



Alwyndor Management
Committee

NOTICE OF MEETING

Notice is hereby given that a meeting of the Alwyndor Management Committee will be held in the Boardroom, Alwyndor, 52 Dunrobin Road, Hove.

Thursday 31 March 2022 at 6.30pm

A handwritten signature in black ink, appearing to read "Roberto Bria".

Roberto Bria
CHIEF EXECUTIVE OFFICER

AGENDA

Alwyndor Management Committee Agenda

1. OPENING

The Chairperson, Mr K Cheater 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 Public and Confidential minutes of the Alwyndor Management Committee held on 24 February 2022 be taken as read and confirmed.

6. REVIEW OF ACTION ITEMS

6.1 Action Items

6.2 Annual Work Plan 2022

7. REPORTS/ITEMS OF BUSINESS

7.1 General Manager's Report (Report No: 09/22)

8. CONFIDENTIAL

8.1 General Manager's Report – Confidential (Report No: 10/22)

Pursuant to Section 87(10) 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 Alwyndor Draft Budget 2022/23 (Report No: 11/22)

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8.3 Presentation – Australian National Aged Care Classification (Presented by Ms Kathleen Hayward and Mr Matthew Bincatt, AN-ACC Advisors, Provider Assist)

Recommendation – Exclusion of the Public-Section 90(3):

- 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 10/22 in confidence.**
- 2. Pursuant to 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 the presentation by Provider Assist regarding Australian National Aged Care Classifications (AN-ACC) 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.

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.

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 28 April 2022 in the Hub, Alwyndor Aged Care, 52 Dunrobin Road, Hove or via audio-visual telecommunications.

11. CLOSURE



ROBERTO BRIA
CHIEF EXECUTIVE OFFICER

AMC ACTION ITEMS

Action No.	Meeting	Agenda Item	Action Required	Responsibility	Due Date	Current Status
1	24/03/2022	7.1.3 General Manager's report	Consideration to be given to an appropriate form of reporting recruitment needs and outcomes to AMC.	GM	May-22	
2	24/03/2022	7.1.5 General Manager's report	Out of session update on Employee Survey to be provided to AMC re participation rate and trending.	GM	Apr-22	

Alwyndor Management Committee
Annual Work Plan July 2022

	Jan	Feb	March – Budget	April	May	June	July	Aug - Nil	Sep	Oct	Nov	Dec - Nil
Strategic Plan update - Against measures, outcomes achieved, progress on actions, any issues, industry developments, or risks including mitigation actions.	✓											
Theme: Customer Experience									X			
Enabler: Digital and Tech					X				X			
Theme: Growth					X							
Enabler: Marketing & Communications					X							
Theme: Sustainability											X	
Enabler: Finance											X	
Theme: Connecting Communities	✓											
Enabler: Partners	✓											
Enabler: People and Culture	✓											
Summary Review of Strategic Plan actions for the year and draft for following year.			X									
General Manager report - relevant issues, strategic matters, environmental scanning, risks etc.	✓	✓	X	X	X	X	X		X	X	X	
Quarterly Performance Report	✓ (Q2)			X (Q3)			X (Q4)			X (Q1)		
External Presenter	✓					X						
Risk												
Review Risk Appetite Statement, policy & framework. - Approach to identify and manage risks, capacity & capability of Quality & Risk team, review CoHB internal audit plan which includes Alwyndor.						X						
Risk 1: Failure to meet requirements of Aged Care Act and Quality Standards. - To include Aged Care Quality Standards & Aged Care Act, review approach to ensure compliance, current measures of performance, work of Quality & Risk team)											X	
Risk 2: Failure to understand, respond to and deliver customer expectations - To include CX development, rollout and associated measures, feedback reports etc)									X			

	Month complete.
✓	Complete with no further action required.
X	Yet to be completed. Refer to item for date of completion and commentary.

	Jan	Feb	March – Budget	April	May	June	July	Aug - Nil	Sep	Oct	Nov	Dec - Nil
Risk 3: Major loss of building or disruption to essential services - To include BCP, Disaster Recovery, Emergency Management etc									X			
Risk 4: Inability to operate with long term financial sustainability.											X	
Risk 5: Failure to protect the safety and wellbeing of employees, contractors, volunteers and visitors Work Health and Safety -		✓										
Risk 6: Failure to protect the safety and wellbeing of residents/clients).	✓											
Risk 7: Failure of information security to prevent disruption to services, loss of data, access to sensitive information or theft of assets									X			
Risk 8: Inability to attract and retain sufficiently skilled and experienced employees and volunteers to meet expected levels of service.	✓											
Quality and Assurance Report	✓						X					
Finance, budget & planning												
Review and approval of audited Annual Financial Statements including Audit Report - Attendance by External Auditor.						X						
Update on end of financial year reporting process including key risks and assumptions for end of year accounts - Incorporating review of EOFY plan, external audit plan and attendance by an external auditor.					X							
Finance reports (quarterly) including Investment - noting opportunity for adjustments via Quarterly budget reviews & KPI report consistent with CoHB.		✓ (Q2)		X (Q3)			X (Q4)			X (Q1)		
Budget: Review of draft operational and capital budget and update of LTFP - To include as, environmental scanning and other considerations including alignment with LTFP.			X	X (APPROVAL)								
Annual Review of Investments (inc Policy & Strategy) with Ord Minnette											X	

	Month complete.
✓	Complete with no further action required.
X	Yet to be completed. Refer to item for date of completion and commentary.

	Jan	Feb	March – Budget	April	May	June	July	Aug - Nil	Sep	Oct	Nov	Dec - Nil
Performance KPI's and targets – annual review			X	X								
Review of Strategic Plan (including actions for the year)			X									
Governance												
Review of AMC Performance										X		
Confirm AMC meeting dates for following year and Annual Work Plan											X	
Review of delegations									X			
Review Policy Framework											X	
Review of AMC Terms of Reference											X	
Review Annual Prudential Compliance Statement											X	

	Month complete.
✓	Complete with no further action required.
X	Yet to be completed. Refer to item for date of completion and commentary.

Item No: 7.1

Subject: **General Manager Report**

Date: 31 March 2022

Written by: Beth Davidson-Park
General Manager

SUMMARY

This report is to update and inform the Alwyndor Management Committee (AMC) regarding items, initiatives and issues of relevance to Alwyndor business specifically and to the aged care sector more generally.

RECOMMENDATIONS

That the Alwyndor Management Committee:

- 1. Notes the update regarding COVID-19 impacts and responses.**
 - 2. Notes the update and progress regarding the Employee Survey.**
 - 3. Notes the update regrading Recruitment.**
-

REPORT

Environmental scanning

7.1.1 COVID-19 Update

AMC continue to be updated on a regular basis regarding our response to COVID-19. Responding to the myriad issues which the virus presents has again been challenging from mid March.

Staffing:

At the time of preparing this report we have eight (four Community and four Residential) COVID positive staff and 21 close contacts. This equates to around 9% of our employees. The impact varies depending on their role but many of these employees are carers and support workers. We currently have no 'positive' residents but continue to have some who are symptomatic and on 'COVID-watch' with appropriate restrictions

All staff are now required to undertake a rapid antigen test (RAT) every 48 hours (or before a shift if longer than 48 hours).

As previously briefed our rosters in all areas have been strained once again in March.

PPE: our stocks remain healthy and many items are now being supplied free by the federal government.

Business administration

7.1.2 Employee survey

As a part of the February 2022 meeting an update on participation rates and trending was requested.

At the time of writing this report our participation rate is 41% or 144 respondents after nine days, the target for this period is 40%. Our participation rate for the last survey was 68% and this forms our target for the current survey.

We will have trend information for *engagement, truly great place to work, net promoter scores* (work and services) and *wellbeing*. We have added free text commentary into the wellbeing area which is a new option. We have committed to another survey in September 2022 with March and September 2023 also booked in. These will all be in the 'pulse' format and we will target specific areas as well as continuing trending wherever possible.

We will be able to provide a summary of responses from this survey at the April AMC meeting. A detailed presentation will be available at the May meeting.

7.1.3 Recruitment

Our recruitment focus is ongoing across all areas of the business, and it continues to be a tough, competitive environment.

We are employing all mechanisms noted in February and have also launched a program using Facebook with targeted demographic search terms for support workers which has been successful with good response rates, we will use the same approach for therapy assistants in the coming weeks.

We will provide a more detailed recruitment update in April ie vacancy demand and recruitment.

ITEM NUMBER: 8.1

CONFIDENTIAL

General Manager Report

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- 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.**

Recommendation – Exclusion of the Public – Section 90(3) 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 10/22 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: 10/22, General Manager's Report - Confidential 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.**

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.**