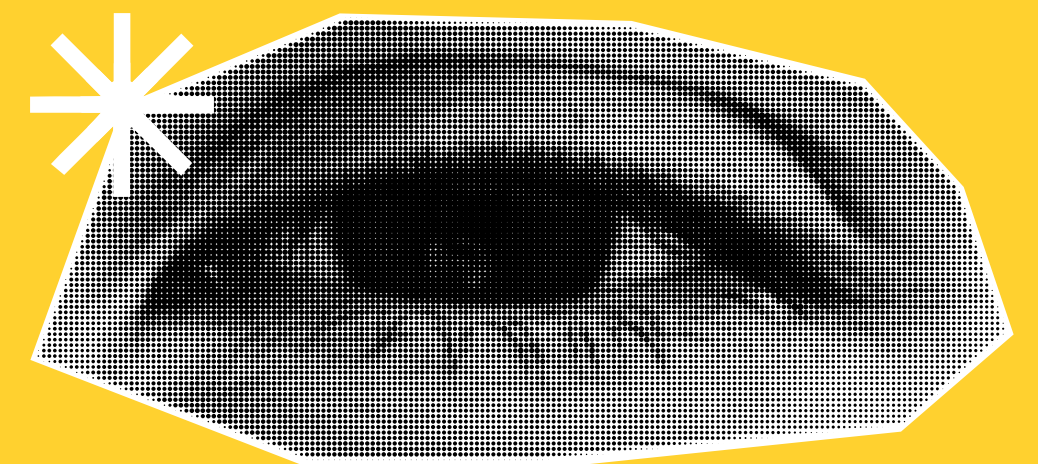


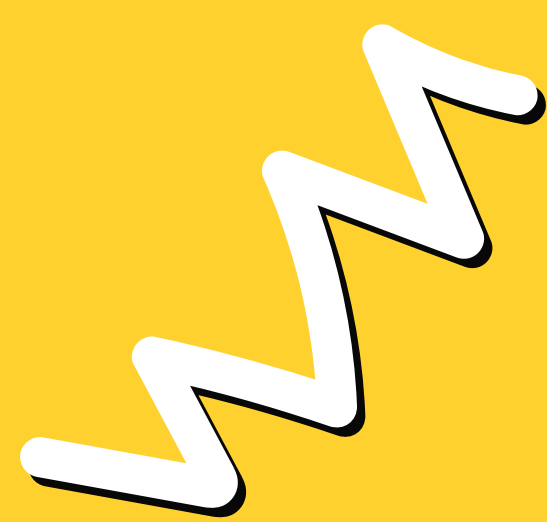
1. **Structure**
2. **Shift from reactive**
3. **Visability**
4. **Evidence**
5. **Rebuild**



●● Immediate Actions

The first 90 days: Stabilising the organisation





Workforce Recovery

Communications

Achieved buy in by being present, visible, sharing and asking.

Organisational structure

Reviewed structure to create clear functional areas, reporting lines, role clarity, KPIs.

Right people in the right roles, with the right resources, doing the right things!



Governance Reform

01

Governance training

02

Board reporting

03

Audit engagement

04

Rule book reform



Partnerships





Conclusion - 1

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Conclusion - 2

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Early Indicators

Key lessons



Recovery requires
honesty, discipline
and persistence



THANK YOU

Strong systems create safe organisations — and safe organisations create better outcomes for community.



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