



Alwyndor Management
Committee

NOTICE OF MEETING

Notice is hereby given that a meeting of the Alwyndor Management Committee will be held in the

Alwyndor Aged Care Meeting Room
Dunrobin Road, Hove

Thursday 16 May 2019 at 6.30pm

Roberto Bria
ACTING CHIEF EXECUTIVE OFFICER

Alwyndor Management Committee Agenda

1. OPENING

The Chairperson, Ms T Aukett will declare the meeting open at 6.30 pm.

2. KAURNA ACKNOWLEDGEMENT

We acknowledge Kaurna people as the traditional owners and custodians of this land.

We respect their spiritual relationship with country that has developed over thousands of years, and the cultural heritage and beliefs that remain important to Kaurna People today.

3. APOLOGIES

3.1 Apologies received

3.2 Absent

4. DECLARATION OF INTEREST

If a Committee Member has an interest (within the terms of the Local Government Act 1999) in a matter before the Committee they are asked to disclose the interest to the Committee and provide full and accurate details of the relevant interest. Committee Members are reminded to declare their interest before each item.

5. CONFIRMATION OF MINUTES

5.1 Minutes of the Previous Meeting

Motion

That the minutes of the Alwyndor Management Committee held on 24 April 2019 be taken as read and confirmed.

5.2 Confidential Minutes

Motion

That the confidential minutes of the Alwyndor Management Committee held on 24 April 2019 be taken as read and confirmed.

6. REVIEW OF ACTION ITEMS

6.1 Action Items

6.2 Confidential Action Items

7. REPORTS/ITEMS OF BUSINESS

7.1 General Manager's Report (Report No: 17/19)

8. CONFIDENTIAL**8.1 Monthly Financial Report – April 2019 (Report No: 18/19)**

Pursuant to Section 83(5) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

- d. commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and would, on balance, be contrary to the public interest.**

8.2 Short-term Strategy - Action Plan and Progress – May 2019 (Report No: 19/19)

Pursuant to Section 83(5) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

- d. commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and would, on balance, be contrary to the public interest.**

9. URGENT BUSINESS – Subject to the Leave of the Meeting**10. DATE AND TIME OF NEXT MEETING**

The next meeting of the Alwyndor Management Committee will be held on Thursday 20 June 2019 in the Meeting Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

11. CLOSURE

**ROBERTO BRIA
ACTING CHIEF EXECUTIVE OFFICER**

CITY OF HOLDFAST BAY

Minutes of the meeting of the Alwyndor Management Committee of the City of Holdfast Bay held at Alwyndor Aged Care, Dunrobin Road, Hove on Wednesday 24 April 2019 at 6.30 pm.

PRESENT

Elected Members

Councillor P Chabrel
Councillor S Lonie

Independent Members

Chairperson – Ms T Aukett
Mr T Bamford
Ms J Cudsi
Mr K Cheater
Mr K Whitford

Staff

Acting General Manager Alwyndor – Mr B Capes
Personal Assistant – Ms R Gordon

1. OPENING

The Chairperson declared the meeting open at 6.40pm.

2. KAURNA ACKNOWLEDGEMENT

With the opening of the meeting the Chairperson stated:

We acknowledge the Kaurna people as the traditional owners and custodians of this land.

We respect their spiritual relationship with country that has developed over thousands of years, and the cultural heritage and beliefs that remain important to Kaurna People today.

3. APOLOGIES

- 3.1 For Absence - Ms J Bonnici
- 3.2 Leave of Absence - Nil

4. DECLARATION OF INTEREST

Members were reminded to declare any interest before each item.

5. CONFIRMATION OF MINUTES**5.1 Motion**

That the minutes of the Alwyndor Management Committee held on 21 March 2019 be taken as read and confirmed.

Moved by Mr Whitford, Seconded by Ms Cudsi

Carried

5.2 Motion

That the confidential minutes of the Alwyndor Management Committee held on 21 March 2019 be taken as read and confirmed.

Moved by Cr Lonie, Seconded by Cr Chabrel

Carried

6. REVIEW OF ACTION ITEMS**6.1 Action Items**

Action items were reviewed by the Committee.

6.2 Confidential Action Items

Confidential action items were reviewed by the Committee.

7. REPORTS/ITEMS OF BUSINESS**7.1 Bequests Presentation – Councillor Snewin (verbal)**

Councillor Snewin made a short verbal presentation to the Alwyndor Management Committee on bequests.

The Chairperson introduced Councillor Snewin.

Cr Snewin spoke to the Committee of his experience managing a bequest program and how a program may benefit Alwyndor.

Cr Snewin indicated that if Alwyndor were to proceed with a bequest program it would take considerable attention. Significant financial investment is associated with setting up a bequest program and may cost the organisation \$30 to \$40k to set up. There are also legal ramifications to consider and therefore legal advice would be crucial. Cr Snewin advised the Committee that Alwyndor would need to establish a foundation with a Deductible Gift Recipient (DGR) status, and set up a financial quarantine.

Cr Snewin left the meeting at 7.08pm

Ms Gordon left the meeting at 7.08pm

Ms Gordon re-joined the meeting at 7.09pm

The Committee further discussed a bequest model and agreed that a program could be contemplated at the end of upcoming strategic planning.

Motion

That the Alwyndor Management Committee thank Councillor Snewin for his thought-provoking presentation on bequests.

Moved Mr Bamford, Seconded Cr Chabrel

Carried

7.2 **Acting General Manager's Report (Report No: 16/19)**

These items are presented for the information of Members. After noting the report any items of interest can be discussed and, if required, further motions proposed.

The Acting General Manager advised that the WHS report includes risk rating of incidents and hazards. One high rated risk has been reported in this financial year versus four in the previous financial. The Acting General Manager advised that reporting is by Financial Year, and clarified how it is determined what WHS incidents must be reported to SafeWork SA.

The Committee noted that we are showing an increase in incidents for Home Support and asked if we were providing additional training? The Acting General Manager explained that Home Support staff work in an uncontrolled environment which naturally increases risk. To address this we have recently reviewed our initial risk identification process and adjusted our manual handling training to include more intensive instruction and training.

The Committee conveyed that they were pleased with the work undertaken in the WHS area to encourage a reporting culture.

The Acting General Manager advised that the executive team will participate in a workshop (7 May) facilitated by AMC Deputy Chairperson to work through the Risk Register.

The Committee indicated they would like to see a trend analysis including how trends and issues are being addressed in the Feedback Report. The Acting General Manager advised that, as of last week, we have commenced risk-rating complaints, and that other mechanisms are in place to address concerns (eg Resident Food Focus Meeting). The Committee discussed reportable incidents.

The Acting General Manager advised that there were no updates relating to legal or industrial matters.

The Acting General Manager provided an update on recruitment.

The Acting General Manager advised that Tierra Health have been engaged to conduct a mini compliance audit to evaluate our preparedness for accreditation.

The Acting General Manager confirmed he has provided advice on Alwyndor's governance structure to Council administration. Council administration are exploring the formal delegations currently in place. The Committee agreed that the draft Governance Framework should be reviewed with this advice in mind. The framework needs to provide an overarching view and to be a core document and that key documents such as committee structures, would become attachments. The framework will also need to echo the Alwyndor Management Committee Terms of Reference. The Committee also discussed the formation of a short-term governance sub-committee which would be required to review the first draft or two of the Governance Framework along with the Terms of Reference review before submitting to Alwyndor Management Committee for approval and subsequently to Council.

The Acting General Manager advised that the Audit Committee, when reviewing the draft budget, expect a long-term financial plan and that, on further discussion with Acting Chief Executive Officer, it will be important to consider this in context of strategic plan.

The Acting General Manager advised that Enterprise Bargaining negotiations will commence mid-May and an update will be provided at the next meeting.

The Acting General Manager confirmed that a summary of the Consumer Engagement Survey recommendations has been shared with residents, families and staff and that we are seeking feedback prior to the Governance and Operations Committee determining which and how recommendations will be actioned.

The Acting General Manger informed the Committee that market research is being undertaken to get baseline data, which will be measured again at a future date. The Acting General Manager also confirmed that the research is focussed on Home Support. The Committee asked if there will be some tracking data based on advertising going out and requested to see this data at a future meeting.

The Committee expressed concern that marketing and advertising is happening without a marketing plan. The Acting General Manager advised that minimal promotion or financial investment has occurred, and that marketing has generally been restricted to local advertisements promoting information sessions.

Mr Bamford left the meeting at 8.17pm

Mr Bamford re-joined the meeting at 8.17pm

Motion

1. That the following items be noted and items of interest discussed:

- 1. Meeting Dates and Task Schedule**
- 2. WHS Report**

3. Corporate Risk Register
4. Feedback Analysis Report
5. Legal and Industrial Matters
6. GM Summary
7. Update on Legal Advice regarding Governance
8. Draft 2019-20 Budget – Process Update
9. Enterprise Bargaining Agreement Negotiations
10. Consumer Engagement Survey Recommendations Update
11. Marketing Update

2. That the Acting General Manager engage a third party to write a governance framework, taking into consideration advice received, requirements of the Aged Care and Local Government Acts and previously drafted documents.

Moved Cr Lonie, Seconded Ms Cudsi.

Carried

8. **CONFIDENTIAL**

8.1 **Monthly Financial Report – March 2019 (Report No: 14/19)**

Exclusion of the Public – Section 90(3)(d) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 14/19 Monthly Financial Report – March 2019 in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 14/19 Monthly Financial Report – March 2019 on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party of Alwyndor, in addition Alwyndor's financial position is reported as part of Council's regular budget updates.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.

Moved Mr Bamford, Seconded Mr Whitford

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

4. That having considered Agenda Item 8.1 Monthly Financial Report – March 2019 (Report No: 14/19) in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor Management Committee, pursuant to section 91(7) of that Act orders that the Report, Attachments and Minutes be retained in confidence for a period of 18 months and that this order be reviewed every 12 months.

Moved Cr Lonie, Seconded Mr Cheater

Carried

8.2 **Short-term Strategy – Action Plan and Progress – April 2019 (Report No: 15/19)**

Exclusion of the Public – Section 90(3)(d) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 14/19 Monthly Financial Report – March 2019 in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 14/19 Monthly Financial Report – March 2019 on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party as the knowledge of our requirements to employ additional resources may provide a commercial advantage to a third party regarding the sourcing and employment of those resources.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

3. **The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.**

Moved Cr Lonie, Seconded Ms Cudsi

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

4. **That having considered Agenda Item 8.2 Short-term Strategy – Action Plan and Progress – April 2019 (Report No: 15/19) in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report, Attachments and Minutes be retained in confidence for a period of 12 months and that this order be reviewed every 12 months.**

Moved Cr Lonie, Seconded Ms Cudsi

Carried

9. URGENT BUSINESS – Subject to the leave of the meeting

9.1 Recruitment of Alwyndor General Manager (verbal)

Exclusion of the Public – Section 90(3)(a) Order

1. **That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Agenda Item 9.1 Recruitment of Alwyndor General Manager in confidence.**
2. **That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Agenda Item 9.1 Recruitment of Alwyndor General Manager on the following grounds:**
 - a. **pursuant to section 90(3)(a) of the Act, the information to be received, discussed or considered in relation to Agenda Item 9.1 Recruitment of Alwyndor General Manager is information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead), being prospective candidates because of details relating to the recruitment process.**
3. **The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.**

Moved Mr Bamford, Seconded Mr Whitford

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

2. That having considered Agenda Item 9.1 Recruitment of Alwyndor General Manager (verbal) in confidence under section 90(2) and (3)(a) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Minutes be retained in confidence for a period of 12 months and/or the Acting Chief Executive Officer is authorised to release the documents when an appointment to the position of Alwyndor General Manager is made and that this order be reviewed every 12 months.

Moved Mr Cheater, Seconded Ms Cudsi

Carried

10. DATE AND TIME OF NEXT MEETING

The next meeting of the Alwyndor Management Committee will be held on Thursday 16 May 2019 in the Meeting Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

10. CLOSURE

The meeting closed at 9.21pm.

CONFIRMED 16 May 2019

CHAIRPERSON

AMC ACTION ITEMS

Meeting	Confidential Agenda Item	Action Required	Responsibility	Due Date	Current Status
20/11/2018	7.7 Annual Review of Investments	That a review of the process and reporting to ensure compliance with relevant legislation in regard to the investment of funds including investment policy and liquidity management.	R Kluge	18-Apr-19	In progress
18-Dec-18 (motion edited)		That a review of the process and reporting to ensure maximising returns to Alwyndor, managing liquidity and complying with Council policy with regard to the investment of funds including an investment policy and liquidity management.	A Klenk; B Capes		
21-Feb-19	6 Review of Action Items	Re-circulate Corporate Risk Register and Governance Framework	R Gordon	26-Feb-19	Complete. Emailed to AMC 5/3/19
21-Feb-19	6 Review of Action Items	Provide feedback on Corporate Risk Register and Governance Framework ahead of March meeting	All	8-Mar-19	Superseded. Refer motion 2 for Acting GMs Report (16/19) at meeting 24/03/19
21-Feb-19	6 Review of Action Items	That the AMC strategic planning session be delayed until April with the second session in June.	R Gordon	21-Mar-19	Superseded. Refer below 21/03/19 Action items.
21-Feb-19	6 Review of Action Items	That the CCTV policy be re-circulated for AMC to consider Alwyndor's position further at a future meeting.	R Gordon T Hill	21-Mar-19	Emailed to AMC 14/03/19
21-Feb-19	8.3 General Managers Report	Terms of Reference – check whether Council has reviewed and adopted draft AMC TOR from 2018.	B Capes; R Gordon	21-Mar-19	Complete. Discussed in Confidential agenda item 8.2 on 24/04/19
21-Mar-19	6.1 Review of Action Items	That the AMC strategic planning session be delayed until the appointment of a GM.	B Capes; R Gordon	TBC	On Hold
21-Mar-19	6.1 Review of Action Items	That the Risk Management Workshop be rescheduled ASAP.	R Gordon	ASAP	In progress

AMC ACTION ITEMS

21-Mar-19	7.3 Acting General Manager's Report	That the AMC be presented the results of the Governance & Operations Committee review on how recommendations of the Consumer Engagement Survey will be received and actioned.	B Capes	18-Apr-19	In progress. Refer minutes of Acting General Manager's report 16/19
21-Mar-19	7.3 Acting General Manager's Report	That advice sought relating to Alwyndor's governance be provided to Council Administration on receipt and shared with AMC.	B Capes	18-Apr-19	Complete. Advice sent to A/g CEO and emailed to AMC members. Discussed at AMC 24/04/19.
21-Mar-19	7.3 Acting General Manager's Report	That the Acting General Manager communicate with Council Administration and make an offer of the having the Communications and Engagement Advisor present the refreshed Alwyndor logo to Council.	T Helbers	30-Apr-19	Complete. Presented to Elected Members at workshop on 30 April.
24-Apr-19	6 Action Items	That all complete action items remain on the list until reviewed by the committee at the next meeting of AMC, and that anything emailed be considered in progress, not complete.	R Gordon	16-May-19	Complete. Ongoing
24-Apr-19	6 Action Items	That CCTV be added to the May agenda	R Gordon	16-May-19	In progress.
24-Apr-19	7.2 Acting General Manager's Report	That the most recent WHS due diligence report be presented to the AMC at the May meeting	B Capes; K Nardechhia	3-May-19	In progress.
24-Apr-19	7.2 Acting General Manager's Report	That the WHS report include more detailed commentary as opposed to notes.	B Capes; K Nardechhia	3-May-19	In progress. Ongoing
24-Apr-19	7.2 Acting General Manager's Report	That the Feedback report include a trend analysis including how trends and issues are being addressed.	B Capes; BPIC	3-May-19	In progress. Ongoing
24-Apr-19	7.2 Acting General Manager's Report	That the Acting GM provide an update on recruitment of a Care Manager Home Support at the May meeting.	B Capes	16-May-19	In progress. Verbal update part of A/g GM's on 16/05/19
24-Apr-19	7.2 Acting General Manager's Report	That the Acting GM provide the results of the mini audit at the May meeting.	B Capes	16-May-19	In progress.
24-Apr-19	7.2 Acting General Manager's Report	That a Register of Key Personnel be developed once formal delegations are confirmed by council administration.	B Capes	20-Jun-19	In progress. Awaiting confirmation of formal delegations.

AMC ACTION ITEMS

24-Apr-19	7.2 Acting General Manager's Report	That the Acting General Manager engage a third party to construct a governance framework, taking into consideration advice received, requirements of the Aged Care and Local Government Acts and previously drafted documents.	B Capes	ASAP	In progress.
24-Apr-19	7.2 Acting General Manager's Report	That a AMC Governance Sub-Committee be formed for the review of draft Governance Framework and draft Terms of Reference	T Aukett; B Capes	16-May-19	In progress.
24-Apr-19	7.2 Acting General Manager's Report	That an update be provided at the May meeting on Enterprise Bargaining negotiations, including outlining objectives, outcomes, challenges and risks.	B Capes	3-May-19	In progress. Refer A/g GM's Report 17/19
24-Apr-19	7.2 Acting General Manager's Report	That some tracking data based on external advertising be presented at an upcoming meeting	T Helbers	3-May-19	In progress.

Item No: 7.1
Subject: **ACTING GENERAL MANAGER'S REPORT**
Date: 16 May 2019
Written By: Acting General Manager
A/g General Manager: Alwyndor, Mr Brett Capes

SUMMARY

These items are presented for the information of Members. After noting the report any items of interest can be discussed and, if required, further motions proposed.

RECOMMENDATION

That the following items be noted and items of interest discussed:

1. Meeting Dates and Task Schedule
 2. WHS Report
 3. Corporate Risk Register
 4. Feedback Analysis Report
 5. Legal and Industrial Matters
 6. GM Summary
 7. Recruitment Update
 8. Enterprise Bargaining Negotiations
 9. CCTV
-

COMMUNITY PLAN

Community: Building a healthy, active and resilient community

Culture: Providing customer-centred services

Culture: Enabling high performance

Culture: Supporting excellent, efficient operations

COUNCIL POLICY

Not applicable

STATUTORY PROVISIONS

Not applicable

REPORT

Standing Items

1. Meeting Dates and Task Schedule

The register of meeting dates with attendance and annual governance task schedule listing are attached for reference.



Refer Attachment 1

2. WHS Reports

A monthly update on WHS incidents and hazards is provided for information.

Refer Attachment 2

At the April meeting of the AMC, the committee requested a copy of the most recent due diligence report. Below is an extract of the most recent quarterly report prepared in conjunction with Council.

Program 4 – Alwyndor WHS Audit Action Plan 2017-19	
Objective: Alwyndor has a WHS Management System to systematically work through WHS system actions carried over from previous LGAWCS KPI Audits (and recent LGRS Audit) that can reasonably be achieved.	
Progress against actions/activities within the Alwyndor WHS Audit Action Plan	
Plan expiry date: 30 September 2019	
Total No. of actions completed to date:	18
No. of actions completed by the target date:	9
No. of actions off track	25
No. of actions on track	0
Total No. of actions	43
Percentage completed	48%
Performance Indicators:	Result
Comments/Recommendations: Running at 48% complete as at 31 Dec 2018. Alwyndor have extended their WHS Audit Action plan out to 30 Sep 2019 to enable adequate time to complete off track actions.	 

Incident Register – Quarter Period: 1 Oct to 31 Dec 2018	
Source	Alwyndor
Hazards	2
Incidents	9
Injuries reported	5

Corrective Actions Register	
Action Status	Alwyndor
Completed	14
On track	0
Off track	0
Pending	1
Totals:	14

Hazard Register	
Hazard Status	Alwyndor
Risk Assessments Scheduled	154
Risk Assessments Completed	118
Outstanding High Priority tasks not risk assessed	8
Outstanding Medium Priority tasks not risk assessed	11
Outstanding Low Priority tasks not risk assessed	17
Total Outstanding	36

Injury Management Data	
Quarter	Oct –Dec 18
Injuries reported	9
Injuries resulting in lost time (LTI's)	2

Workplace Inspection Schedule	
Schedule	Alwyndor
Scheduled high risk -3 monthly	11
Scheduled low risk - 6 monthly	1
Completed	12
Outstanding	0

3. **Corporate Risk Register**

The Acting General Manager will provide an update on the Corporate Risk Register.

4. **Feedback Analysis Report**

An analysis of the feedback for the month of April is provided for information.

Refer Attachment 3

5. **Legal and Industrial Matters**

The Acting General Manager will provide a verbal update on any legal or industrial matters.

6. **GM Summary**

The Acting General Manager will provide a verbal update on any matters of significance.

Other Items

7. **Recruitment Update**

The Acting General Manager will provide a verbal update on the recruitment of a Care Manager Home Support.

8. **Enterprise Bargaining Negotiations**

The Acting General Manager will provide an update on Enterprise Bargaining negotiations including outlining objectives, outcomes, challenges and risks.

9. CCTV

The Committee requested time to discuss Alwyndor's current CCTV policy.

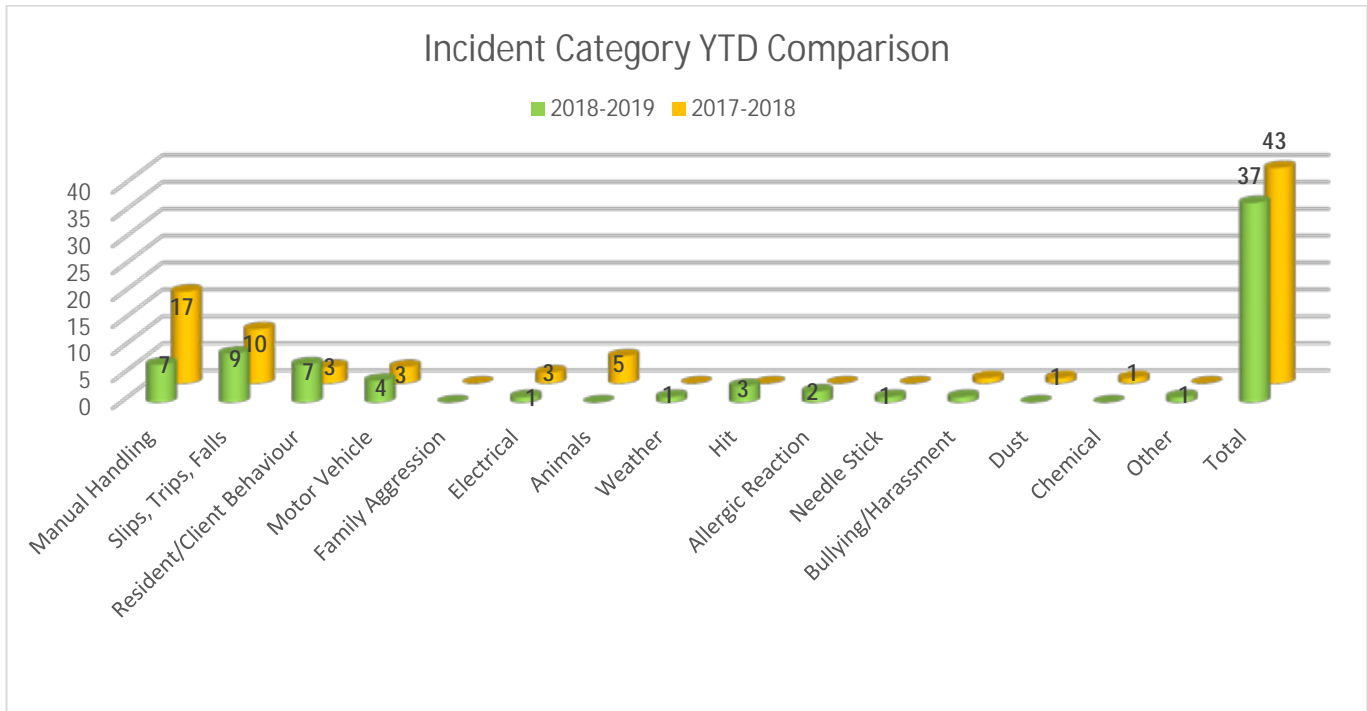
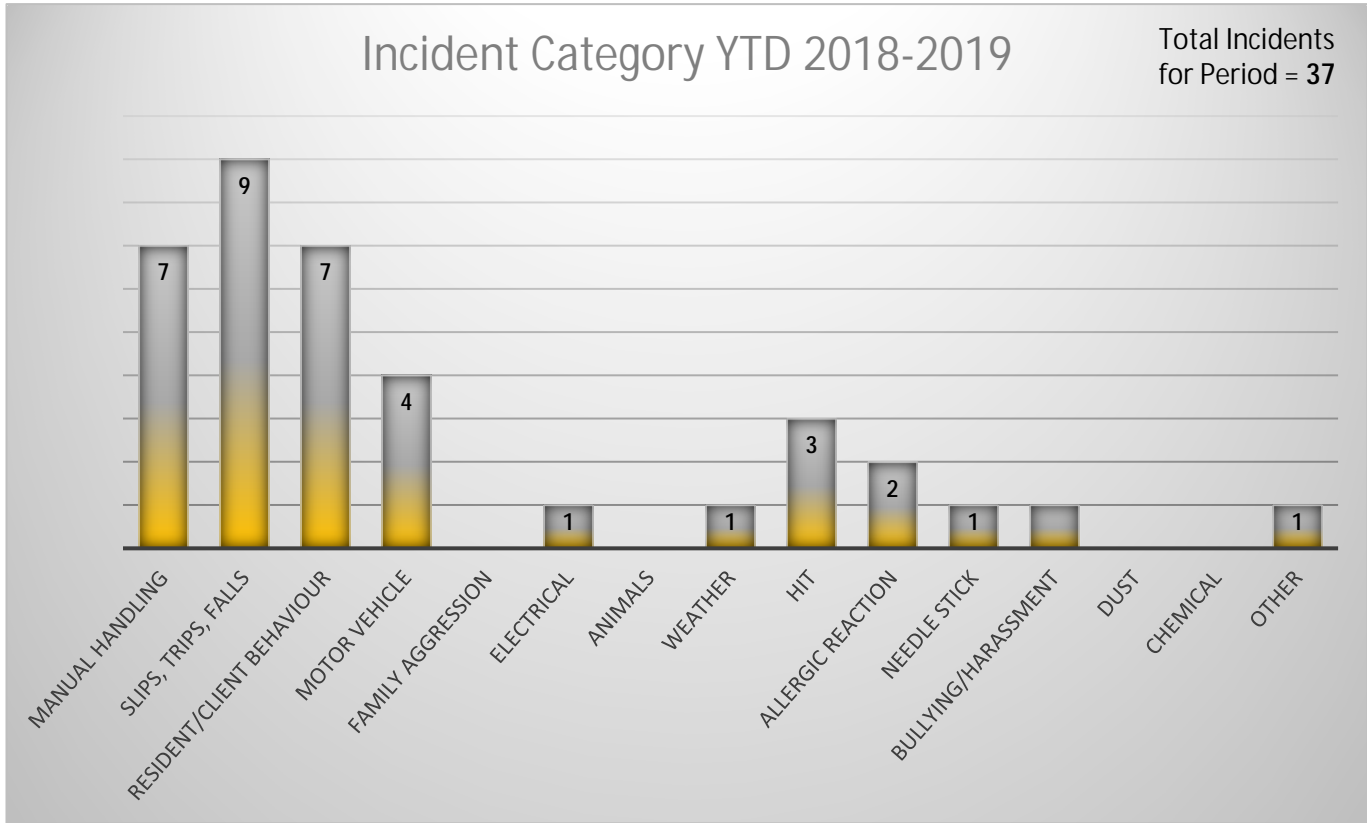
Refer Attachment 4



ATTACHMENT 1

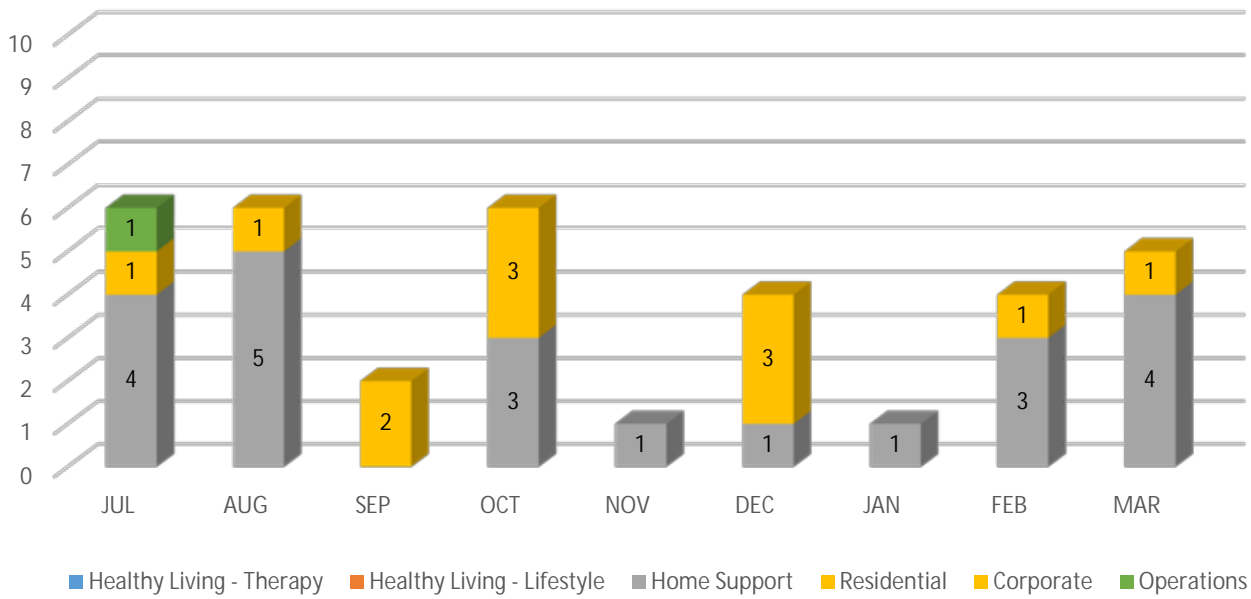


ATTACHMENT 2



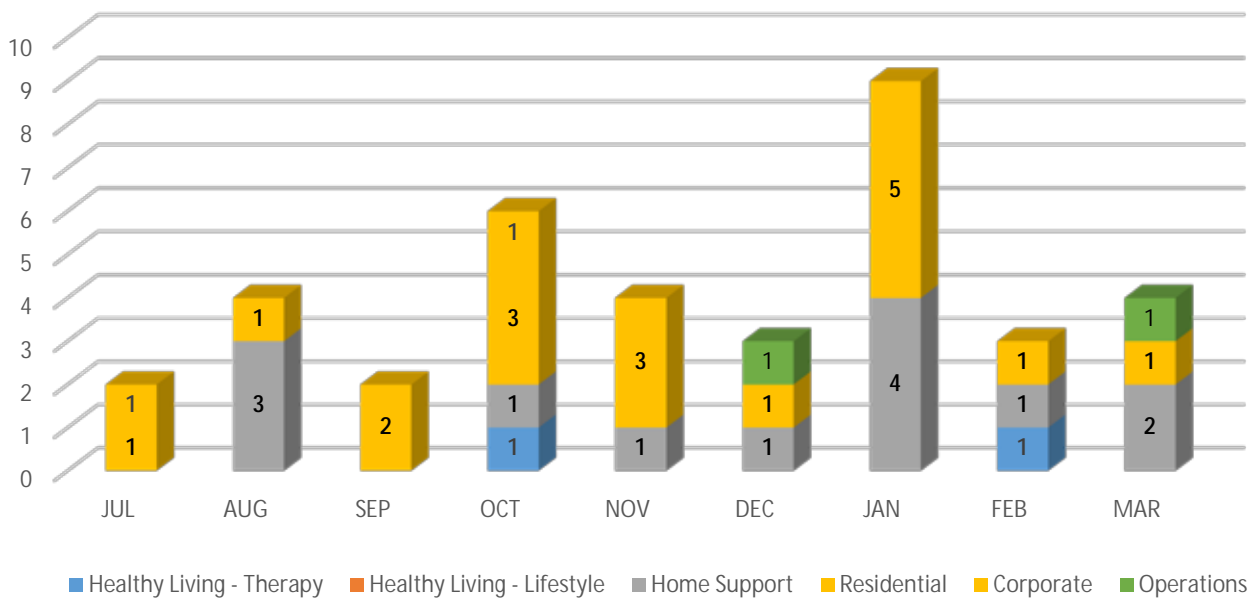
Incidents by Department YTD 2018-2019

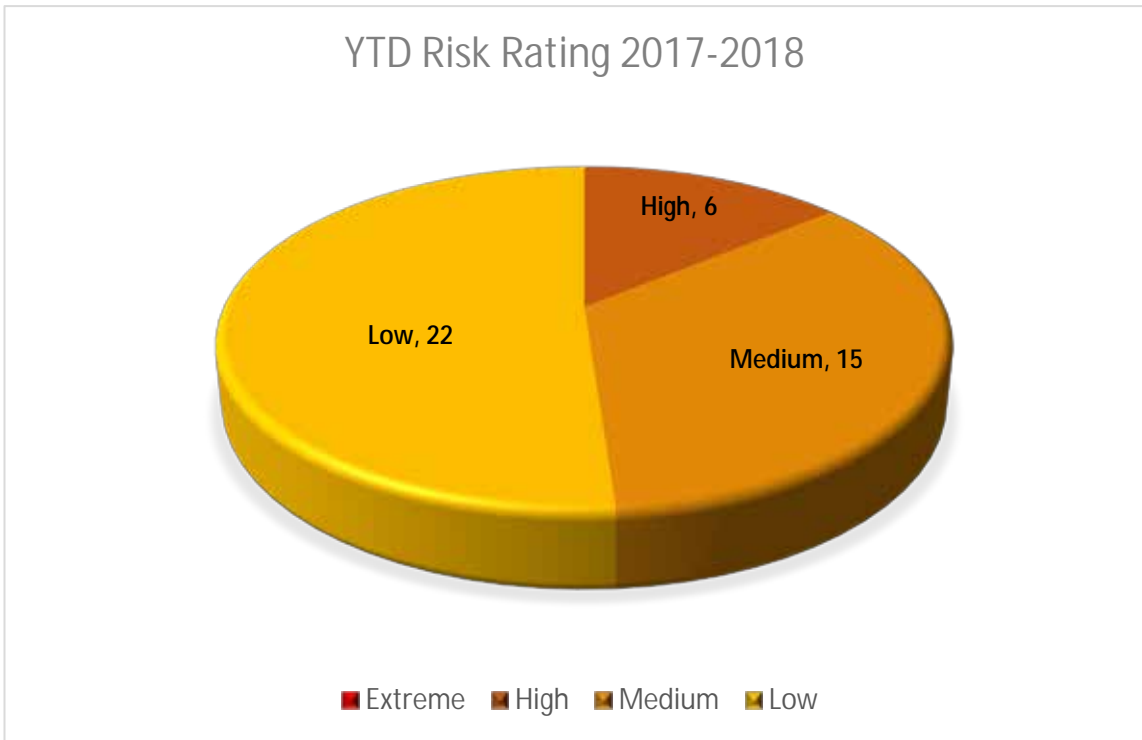
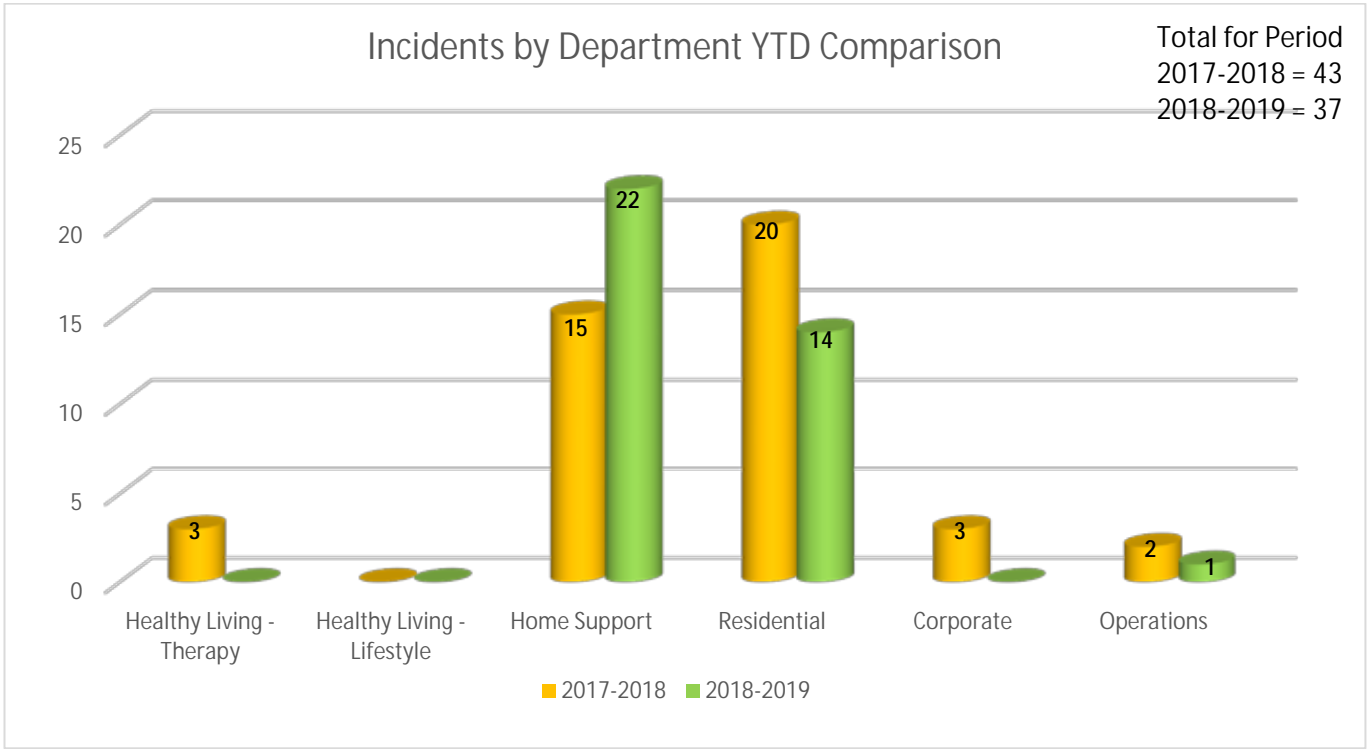
Total Incidents
for Period = 37



Incidents by Department YTD 2017-2018

Total Incidents
for Period = 43

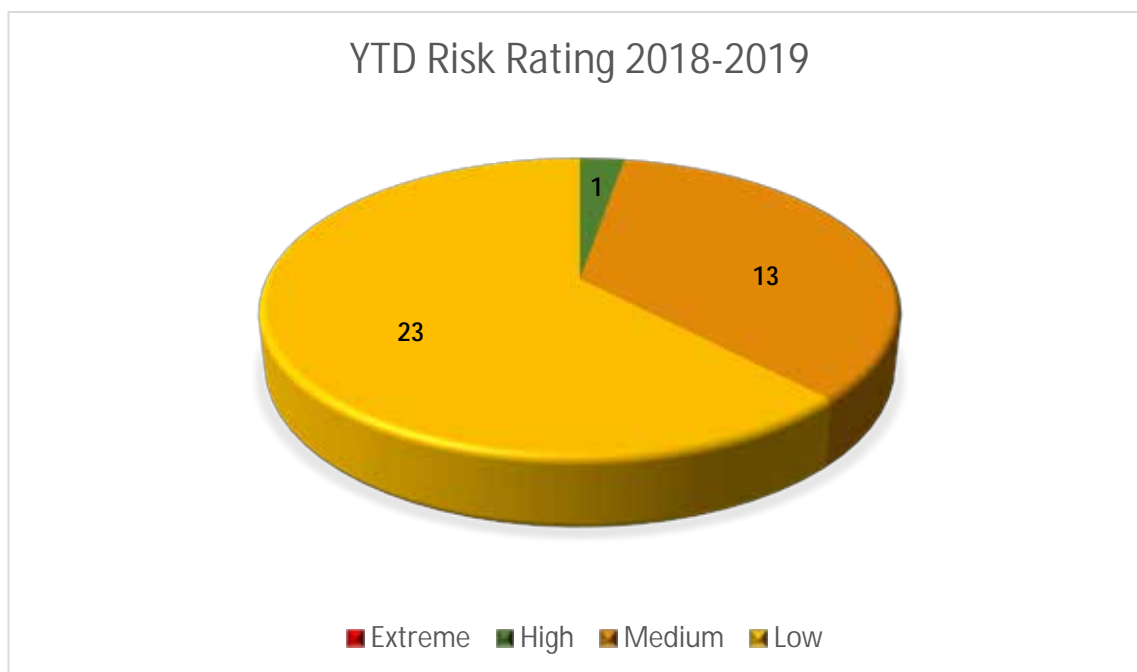




High Risk Incidents:

- Injury/Incident
- Person slipped on Gumnuts on verge next to letterbox.

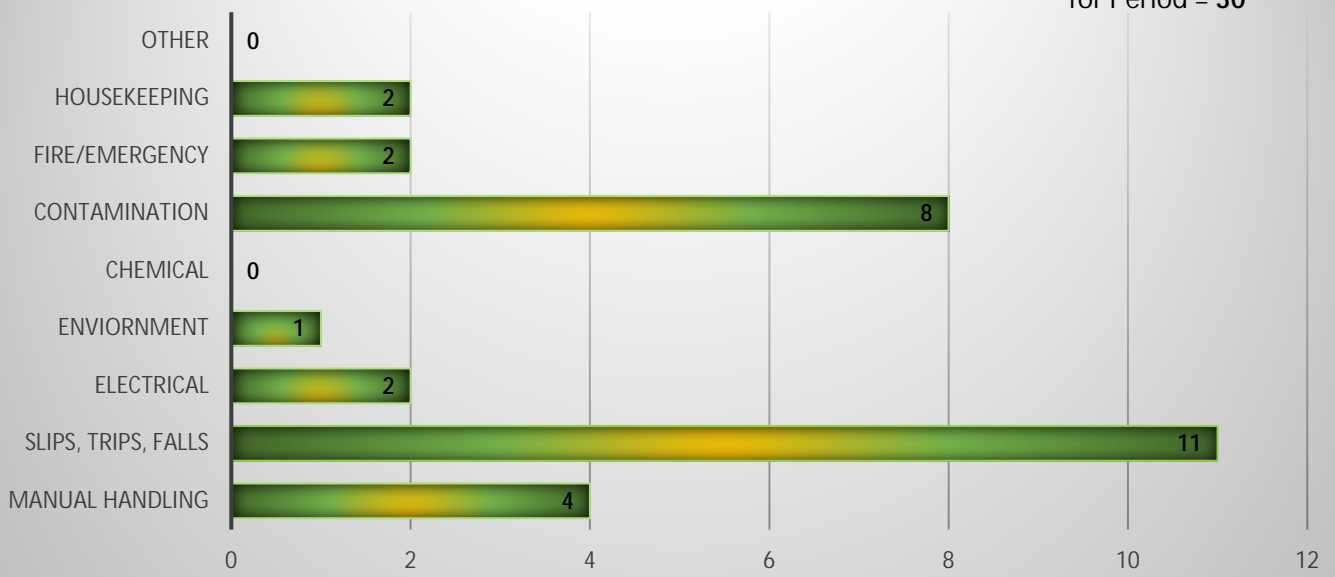
Breakdown of Risk Rating - High		
Hazard	Brief Overview	Action Taken
Slip/Trip/Fall	Staff member slipped on gumnuts on verge next to letterbox.	Gardener regularly clears footpath. Due to number of staff/residents and public using letterbox and crossing road to the bus stop a report was lodged with the council to consider removing the tree.
Electrical	Kitchen staff member received burn to two fingers when removing electrical plug from socket.	The power plug and power point were tested by maintenance and all checked ok. Plug on Bain Marie replaced as showed some evidence of burn marks.
Resident/Client Behaviour	Enrolled nurse trying to redirect resident back to his unit when she was pushed in the chest	Due to recent change and escalation of behaviours, resident transferred to FMC for assessment. Medical issue identified. Resident did not return to Alwydor.
Motor Vehicle	Care Worker's vehicle hit by a council street cleaning truck reversing around a corner.	Incident followed up by Police and incident raised at the next meeting for Care Workers.
Manual Handling	The process the consumer's son wanted to use to enable showering of his mother caused home support staff to reach and bend significantly whilst undoing clothing.	Consumer's son did not consent to an OT assessment to identify other alternative process. Client moved to new provider.
Bullying/Harassment	Manager spoke to employees outside her department in an inappropriate manner	All staff have undertaken Fair Treatment Training.
Resident/Client Behaviour	Consumer abusive and threatening to Agency Home Support Worker.	Agency Process reviewed. Due to number Alwyndor staff (18) who refused to attend this consumer services were reviewed and consumer assisted to find new provider.



Breakdown of Risk Rating - High		
Hazard	Brief Overview	Action Taken
Motor Vehicle	Worker involved in a car accident on her way home from work.	Follow up with the Police. Incident to be raised at next Home Support Worker meeting.

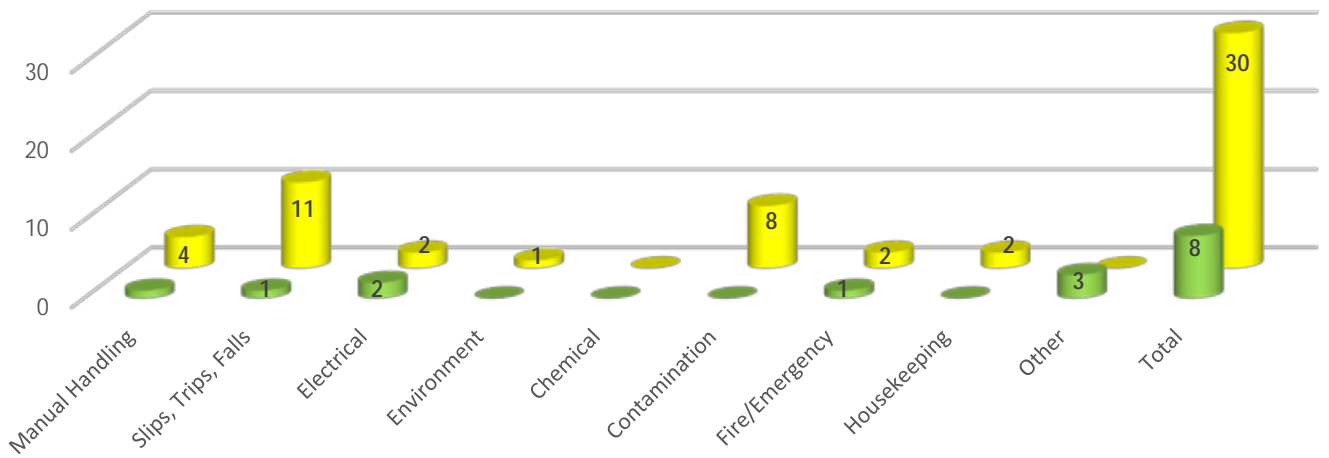
Hazard Type YTD 2018-2019

Total Hazards
for Period = 30



Hazard Type YTD Comparison

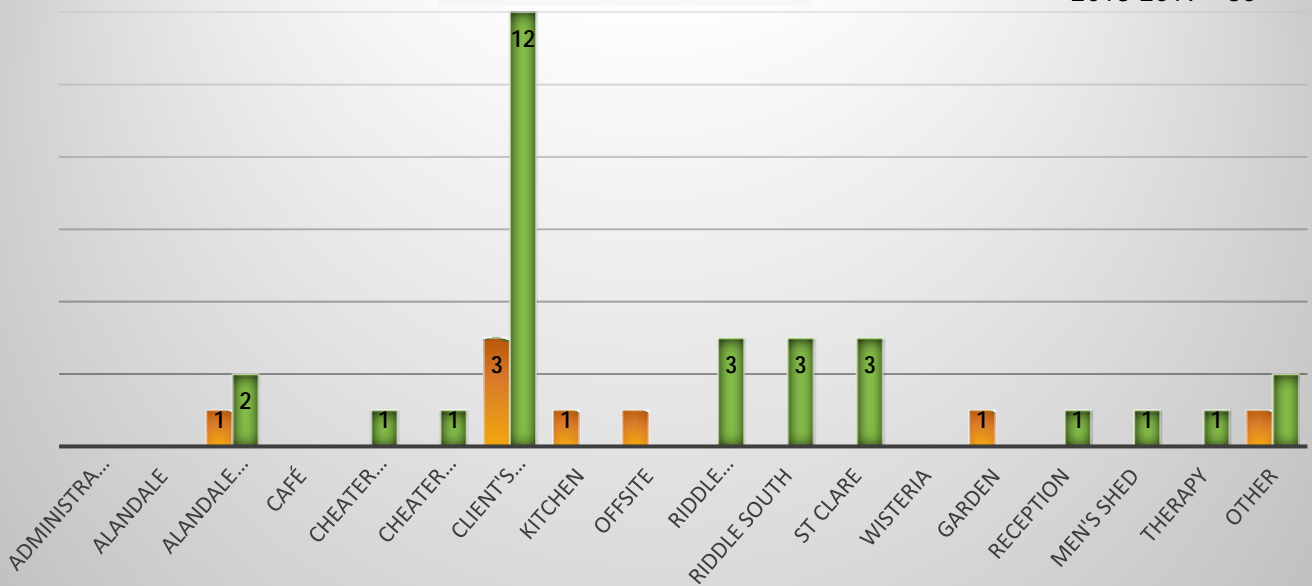
■ 2017-2018 ■ 2018-2019



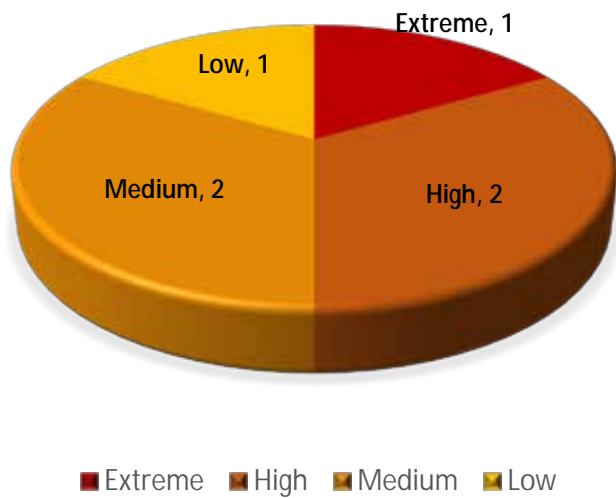
Hazard by Location YTD Comparison

2017-2018 2018-2019

2017-2018 = 8
2018-2019 = 30

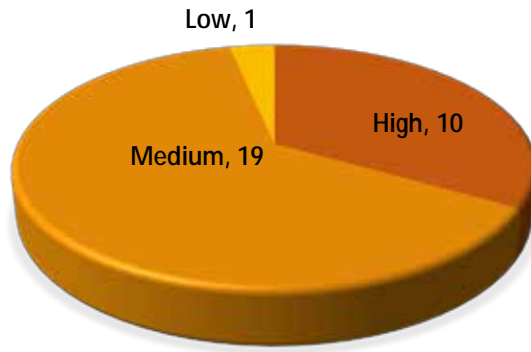


Hazard Risk Rating 2017-2018



Breakdown of Risk Rating - Extreme		
Hazard	Brief Overview	Action Taken
Electrical	Issue with power point switch in consumer's home	Consumer representative advised. Confirmed switch has been repaired.
Breakdown of Risk Rating - High		
Slip/trip/falls	Area outside the maintenance shed is currently unrestricted which has the potential for a resident to sustain a serious injury if wandering into this area.	Fencing Installed
Fire/Emergency	Potential risk of fire with unclean toasters in consumers' homes after a teabag found in consumer's toaster.	Review of toaster added to WHS home assessment checklist for consumers. Staff attending all domestic services to clean/empty toasters. All staff to prompt all consumers to attend to this task.

Hazard Risk Rating 2018-2019



■ Extreme
 ■ High
 ■ Medium
 ■ Low

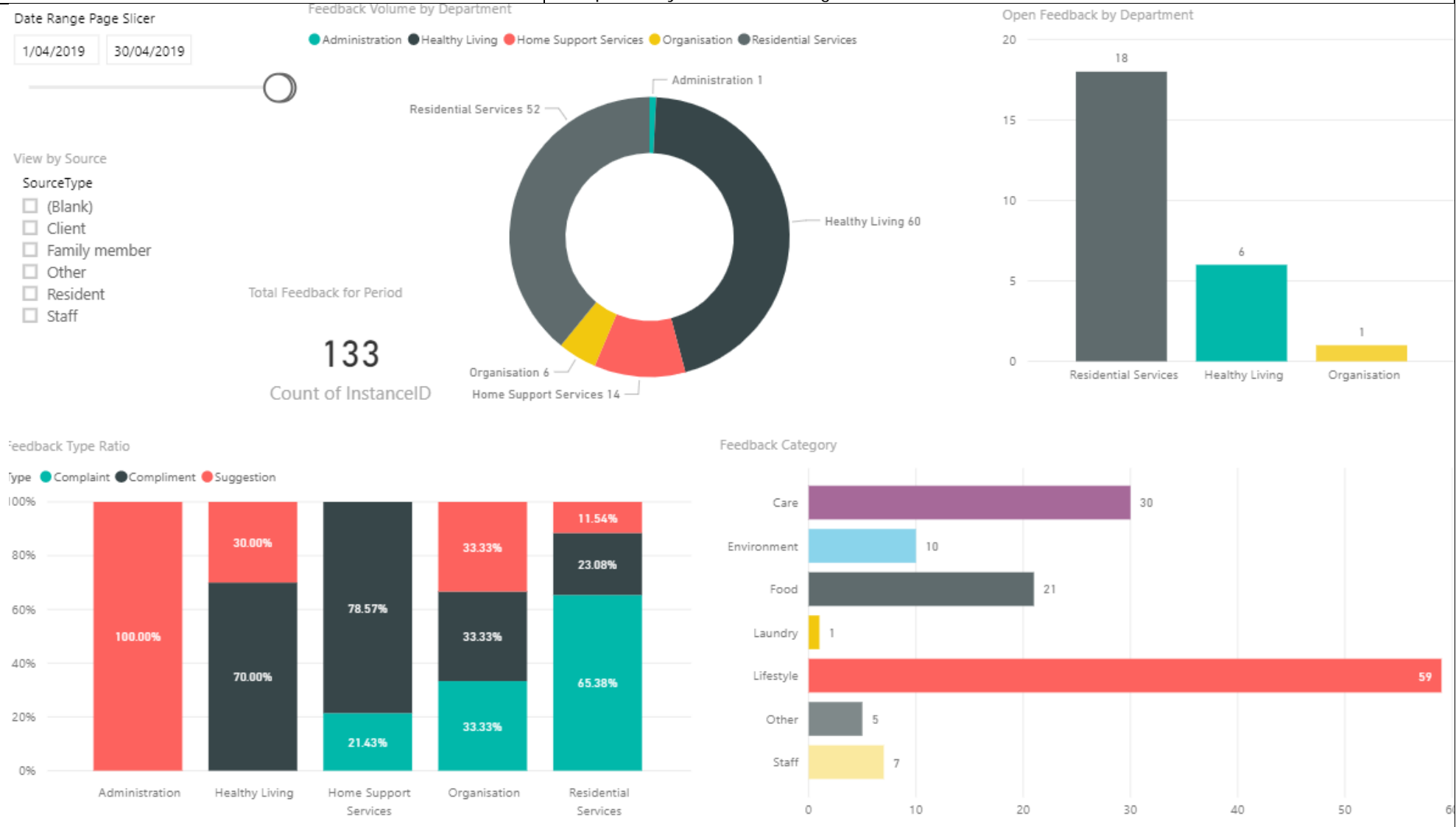
Breakdown of Risk Rating - High		
Manual Handling	Home Support Worker transferring large amounts of laundry from client's shed to daughters residence down a hill. Risk of injury or fall due to weight contained in laundry basket and distance between properties.	Home WHS Risk Assessment completed. Process changed, i.e. size of basket and mode of transfer. Consumer has since moved to residential care.
Fire/Emergency	Consumer's house smelled of smoke when Support Worker arrived. Consumer told worker his microwave caught fire the night before. His neighbour came to help him.	Microwave to be removed from the home and family to purchase a new one.
Contamination	Workplace Inspection identified out of date milk found in fridge in Men's shed. Shed had not been used for 1,5 months.	Lifestyle staff have been informed to check fridge frequently.
Housekeeping	Chester Suites store room has varying hazards: 1. Untidy equipment 2. Equipment blocking access to cool room plant refrigeration 3. Items stacked on top of each other a risk of falling 4. Inadequate access to all items	Identified items for destruction disposed of. Room has been cleared and only required equipment in place.
Contamination	Workplace Inspection identified Tea plates left on table and dishes with cold meats and cheese left in resident's room.	RSM has distributed a memo to staff reminding them of required food safety and possible risks
Slips, Trips, Falls	Cleanliness of the consumer's home is a grave concern.	WHS Risk Home Assessment completed in March 2019 using new updated form. A squalor clean was undertaken with weekly domestic assistance in place to assist with reducing issues identified in this home.
Electrical	Workplace inspection identified plastic surround broken on bathroom light switch	Switch cover replaced
Fire/Emergency	The latch and key lock on the client's front door is faulty.	Lock replaced.
Contamination	Workplace Inspection identified contents of fridge in kitchen, e.g. drinks with no food date labels	Raised hazard report and emailed to CNs and RSM
	Workplace Inspection identified drinks and food with no date labels in fridge. Open milk carton sitting on bench.	



ATTACHMENT 3

Type of Audit: Feedback Analysis April 2019

Date Audit Completed 07/05/2019
Completed by: S. Pedler, Acting BPIC



There was a total of 133 feedback reports for April 2019. Of these 39 were complaints, 67 were compliments and 27 were suggestions.

43 feedback reports originated from a lifestyle survey which was conducted in April 2019. The survey consisted of 10 questions on the lifestyle programs offered at Alwyndor and 1 comments section. The results of the survey were overwhelmingly positive and generated 31 compliments and 12 suggestions. The suggestions have been logged and the Lifestyle Coordinator is looking at ways to incorporate them, where possible, into the program at Alwyndor.

Feedback was received from the following sources:

- Client 21
- Family member 14
- Resident 54
- Staff 40
- Other 3

Contributors of feedback for April were Residents with 54, staff with 40, Clients, home support or healthy living, with 21, family members with 14 and anonymous with 4.

The trend noted last month, of an increase in staff feedback, has continued. Of the staff feedback 11 were compliments, 6 were suggestions and 8 complaints were regarding staff issues such as staffing levels, information systems and equipment requirements. The remainder were feedback forms completed on behalf of residents.

Following the feedback received in March the Acting RSM held a meeting with staff in April to discuss their concerns. Issues raised included increased workload due to increasing customer care needs, handover processes and concerns about the high level of agency staff used. The Acting RSM is currently conducting a review of staff allocations, resident acuity and staffing levels.

Complaints were received for the following departments:

- Administration 0
- Healthy living 0
- Home Support Services 3
- Organisation 2
- Residential Services 34

The trend noted around the increase in complaints for residential services has continued with a total of 34 for April. The main area of concern is food with a total of 15 complaints for the month (44% of the total residential complaints). Food complaints were mainly completed by staff who

	<p>contributed 9. The staff complaints regarding food were around food service issues and equipment such as crockery and cutlery. There were only 4 resident complaints about food and these related to food quality. The RSM and COO are currently reviewing the system of food feedback to improve the level of customer service by dealing with minor issues at the point of service where possible.</p> <p>As at 7 May 2019 there were 45 outstanding feedback items. This was raised at the most recent Governance and Operations Meeting and all department heads were asked to ensure that their outstanding feedback issues were actioned as soon as possible.</p> <p>There were 2 Mandatory Reporting issues in April.</p> <ol style="list-style-type: none"> 1. A resident was noted to be missing from the facility on 9 April. The resident was located by SAPOL and transferred to hospital. The resident was transferred back to the facility the next day. The incident was reported to the Department of Health and Ageing within 24 hours so regulatory obligation were met. In response to this incident the resident was supplied with a GPS tracker. 2. A resident was overheard telling a visitor that bruises on his arm were due to staff actions. The resident has a level of confusion and was unable to say when this occurred. The resident was assess by the registered nurse and the GP and relative were informed. After investigation, it was discovered through documentation, that the bruises were sustained as a result of a recent fall and the resident had made a similar allegation in February 2019. The allegation was reported to the Department of Health and Ageing within 24 hours of staff becoming aware of it and therefore the regulatory requirements were met.
Actions	<p>General Actions</p> <ul style="list-style-type: none"> · All compliments were forwarded to the relevant staff member or department area · All suggestions forwarded to the relevant department manager · All complaints are followed up initially by contacting the complainant to acknowledge receipt of the feedback and discuss issues in more detail as required. Appropriate actions are then implemented and the complainant is again contacted to ascertain that they are satisfied with the actions taken.

The below table shows the number of feedback forms received by each service in the last six months. The usage of the feedback system shows all stakeholders are familiar, encouraged and comfortable in using the feedback system.

There has been an increased use of the feedback system by staff and this has resulted in an increase in the overall number of feedback forms received and in the number of complaints for residential services. This should be viewed as a positive indication that staff are comfortable in using the system and has provided information which will be useful in improving systems and processes.

The new role of the Service Quality Manager in managing feedback has resulted in numerous comments from stakeholders that they are pleased and satisfied that their concerns are being listened to and actioned.

Service	Oct	Nov	Dec	Jan	Feb	Mar
Administration	2	0	0	0	0	2
<i>Complaints</i>	1	0	0	0	0	2
<i>Compliments</i>	1	0	0	0	0	0
<i>Suggestion</i>	0	0	0	0	0	0
Healthy Living	14	12	14	16	19	15
<i>Complaints</i>	1	3	2	4	1	2
<i>Compliments</i>	11	6	11	7	14	9
<i>Suggestion</i>	2	3	1	5	4	4
Home Support	5	13	4	4	11	12
<i>Complaints</i>	1	4	1	2	3	6
<i>Compliments</i>	4	7	3	2	7	4
<i>Suggestion</i>	0	2	0	0	1	2
Organisational	9	5	4	7	7	7
<i>Complaints</i>	4	2	2	3	4	3
<i>Compliments</i>	0	2	2	4	0	3
<i>Suggestion</i>	5	1	0	0	3	1
Residential	46	24	20	44	43	63
<i>Complaints</i>	18	9	18	28	26	38
<i>Compliments</i>	20	8	1	12	14	14
<i>Suggestion</i>	8	7	1	4	3	11



ATTACHMENT 4



CLOSED CIRCUIT TELEVISION AND SURVEILLANCE WORK INSTRUCTION

Intent

The overt, Machine Learning (ML) and Artificially Intelligent (AI) Closed-Circuit Television and Video Management System (VMS) installed at Alwyndor has been designed to increase the level of assurance and protection to all that live, visit and work at the Alwyndor facility.

This Work Instruction will comply with the City of Holdfast Bay Closed Circuit Television and Surveillance Policy, all relevant legislation and will outline the processes for monitoring, managing, storing, viewing and releasing of recorded information.

Scope

This Work Instruction relates to the City of Holdfast Bay (Council) Closed Circuit Television and Surveillance Policy, and contains the following, Alwyndor-specific, sections:

- Location
- Who can access the footage
- Internal information handling
- Signage & Communication
- Data release

Procedure/Framework

Location

Surveillance devices may be located in or on:

- Alwyndor buildings
 - external
 - internal – all publicly accessible areas, such as corridors, dining areas and function spaces
 - No cameras will be located within toilet or change room facilities, but may be located outside facilities
- Carparks, gardens, and perimeter

Note: No covert cameras are in use or permitted on Alwyndor property and no cameras are installed in resident rooms

Maps showing the position and range of surveillance cameras have been developed and are maintained by the Chief Operating Officer. They are available to staff and residents but will not be publicly available.

Who Can Access the Footage?

Nursing and Care Staff will have access to live camera feeds displayed on monitors within most nursing stations.

Only approved staff at Alwyndor, FOI Officers at Council, Police (under warrant) and the Information Technology Services team are permitted to access and view recorded CCTV surveillance footage.

Approved Alwyndor Staff are: General Manager, Chief Operating Officer, Residential Services Manager, Chief People and Culture Officer.

Internal information handling

Procedures and responsibilities have been outlined in the following dot points:

- CCTV footage is constantly recorded, although not necessarily continually monitored. Data or footage will be accessed/viewed by the appropriate officers when:
 - an incident has occurred
 - when the AI has triggered an event
 - an approved request is received through an FOI or legal warrant process.
- The data is stored on-site in a secure server and is only accessible with secure credentials and the VMS client software.
- Authorised IT officers are responsible for the maintenance, storage and destruction of recorded footage, in compliance with the State Records Act 1997, Local Government Act 1999 and Surveillance Devices Act (SA) 2012

Communication & Signage

CCTV/video surveillance awareness and information will be available to staff, residents and representatives and visitors via:

- Signs at all entry points
- Letters and newsletters
- Staff portal
- Relevant policies and work instructions
- Council website
- Included as part of the induction of new employees

Data Release

Release of footage or data to members of the public will only occur following the assessment and approval of an FOI application or legal warrant.

FOI Request

If footage or data is required by a member of the public, an FOI application is required to be submitted and will be processed by an accredited FOI Officer. Application forms are available on the Council website.

Police Requests/Legal warrants

Police requests and/or legal warrants are to be submitted in writing and forwarded to Information Management for processing.

Special Considerations

-

Supporting documents

Closed Circuit Television and Surveillance Policy

[City of Holdfast Bay Closed Circuit Television and Surveillance Policy](#)

Legislative context & Reference sources

Privacy Act 1988 (Privacy Act)
 Surveillance Devices Act (SA) 2016
 Aged Care Act 1997
 Aged Care Act 1997, Schedule 1 User Rights Principles 2014
 Privacy Act 1998
 Privacy Amendment (Notifiable Data Breaches) Act 2017
 State Records Act 1997
 Local Government Act 1999
 Freedom of Information Act 1991

Governance

Version	Endorsement/ Approval Date	Approved by
1	19/02/19 22/02/19	Support Services Committee Governance & Operations Committee (noted)
Due for review		
Document Owner	Support Services Committee	

CLOSED CIRCUIT TELEVISION AND SURVEILLANCE POLICY

Trim Container	FOL/18/264
First Issued / Approved:	28/11/2017 C281117/979
Last Reviewed:	
Next Review:	Review Date

1. PREAMBLE

In accordance with national standards and legislation, this policy provides a framework for the exercise of Council’s power(s) in relation to CCTV infrastructure, how and why council monitors public places, and the restrictions that are imposed when such infrastructure is installed on or in Council property.

1.1 Background

All closed circuit television (CCTV) systems that receive, hold and process data about any person or public place are required to adhere to relevant guidelines to ensure privacy is maintained. As a result, and due to the ongoing need for Council to work directly with law enforcement agencies for the purpose of monitoring the public realm while expanding and updating surveillance systems, the need to regulate surveillance systems installed on or in Council owned land and/or property has become ever-present.

1.2 Purpose

This policy sets out the terms of operational reference for the implementation, operation, management and maintenance of closed circuit television systems within Holdfast Bay, for the purpose of reducing crime and anti-social behaviour, to improve safety and security in public places, to create public awareness, and to assist the South Australian Police in the pursuit of criminal offenders.

1.3 Scope

This policy applies to and governs all CCTV systems within Holdfast Bay that are either owned, operated and maintained by council, and/or those that are installed in or on council owned property and its infrastructure, that monitor footpaths, roads, other public areas or public places, and/or any place where a public service is offered (including sporting ground, community centres).

1.4 Definitions

1.4.1 **Council** means a council within the meaning of the *Local Government Act 1999*;

1.4.2 **Council land/property** means all roads, footpaths, buildings, land, reserves, structures, community centres etc owned and/or maintained by the City of Holdfast Bay and its Workers;

CLOSED CIRCUIT TELEVISION AND SURVEILLANCE POLICY

- 1.4.3 **CCTV** means closed circuit television system;
- 1.4.4 **CCTV System** means operational procedures, and technology comprised of cameras and associated technology used for the purpose of monitoring, transmitting, storing and viewing data;
- 1.4.5 **Data** means all information, including pictures, footage, or sounds relating to a person, place, or thing, that is captured, recorded and stored;
- 1.4.6 **Disclosure of Data** means the duplication and/or release of data.
- 1.4.7 **Incident** means any activity that raises cause for concern that an offence has been, is being, or is about to be committed;¹
- 1.4.8 **Lessee** means a lessee within the meaning of both the *Local Government Act 1999* and *Retail and Commercial Lease Act 1995*;
- 1.4.9 **Optical Surveillance Device** means a device capable of being used to observe or record visually (whether for still or moving pictures) a person, place or activity;
- 1.4.10 **Private Activity** means an activity carried out by at least one (1) person that may reasonably be taken to indicate that the person does not desire to be observed;²
- 1.4.11 **Public Place** means a public place within the meaning of the *Local Government Act 1999*;

1.5 Strategic Reference

A Place that is Well Planned
A Place that is Safe and Secure

2. POLICY STATEMENT

- 2.1 Council will only implement a CCTV system and associated optical surveillance infrastructure for the purpose of monitoring a public place/area when it serves the interest of a public good, or when it is deemed in the interest of protecting:
 - 2.1.1 public/community safety;
 - 2.1.2 key community areas;
 - 2.1.3 assets and properties;

¹ Australian Standard: Closed Circuit Television: Management and Operations, s 1.3.7.

² *Surveillance Devices Act 2016*, s 3.

CLOSED CIRCUIT TELEVISION AND SURVEILLANCE POLICY

- 2.1.4 areas of high density public congregation or locations of mass gathering (e.g. Entertainment precincts, foreshores, public attractions and/or events etc).
- 2.2 Council will permit only law enforcement/council staff and other authorised persons have access to view footage/live feed of CCTV;
- 2.3 For the purpose of section 2.1 of this policy, where CCTV infrastructure is to be installed on Council owned property that is listed as a 'Heritage Place' under the City of Holdfast Bay Development Plan, Council will seek relevant guidance from its Heritage Adviser and obtain necessary approvals under either the *Heritage Places Act* or *Planning, Development & Infrastructure Act*;
- 2.4 Where practicable and achievable, Council will adhere to the infrastructure and system guidelines outlined in the Australian National Standards:
 - 2.4.1 when the deployment of permanent infrastructure is deemed appropriate and necessary to the expansion of the existing network; and
 - 2.4.2 the interconnectivity of the infrastructure and system is optimal to the location; and
 - 2.4.3 when the deployment of such infrastructure in aligned with the aims of section 2.1 of this policy;
- 2.5 Council reserves the right to approve or refuse any application made by a lessee or third party who seek to install CCTV infrastructure on Council owned property;
- 2.6 If approved, any costs incurred through the installation, maintenance, and/or repair of the system and/or infrastructure, is to be incurred solely by the lessee or third party;
- 2.7 While Council may approve the installation of such optical surveillance devices to monitor the external areas and/or perimeter of a leased property, Council does not permit the installation of any CCTV system(s) in any internal area of a leased council property where an area is:
 - 2.7.1 used by any person or a group of people for a private activity/community activity; and/or
 - 2.7.2 used by children, persons under the age of 18 years, and/or vulnerable persons;
- 2.8 General data/footage is to be retained for a minimum period of 31 days before erasure;³

³ Australian Standard: Closed Circuit Television: Management and Operations, s 8.3.

CLOSED CIRCUIT TELEVISION AND SURVEILLANCE POLICY

- 2.9 In the event of a reported incident or criminal act occurring within any given 31 day period, any relevant data is to be retained in accordance with *General Disposal Schedule No.21* as established under section 23 of the *States Records Act 1997*;
- 2.10 In accordance with Division 1 of the *Freedom of Information Act 1991* a person, agency or organisation may seek to obtain access to, copies of, or the release of data captured by Council's CCTV system;
- 2.11 Though Council reserves the right to refuse any Freedom of Information application pursuant section 20 of the *Freedom of Information Act 1991*, recorded data *may* be released/disclosed by Council only when:
- 2.11.1 it is deemed to be in the interests of the community; and/or
- 2.11.2 it does not breach the privacy of any other persons/parties; and/or
- 2.11.3 it is deemed to serve in assisting in the management and/or prevention of crime, vandalism, and/or violence;
- 2.12 Council reserves the right to seek any relevant third party consents and/or approval prior to releasing any data;
- 2.13 Council reserves the right to seek advice through consultation with any relevant authority and/or stakeholder prior to releasing any data.

3. REFERENCES

3.1 Legislation

- *Freedom of Information Act 1991*
- *Local Government Act 1999*
- *Planning, Development & Infrastructure Act 2016*
- *Heritage Places Act 1993*
- *Retail and Commercial Lease Act 1995*
- *States Records Act 1997*
- *Surveillance Devices Act 2016*

3.2 Other References

- City of Holdfast Bay Privacy Policy
- Australia Standard – Closed Circuit Television (CCTV) (AS 4806)
- State Records of South Australia – General Disposal Schedule No.21 (Digitised Records)