



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 20 June 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 Kurna 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 Kurna 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 16 May 2019 be taken as read and confirmed.

5.2 Confidential Minutes of the Previous Meeting

Motion

That the confidential minutes of the Alwyndor Management Committee held on 16 May 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 Recruitment of Alwyndor General Manager (verbal)

7.2 Acting General Manager's Report (Report No: 20/19)

8. CONFIDENTIAL**8.1 Monthly Financial Report – May 2019 (Report No: 21/19)**

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 - June 2019 (Report No: 22/19)

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 18 July 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 Thursday 16 May 2019 at 7.00 pm.

PRESENT

Elected Members

Councillor P Chabrel

Independent Members

Chairperson – Ms T Aukett

Mr T Bamford

Ms J Bonnici

Mr K Cheater

Mr K Whitford

Staff

Acting General Manager Alwyndor – Mr B Capes

Acting Chief Executive Officer – Mr R Bria

Personal Assistant – Ms R Gordon

Financial Accountant – Ms A Klenk

1. OPENING

The Chairperson declared the meeting open at 7.28pm

The Acting Chief Executive Officer provided a verbal update on the recruitment of General Manager, Alwyndor.

2. KAURNA ACKNOWLEDGEMENT

With the opening of the meeting the Chairperson stated:

We acknowledge the Kurna 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 Kurna People today.

3. APOLOGIES

3.1 For Absence - Nil

3.2 Leave of Absence - Councillor S Lonie, Ms J Cudsi

4. DECLARATION OF INTEREST

Members were reminded to declare any 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.

Moved by Cr Chabrel, Seconded by Ms Aukett

Carried

5.2 Confidential Minutes of the Previous Meeting**Motion**

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

Moved by Cr Chabrel, Seconded by Mr Whitford

Carried

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

Action items were reviewed by the Committee.

The Chairperson thanked Mr Cheater for facilitating the recent risk workshop.

6.2 Confidential Action Items

Confidential action items were reviewed by the Committee.

7. REPORTS/ITEMS OF BUSINESS**7.1 Acting General Manager's Report (Report No: 17/19)**

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 summary report now includes breakdown of risk rating and overview of action taken, as requested at the last meeting. The Acting General Manager advised that the information provided from the quarterly due diligence report is information provided to Council administration for the purposes of reporting to the Local Government Association Liability Scheme.

The Acting Chief Executive Officer agreed to seek advice and confirm whether Committee members are Responsible/Prescribed Officers under the Act. The Committee indicated that if members are Officers under the Act, ongoing due diligence reports would be required.

The Acting General Manager confirmed that the Corporate Risk Register is in progress. A risk management workshop, facilitated by Mr Cheater, was recently held and 8 risks identified. Staff will identify controls for these risks prior to presenting an updated Corporate Risk Register to the Alwyndor Management Committee.

The Committee queried when the risk rating system for feedback would flow through to the analysis reports and requested that priority rating be included in the next report.

The Acting General Manager confirmed there are no new legal or industrial matters.

The Acting General Manager provided a verbal update on the facility.

The Acting General Manager provided a verbal update on the recruitment of a Residential Services Manager, ACFI Manager, Care Manager Residential and Care Manager Home Support.

The Acting General Manager confirmed that a third party had been engaged to prepare a draft Governance Framework.

The Acting General Manager advised that Enterprise Bargaining negotiations will commence in the next two weeks and advised the key focus will be looking to align with the federal aged care industry.

The Committee discussed the CCTV policy and how best to consider Alwyndor's position on cameras in rooms. The Chairperson indicated that Council's policy is explicit that no private cameras are permitted but does not cover the nuances of addressing CCTV in an aged care setting. The Committee requested a review that considers industry, consent, covert and overt, safeguards, pros and cons, all risks including industrial relations and financial implications, to assist the Alwyndor Management Committee with considering Alwyndor's position on covert and overt cameras in private rooms.

Mr Bamford left the meeting at 8.42pm

Ms Aukett left the meeting at 8.42pm

Ms Aukett re-joined the meeting at 8.43pm

The Committee noted the CCTV Work Instruction but queried why IT can access and view the footage (under Internal Information Handling section) and requested this be clarified and amended.

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. Recruitment Update
 8. Enterprise Bargaining Negotiations
 9. CCTV
2. That the Alwyndor Management Committee noted the CCTV work instruction and accept with minor amendments.
3. That a position paper on the issues relating to cameras in rooms be presented at the September meeting of the Alwyndor Management Committee.

Moved Mr Whitford, Seconded Ms Bonnici

Carried

8. CONFIDENTIAL**8.1 Monthly Financial Report – April 2019 (Report No: 18/19)****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: 18/19 Monthly Financial Report – April 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: 18/19 Monthly Financial Report – April 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 Cr Chabrel, Seconded Ms Bonnici

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

5. That having considered Agenda Item 8.1 Monthly Financial Report – April 2019 (Report No: 18/19) 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 Chabrel, Seconded Mr Whiford

Carried

Ms Klenk left the meeting at 9.10pm

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

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: 19/19 Short-term Strategy – Action Plan and Progress – May 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: 19/19 Short-term Strategy – Action Plan and Progress – May 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 Mr Whitford, Seconded Cr Chabrel

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

3. That having considered Agenda Item 8.2 Short-term Strategy – Action Plan and Progress – May 2019 (Report No: 19/19) 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 Chabrel, Seconded Mr Cheater

Carried

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

Nil

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

The meeting closed at 9.36 pm.

CONFIRMED 20 June 2019

CHAIRPERSON

AMC ACTION ITEMS

Meeting	Confidential Agenda Item	Action Required	Responsibility	Due Date	Current Status
18-Dec-18 (motion edited)	7.7 Annual Review of Investments	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	18-Apr-19	In progress
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	Complete. Emailed to AMC 14/03/19. Discussed at AMC 16/05/19
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	Complete. Workshop held on 7/05/19.
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
24-Apr-19	6 Action Items	That CCTV be added to the May agenda	R Gordon	16-May-19	Complete.
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	Complete.
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	Complete.
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	Complete.
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	Complete. 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	Complete.

AMC ACTION ITEMS

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.
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	Complete. Verbal update provided 16/05/19 in 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.
16-May-19	7.1 Acting General Manager's Report	The Acting Chief Executive Officer agreed to seek advice and confirm whether Committee members are Responsible/Prescribed Officers under the Act. The Committee indicated that if members are Officers under the Act, ongoing due diligence reports would be required.	R Bria	20-Jun-19	In progress.
16-May-19	7.1 Acting General Manager's Report	That priority (risk) rating be included in the next feedback analysis report.	S Pedler; M Salt	7-Jun-19	In progress. SAC rating included in feedback analysis attachment to A/g GMs report 20/19
16-May-19	7.1 Acting General Manager's Report	That the Alwyndor Management Committee noted the CCTV work instruction and accepted with minor amendments.	T Hill	7-Jun-19	In progress.
16-May-19	7.1 Acting General Manager's Report	That a position paper on the issues relating to cameras in rooms be presented at the September meeting of the Alwyndor Management Committee.	T Hill	6-Sep-19	In progress.

Item No: **7.2**

Subject: **ACTING GENERAL MANAGER'S REPORT**

Date: 20 June 2018

Written By: Acting General Manager

General Manager: Alwyndor, Mr B 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 Implementation Plan**
 - 3. Corporate Risk Register**
 - 4. Feedback Analysis Report**
 - 5. Legal and Industrial Matters**
 - 6. Enterprise Bargaining Agreement Update**
 - 7. General Update**
-

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 Implementation Plan**

A monthly progress report on WHS is provided for information.

Refer Attachment 2

3. **Corporate Risk Register**

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

4. **Feedback Analysis Report**

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

Refer Attachment 3

5. **Legal and Industrial Matters**

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

Other Items

6. **Enterprise Bargaining Agreement Update**

The Acting General Manager will provide a verbal update on EBA negotiations.

7. **General Update**

The Acting General Manager will provide a general update.



ATTACHMENT 1

ANNUAL GOVERNANCE TASK SCHEDULE													
SCHEDULED REPORTS	BY	J	F	M	A	M	J	J	A	S	O	N	D
GENERAL MANAGERS REPORT	GM	X	X	X	X	X	X	X	X	X	X	X	X
MONTHLY FINANCE STATEMENTS	CFO	X	X	X	X	X	X	X	X	X	X	X	X
ACTION PLAN PROGRESS REPORT	GM		X	X	X	X	X	X					
KEY REVIEWS/EVENTS													
SERVICE BUSINESS PLANS	ALL	X											
AAC PEOPLE PLAN	CPCO		X										
AAC BUDGET ADOPTION	AMC			X									
AAC MARKETING PLAN	COO					X							
AAC ICT PLAN	COO								X				
AMC OFFICE BEARERS ELECTION	AMC							X					
DELEGATIONS INSTRUMENT REVIEW	AMC								X				
COPRORATE RISK REGISTER REVIEW	AMC		X						X				
STRATEGIC PLANNING WORKSHOP	AMC				X		X						
AUDITED FINANCIAL STATEMENTS	CFO											X	
INVESTMENT MANAGEMENT STRATEGY	CFO											X	
REVIEW OF ITEMS HELD IN CONFIDENCE	GM											X	
STRATEGIC DISCUSSION WITH DEPARTMENTS	ALL		HSSM	HLSM	FM	RSM	HSSM	RSM	FM	HSSM	COO	HLSM	

[illegible]



ATTACHMENT 2

Alwyndor Health and Safety System is governed by the Local Government Association Workers Compensation Scheme as a self insurer through ReturnToWorkSA. Alwyndor work closely with the LGA to refine our work, health and safety management system and processes.

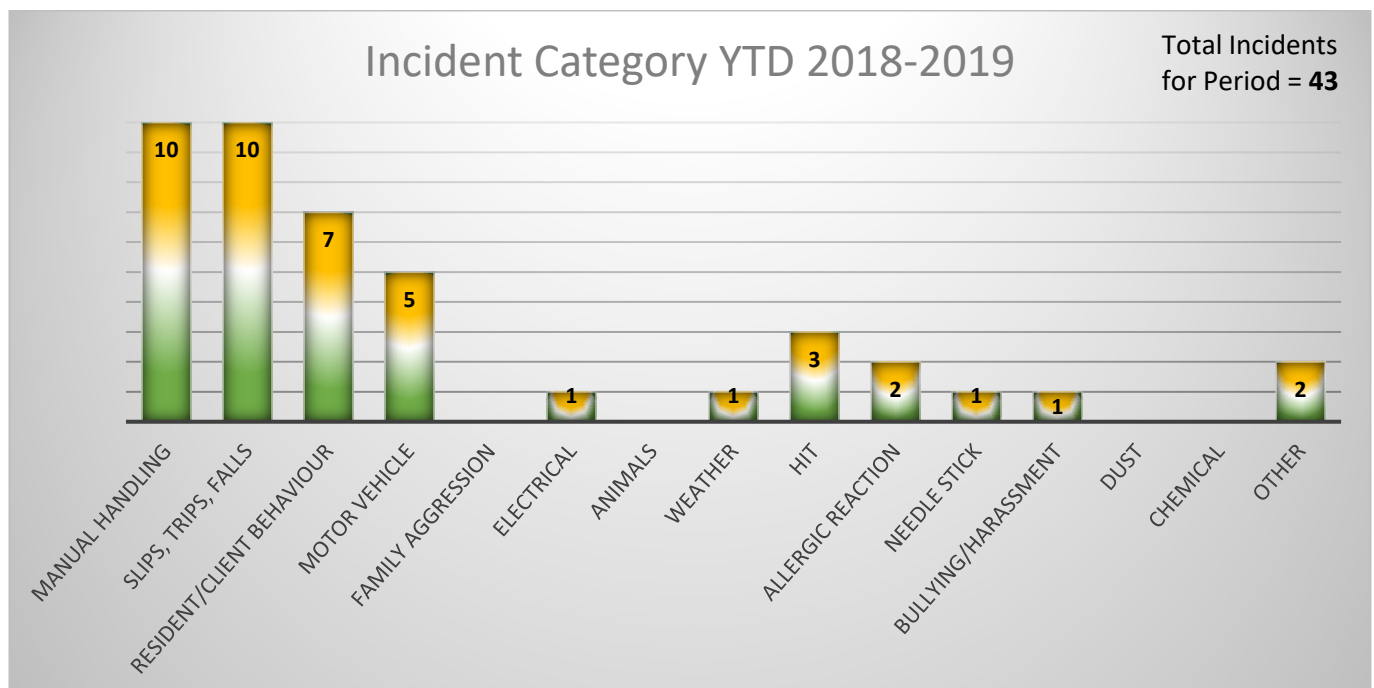
Our current plan has been developed in consultation with the LGA and Council and is monitored by the Council with reporting regularly forwarded to the Council's WHS Advisor for reporting directly to the General Manager.

Focus over the past three months have been concentrated around the following improvement:

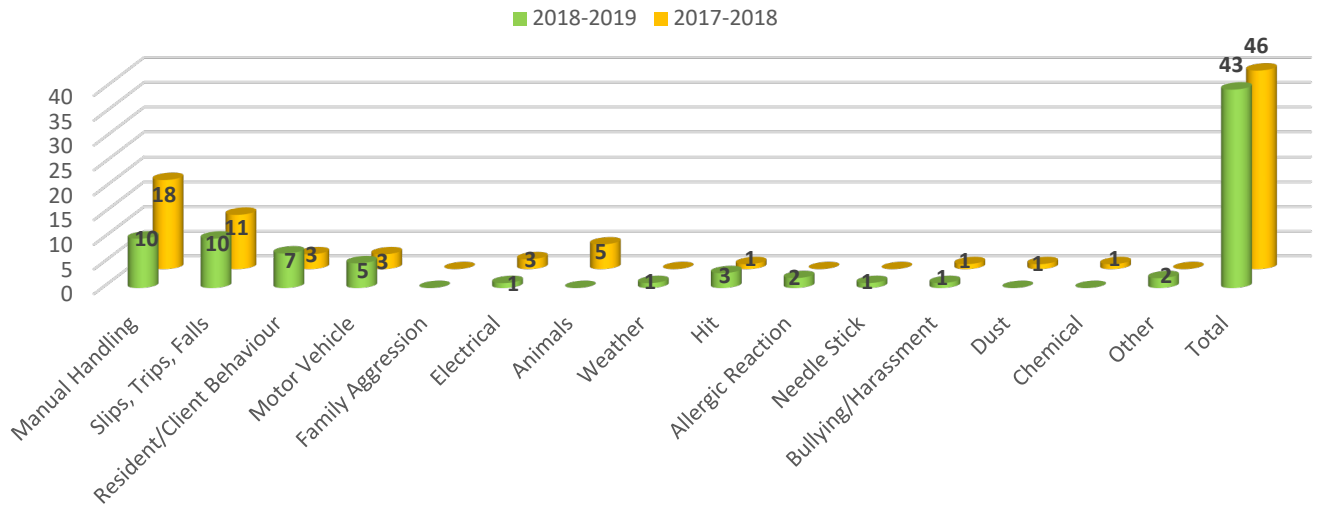
- Improved WHS statistical data relating to:
 - Incidents and Hazards
 - WHS training
 - Workplace inspections
- Developing a review plan for Alwyndors Emergency Planning
 - Developing a review plan for Contractor Management
 - Updating Alwyndor's contractors register
- Testing viability of HRs new Bridge Training Software for the purpose of WHS training
- Arranging training for Fire Wardens
- RTW training for Managers and Supervisors

Incident Summary Report

YTD July 2018 to May 2019

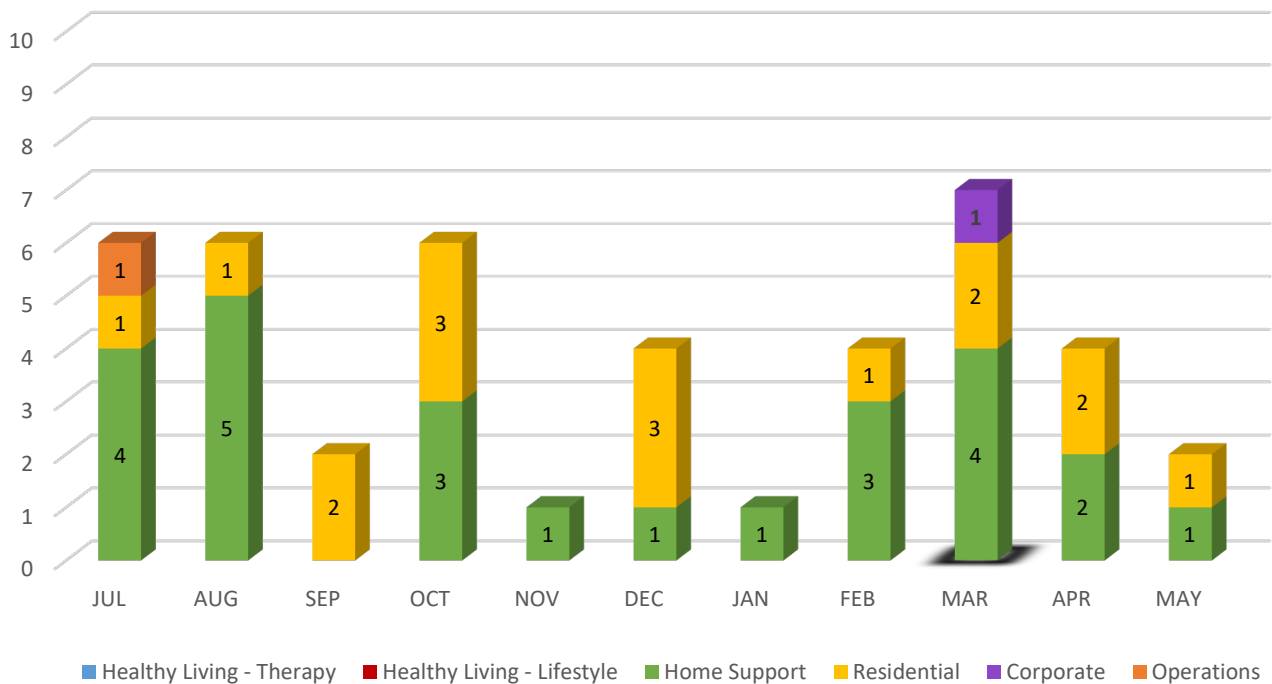


Incident Category YTD Comparison



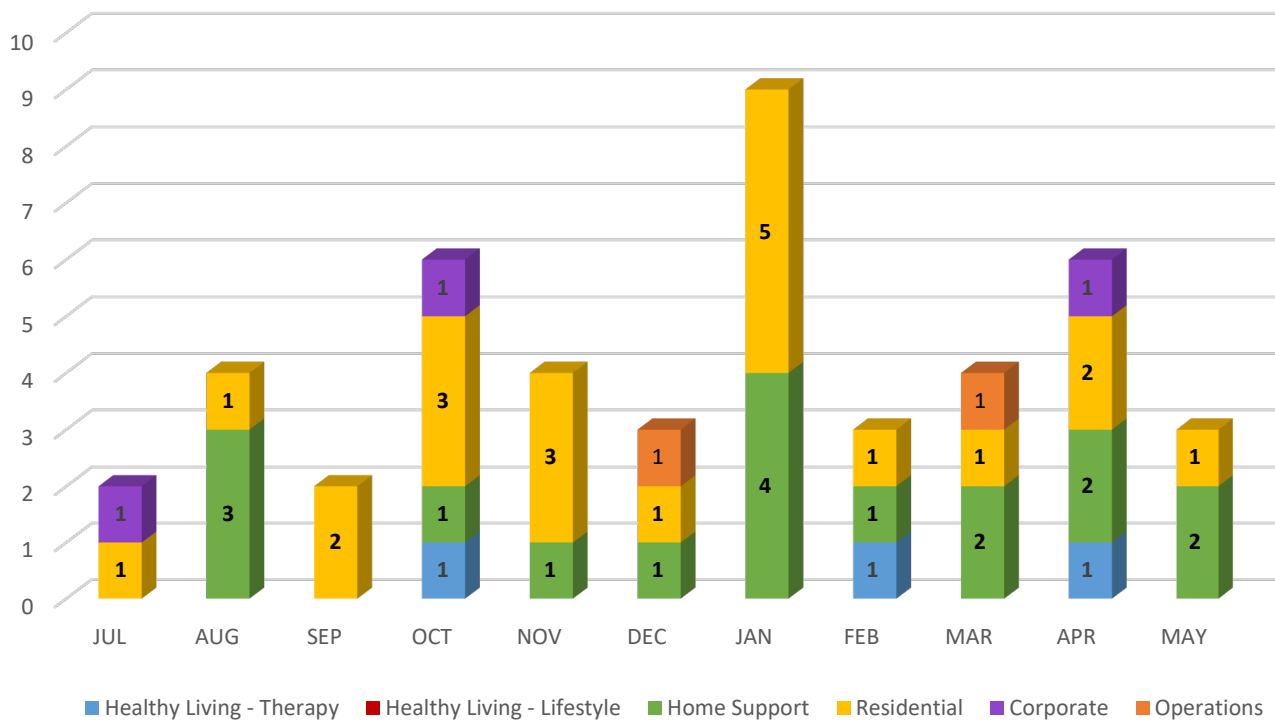
Incidents by Department YTD 2018-2019

Total Incidents
for Period = **43**



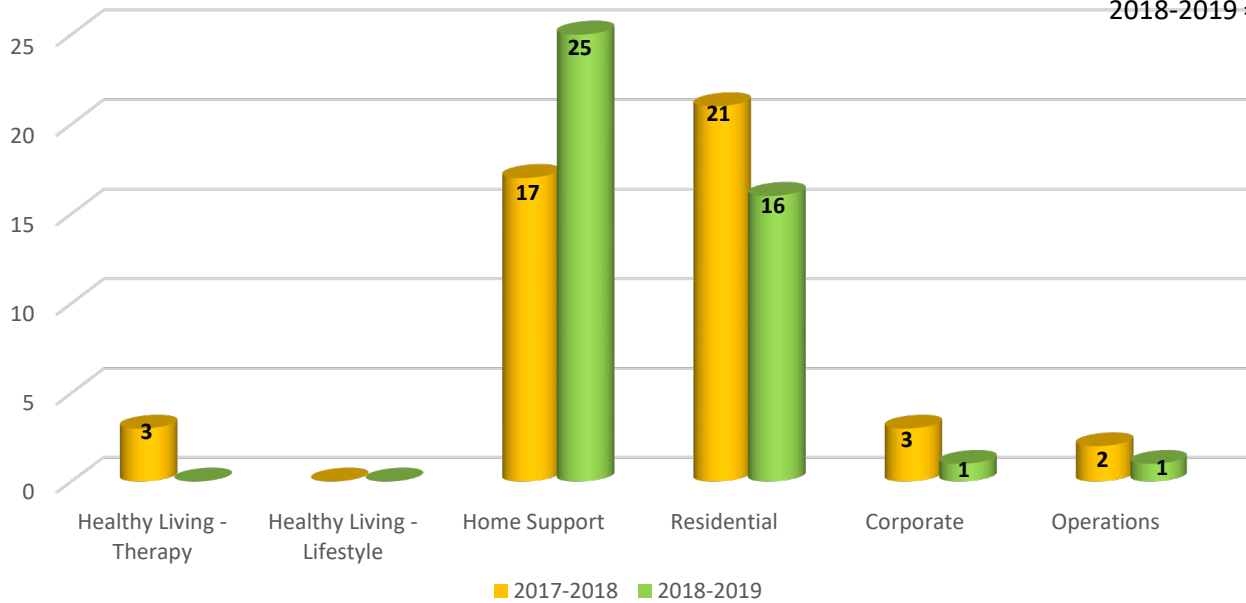
Incidents by Department YTD 2017-2018

Total Incidents
for Period = **43**

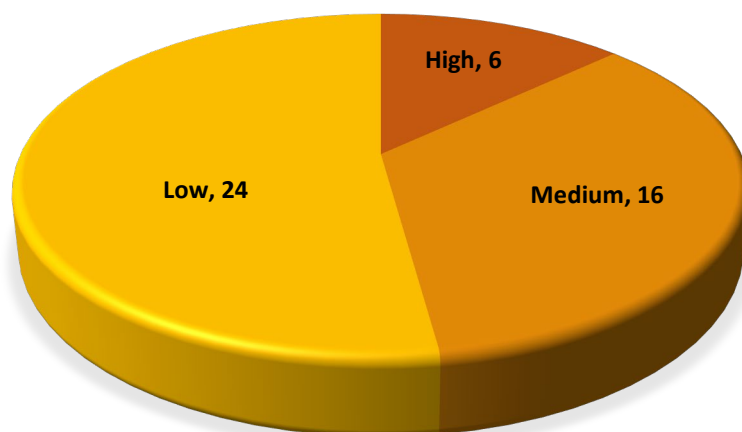


Incidents by Department YTD Comparison

Total for Period
2017-2018 = **46**
2018-2019 = **43**



YTD Risk Rating 2017-2018

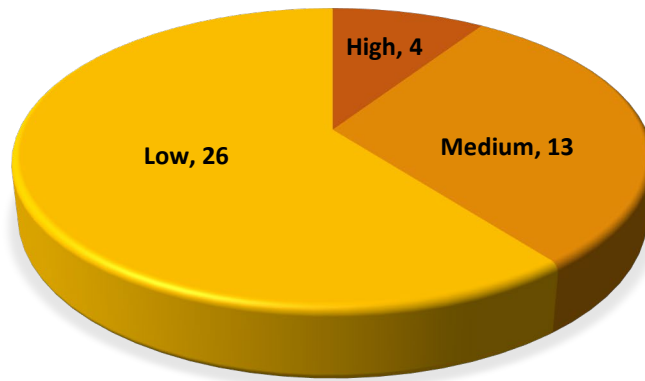


■ Extreme ■ High ■ Medium ■ Low

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	Kichen 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.
Hazard	Brief Overview	Action Taken
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 cleanig 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.

YTD Risk Rating 2018-2019



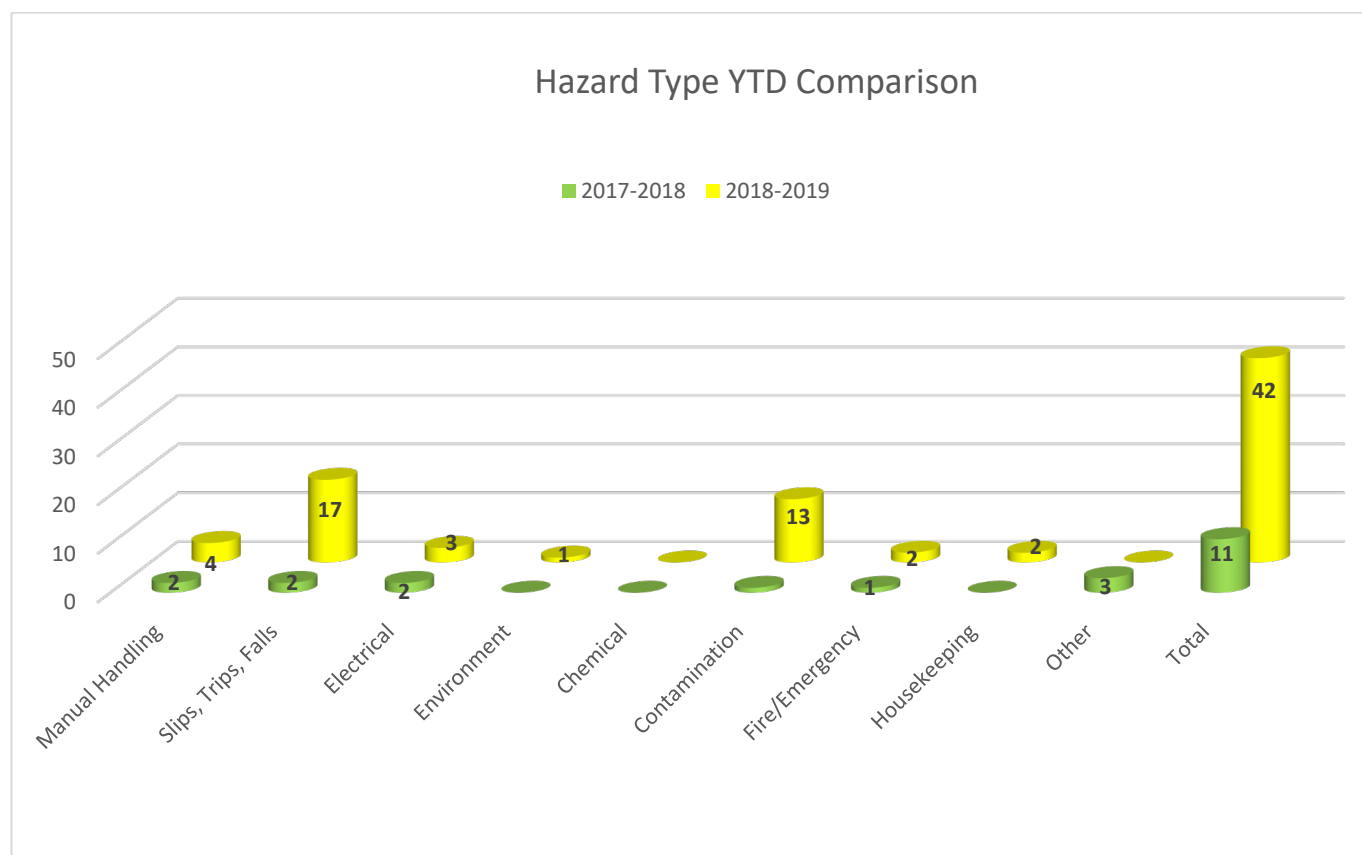
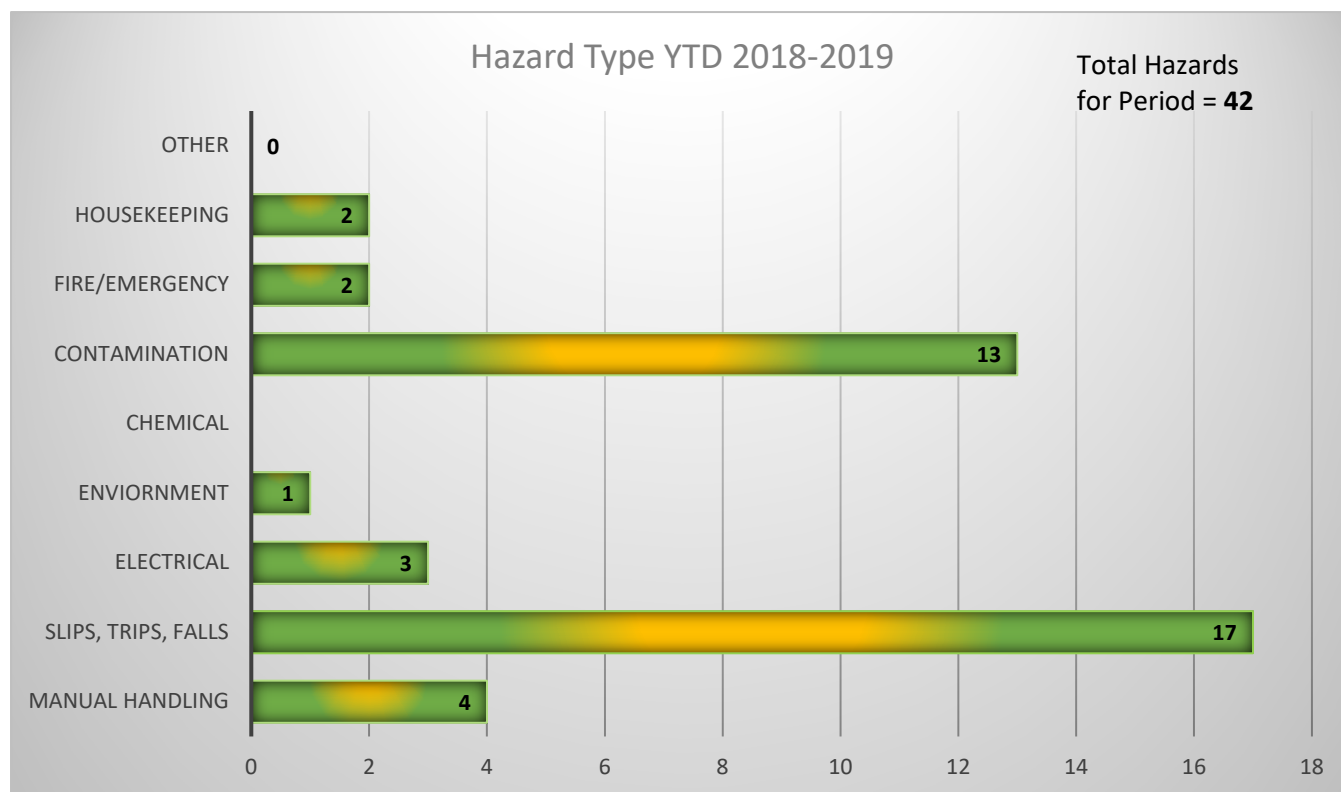
■ Extreme
 ■ High
 ■ Medium
 ■ Low

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.
Allergic Reaction	Support Worker requested face masks to wear whilst cleaning as she had developed allergies and been unwell with a respiratory condition.	Worker has been supplied with PPE - masks at her request to wear whilst cleaning.
Slips, Trips, Falls	When opening the door to the men's toilet located off corridor outside of the side door of the Hub, the door nearly hit an elderly person using the hand dryer just inside, to the right of the door.	Toilet to be changed to a single access cubicle by installing a VACANT/ENGAGED lock to the door.
Fire/Emergency	Resident smoking outside main entrance. Butt not put out properly prior to placing in the bin as smoke was seen coming from the bin	Staff member poured water over into bin. Issue discussed with resident and risk assessment to be conducted.

Hazard Summary Report

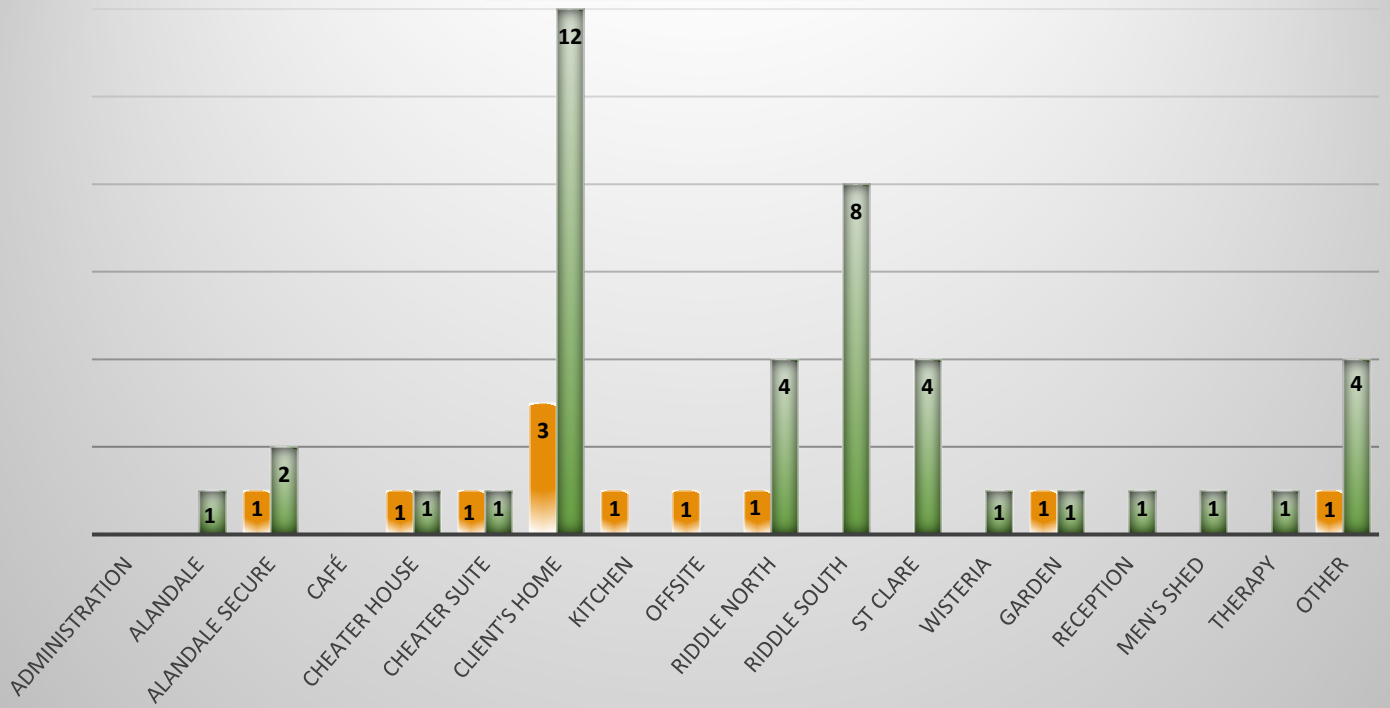
YTD July 2018 to May 2019



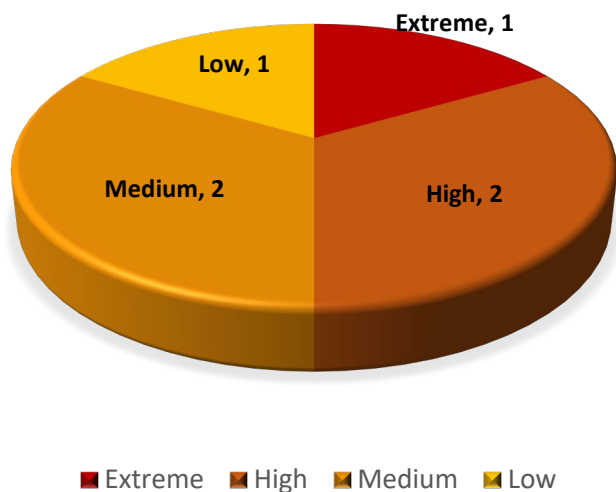
Hazard by Location YTD Comparison

2017-2018 2018-2019

2017-2018 = 8
2018-2019 = 42



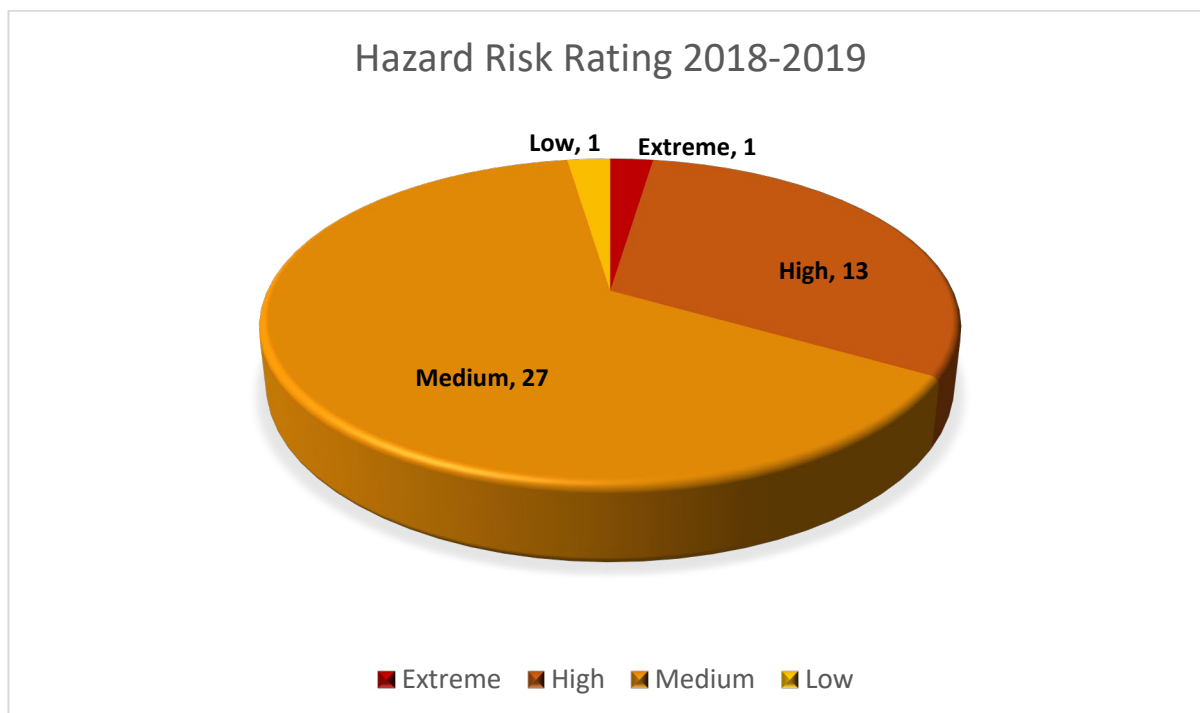
Hazard Risk Rating 2017-2018



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		
Hazard	Brief Overview	Action Taken
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 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.



Breakdown of Risk Rating - Extreme		
Hazard	Brief Overview	Action Taken
Electrical	Workplace Inspection identified sensor cord not plugged in, cords unsecured under bed, and also damaged cord with exposed wires.	Identify relevant staff member and speak to them regarding importance of securing cords. Communicate to all staff to remind them of importance in following the procedure.
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.

Hazard	Brief Overview	Action Taken
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	Memo distributed to staff to remind staff that all food and drinks have food and date labels and not to leave milk out on the bench.
Contamination	Workplace Inspection identified drinks and food with no date labels in fridge. Open milk carton sitting on bench.	Memo distributed to staff to remind staff that all food and drinks have food and date labels and not to leave milk out on the bench.
	Workplace Inspection identified drinks in fridge that have been opened that did not have food labels with date.	
	Workplace Inspection identified drinks in fridge that have been opened that did not have food labels with date.	
Contamination	Workplace Inspection identified a catheter bag full of urine left in resident's bathroom	Staff have been reminded to dispose of catheter bags correctly.
Contamination	Workplace Inspection identified a Resident's personal clothing put in to red skip bag covered in faeces, had not been sluiced then put in plastic bag (possibly night shift).	RSM/CM to speak to Carers and send work Instruction to WHS Officer
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 May 2019

Date Audit Completed 06/06/2019
Completed by: S. Pedler, Acting BPIC

Date Range Page Slicer

1/05/2019 31/05/2019

Feedback Volume by Department

● Administration ● Healthy Living ● Home Support Services ● Organisation ● Residential Services

View by Source

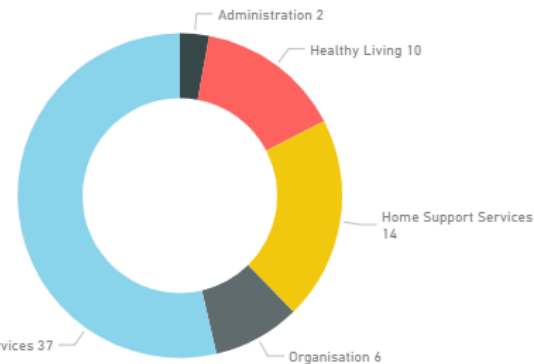
SourceType

- ☐ Agency Staff
- ☐ Client
- ☐ Family member
- ☐ Other
- ☐ Resident
- ☐ Staff

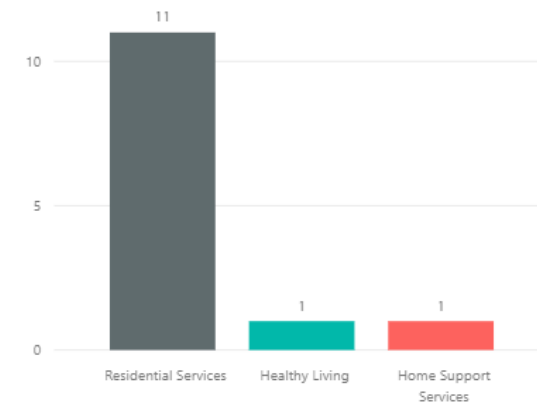
Total Feedback for Period

69

Count of InstanceID

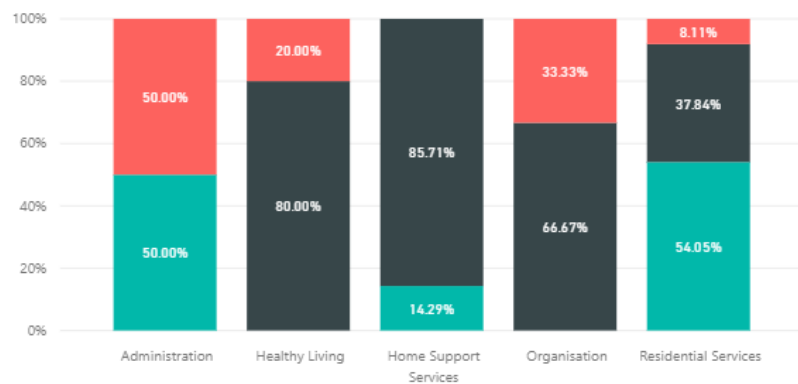


Open Feedback by Department

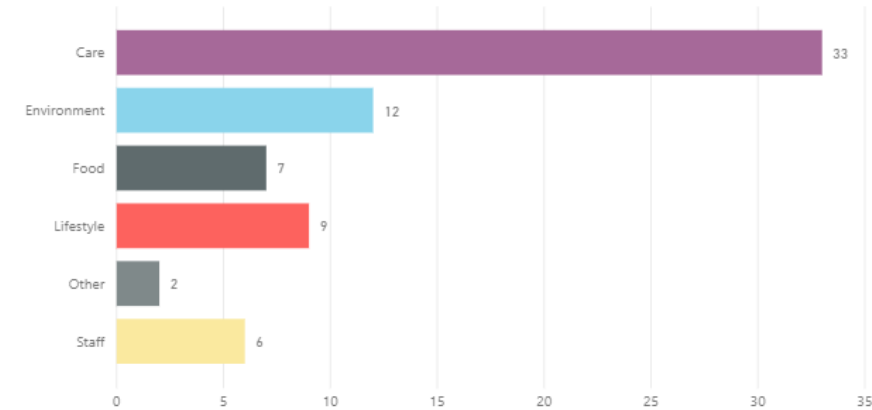


Feedback Type Ratio

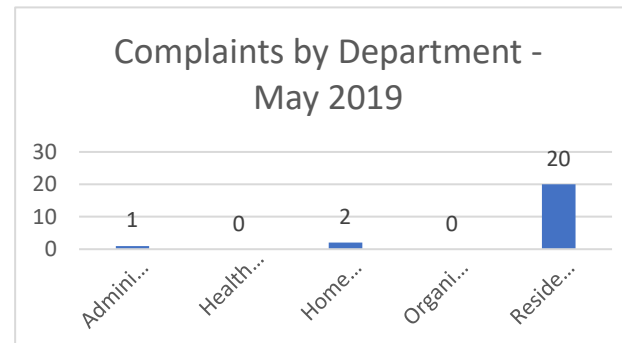
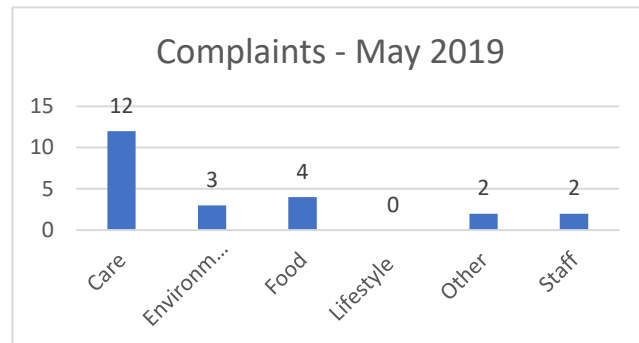
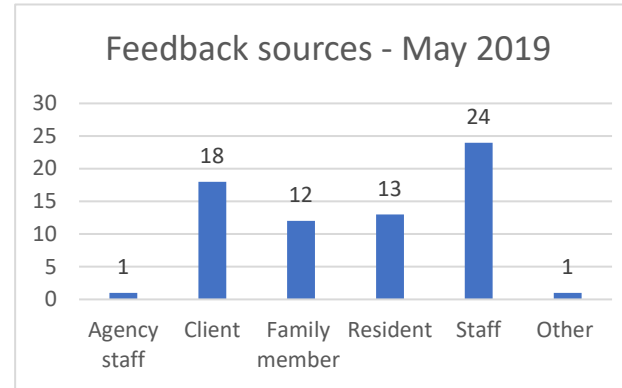
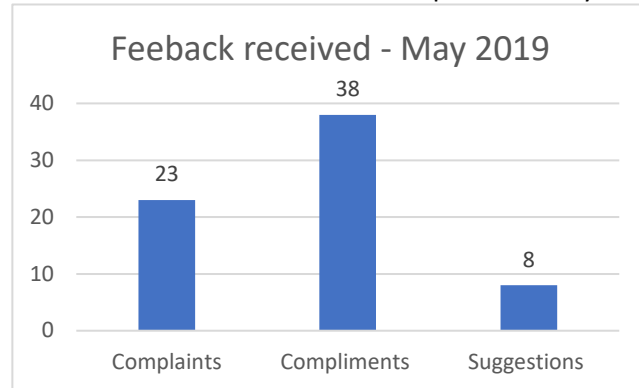
Type ● Complaint ● Compliment ● Suggestion



Feedback Category



There was a total of 69 feedback reports for May 2019.



Complaints for residential services have decreased with a total of 20 for May, compared to 34 for April.

Food had a total of 4 complaints, 11 less than April. Food complaints were completed by staff (2) and residents (2). The staff food issues related to equipment requirements. Additional equipment such as crockery and cutlery has been ordered and once in place should resolve the issue. The 2 resident complaints about food are related to food quality and type and these were forwarded to the cook for action.

Care issues resulted in 5 complaints. All complaints have been actioned and meetings held with the customer or family member where required. 6 complaints were received from staff about rostering issues (3) and handover (3). A continuous improvement plan is in place to improve the handover process and rostering issues are under investigation.

The SAC rating for all complaints has been entered in the Feedback Database from 1 May.

Level 3 Rating = 8 (Minimal or No Harm)

Level 4 Rating= 15 (No Harm or Near Miss)

There were no complaints assessed as High or Extreme risk

Compliments 38

- Care 21
- Environment 4
- Food 2
- Lifestyle 6
- Staff 5

Suggestions 8

- Environment 5
- Food 1
- Lifestyle 2

As at 4 June 2019 there were 35 outstanding feedback items. Main items outstanding are

Care – 4

Food – 3

Handover- 6

Rostering – 5

Staffing Level-5

All department heads have been contacted for the issues to be actioned.

There were 2 Mandatory Reporting issues in May 19:

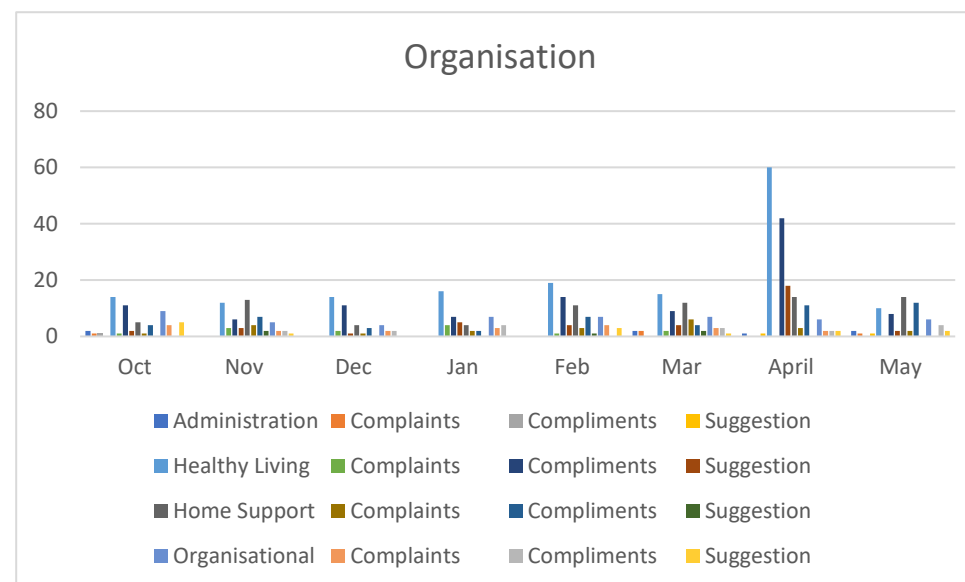
1. A resident was verbally abused by another resident in the facility. The targeted resident was initially shaken and this resident was comforted and regularly checked by staff and a GP visit conducted. Staff actions for the resident verbally attacking the other resident included: arranging a GP visit and review; updated behaviour chart and care plan by CN. Incident investigated and it was determined that no report to the Department was required.
2. A Resident intruded into another resident's room due to confusion. There was a physical altercation between the two residents. Staff actions included: reporting the incident to SAPOL, NOK, and Department of Health; ongoing monitoring of both residents; referral to Dementia services Australia completed for 1 of the residents; completing behaviour chart for both residents; and arranging GP reviews for both residents. No further incidents reported.

AUDIT REPORT

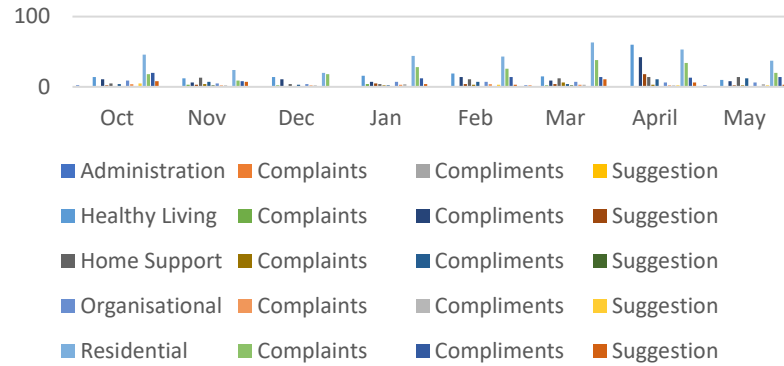
The below table shows the number of feedback forms received by each service in the last eight months. The usage of the feedback system shows all stakeholders are familiar, encouraged and comfortable in using the feedback system.

This month we had no consumer surveys to submit into the feedback database therefore this has resulted in a decrease in the overall number of feedback forms received. The Service Quality Manager is attending staff and residents meetings to encourage feedback and increasing awareness of how to submit their ideas for continuous improvement.

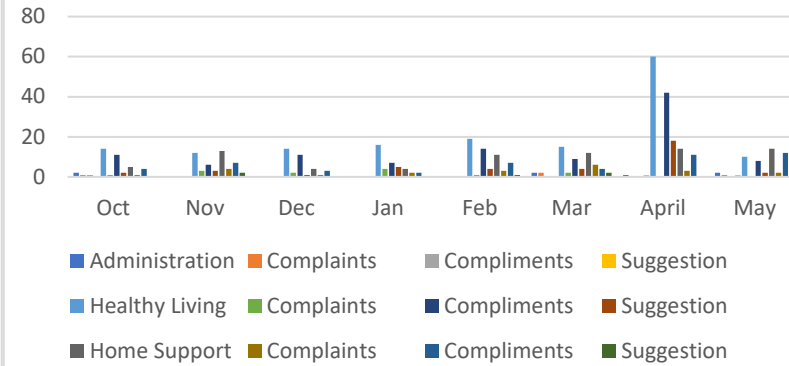
Service	Oct	Nov	Dec	Jan	Feb	Mar	April	May
Administration	2	0	0	0	0	2	1	2
Complaints	1	0	0	0	0	2	0	1
Compliments	1	0	0	0	0	0	0	0
Suggestion	0	0	0	0	0	0	1	1
Healthy Living	14	12	14	16	19	15	60	10
Complaints	1	3	2	4	1	2	0	0
Compliments	11	6	11	7	14	9	42	8
Suggestion	2	3	1	5	4	4	18	2
Home Support	5	13	4	4	11	12	14	14
Complaints	1	4	1	2	3	6	3	2
Compliments	4	7	3	2	7	4	11	12
Suggestion	0	2	0	0	1	2	0	0
Organisational	9	5	4	7	7	7	6	6
Complaints	4	2	2	3	4	3	2	0
Compliments	0	2	2	4	0	3	2	4
Suggestion	5	1	0	0	3	1	2	2
Residential	46	24	20	44	43	63	53	37
Complaints	18	9	18	28	26	38	34	20
Compliments	20	8	1	12	14	14	13	14
Suggestion	8	7	1	4	3	11	6	3



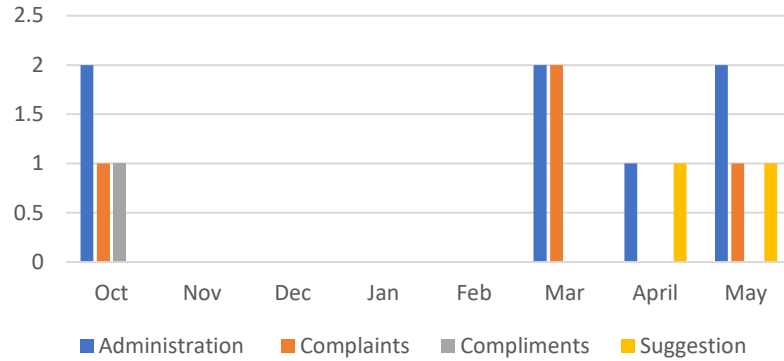
Residential



Home Support



Administration



Healthy Living

