



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

Wednesday, 24 April 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 21 March 2019 be taken as read and confirmed.

5.2 Confidential Minutes

Motion

That the confidential minutes of the Alwyndor Management Committee held on 21 March 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 Bequests Presentation – Councillor Snewin (Verbal)

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

8. CONFIDENTIAL**8.1 Monthly Financial Report – Month Year (Report No: 14/19)**

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 – April 2019 (Report No: 15/19)

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 16 May 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 21 March 2019 at 6.30 pm.

PRESENT

Elected Members

Councillor P Chabrel
Councillor S Lonie

Independent Members

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

Staff

Acting General Manager Alwyndor – Mr B Capes
Personal Assistant – Ms R Gordon
Financial Accountant – Ms A Klenk – 7.21pm
Acting Chief Executive Officer City of Holdfast Bay – Mr R Bria

1. OPENING

The Deputy Chairperson declared the meeting open at 6.34 pm.

2. KAURNA ACKNOWLEDGEMENT

With the opening of the meeting the Deputy 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 - Ms T Aukett, Ms J Bonnici

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 21 February 2019 be taken as read and confirmed.

Moved by Ms Cudsi, Seconded by Cr Chabrel

Carried

5.2 Confidential Minutes of the Previous Meeting

Motion

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

Moved by Mr Whitford, Seconded by Cr Chabrel

Carried

With leave of the meeting the Deputy Chair agreed to adjust the order of matters before the committee.

Mr Capes & Ms Gordon left the meeting at 6.37pm

7. REPORTS/ITEMS OF BUSINESS7.1 **Recruitment of Alwyndor General Manager** (verbal)

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

Mr Capes & Ms Gordon re-joined the meeting at 6.48pm

7.2 **Staffing Update** (verbal)

The Acting General Manager provided a verbal update on staffing at Alwyndor. The Committee discussed staffing options and models.

6. REVIEW OF ACTION ITEMS6.1 **Action Items**

Action items were reviewed by the Committee.

6.2 **Confidential Action Items**

Confidential action items were reviewed by the Committee

Ms Gordon left the meeting at 7.20pm
Ms Gordon re-joined the meeting at 7.20pm

Ms Klenk joined the meeting at 7.21pm

8. CONFIDENTIAL

8.1 Monthly Financial Report – February 2019 (Report No: 10/19)

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: 10/19 Monthly Financial Report – February 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: 10/19 Monthly Financial Report – February 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 Ms Cudsi

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

- 4. That having considered Agenda Item 8.1 Monthly Financial Report – February 2019 (Report No: 10/19) 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 Ms Cudsi, Seconded Mr Banford

Carried

8.2 **Draft 2019/20 Budget (Report No: 11/19)**

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: 10/19 Monthly Financial Report – February 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: 10/19 Monthly Financial Report – February 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 final budget will be reported as part of Council's published budget.

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 Ms Cudsi

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

2. That having considered Agenda Item 8.2 Draft 2019/20 Budget (Report No: 11/19) 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 12 months and that this order be reviewed every 12 months.

Moved Cr Chabrel, Seconded Mr Whitford

Carried

Ms Klenk left the meeting at 7.36pm

8.3 Short-term Strategy - Action Plan and Progress – March 2019 (Report No: 12/19)

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: 12/19 Short-term Strategy – Action Plan and Progress – 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: 12/19 Short-term Strategy – Action Plan and Progress – 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 Mr Whitford, Seconded Cr Lonie

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

2. **That having considered Agenda Item 8.3 Short-term Strategy – Action Plan and Progress – March 2019 (Report No: 12/19) 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 Cr Chabrel

Carried

Mr Whitford left the meeting 8.00pm

Mr Whitford re-joined the meeting 8.02pm

7.3 **Acting General Manager's Report (Report No: 09/19)**

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 Committee confirmed that the Financial Accountant is not required for the strategic discussion item at the April meeting.

The Acting General Manager advised that there have been no reportable WHS incidents this financial year. It was acknowledged that the workplace inspection process has improved – where previously hazards were identified and resolved, they are now being reported correctly. The Committee indicated they would like to see future WHS Hazard & Incidents reports indicate risk ratings/commentary.

It was acknowledged that consumer engagement will be everything under the new standards.

The Acting General Manager indicated that staff are working to improve the data for feedback analysis, which will allow more sophisticated reporting to the AMC. The Acting General Manager provided an update on what actions are being taken in Home Support Services as the Committee flagged that the feedback analysis report did not specify.

The Acting General Manager advised that the Customer Experience Survey format is the same as that conducted by the Accreditation Agency. The Committee queried whether the recommendations in the report will be taken on board and if so, what timeframe are staff working to. The Acting General Manager advised that the Governance and Operations Committee will review the recommendations and consider next steps.

The Acting General Manager advised that there was nothing new to report on legal and industrial matters.

The Acting General Manager informed the Committee that an advertisement will be published in the Messenger (27 March) about an upcoming general Information Session on Alwyndor being held on 3 April.

The Acting General Manager confirmed that there had been no mandatory reports since the previous meeting. However, there was one incident late Wednesday which was reported today and the Acting General Manager provided an update to the Committee.

On 12 March Alwyndor held it's second annual Dorothy Cheater Staff Awards. 17 nominations were assessed against Alwyndor's values, resulting in two winners. The refreshed logo was launched to staff at the awards and it was a very successful event.

The Acting General Manager provided an update on the advice being sought relating to Alwyndor's governance structure, noting that we expect advice by the end of the month.

Ms Gordon left the meeting at 8.25pm
Ms Gordon re-joined the meeting at 8.25pm

Cr Lonie left the meeting at 8.39pm
Cr Lonie re-joined the meeting at 8.41pm

The Acting General Manager advised that our recent ACAR Submission was unsuccessful.

Motion

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. ACAR Submission Update**

Moved Mr Bamford, Seconded Ms Cudsi

Carried

9. MEMBER'S ACTIVITY REPORT

9.1 Aged Care Quality and Safety Commission, Preparing for the New Standards Seminar – Councillor Chabrel (Report No: 13/19)

On 27 February 2019 Cr Chabrel represented the AMC at a seminar conducted by ACQSC on preparing for the new standards. He joined members of Alwyndor's Senior Leadership Team (SLT) and over 100 representatives from other aged care organisations in an informative and interactive day.

Cr Chabrel summarised his report and spoke of the items he felt stood out at the seminar. Cr Chabrel advised that the starting point appears to be a focus on changing behaviours from task focussed to customer engagement.

Ms Cudsi left the meeting at 8.50pm

Ms Cudsi re-joined the meeting at 8.52pm

Cr Chabrel acknowledged that Alwyndor is rolling out an education program on the Standards.

Cr Chabrel advised that the seminar focussed on two areas: Standard 3 Personal and Clinical Care, and Standard 8 Governance.

Cr Lonie left the meeting at 8.53pm

Cr Lonie re-joined the meeting at 8.55pm

Motion

That the Aged Care Quality and Safety Commission, Preparing for the new Standards Report be received and noted.

Moved Mr Bamford, Seconded Mr Whitford

Carried

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

Nil

11. DATE AND TIME OF NEXT MEETING

The next meeting of the Alwyndor Management Committee will be held on Thursday 18 April 2019 in the Meeting Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

12. CLOSURE

The meeting closed at 8.57pm.

CONFIRMED 18 April 2019

DEPUTY 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	In progress
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	Complete. Emailed to AMC 14/03/19
21-Feb-19	Agenda	That the agenda be updated to include: public & confidential minutes; public & confidential action items. That the GM's report be the first business item on the agenda.	R Gordon	21-Mar-19	Complete. Ongoing
21-Feb-19	8.1 Draft 2019/20 Budget Process	Reminder: budget workshop on 13 March.	All	13-Mar-19	Complete
21-Feb-19	8.3 General Managers Report	Minor alterations to the revised meeting dates and task schedule: reinstate financial reporting in May; Workforce Plan re-named People Plan; Strategic planning workshop be scheduled for April and June; 3 department managers attend strategic discussions at AMC 2x year; Other managers attend strategic discussions at AMC 1x year	R Gordon; B Capes	21-Mar-19	Complete. Ongoing

AMC ACTION ITEMS

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	In progress
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
21-Mar-19	7.3 Acting General Manager's Report	That future WHS Hazard and Incidents reports include risk rating/commentary.	B Cape; K Nardecchia	18-Apr-19	Complete. Ongoing
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	
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	In progress
21-Mar-19	7.3 Acting General Manager's Report	That the Acting GM revise the question on the legal advice that is being sought on governance to how can we be compliant	B Capes	22-Mar-19	Complete
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	In progress. Presenting to Elected Members at workshop on 30 April.

Item No: 7.2
Subject: **ACTING GENERAL MANAGER'S REPORT**
Date: 23 April 2018
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. 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
-

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

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 March 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. **Update on Legal Advice regarding Governance**

The Acting General Manager will provide a verbal update on legal advice to ensure Alwyndor's governance structure is compliant with the Aged Care Act, with reference to the Local Government Act.

8. **Draft 2019-20 Budget – Process Update**

At a workshop held on 2 April, Council considered Alwyndor's draft 2019-20 budget. Further to this, the Audit Committee reviewed and accepted Alwyndor's draft budget on 8 April. On 9 April, Council approved the draft 2019-20 Annual Business Plan incorporating Alwyndor's draft budget and this will now proceed to community consultation.

9. Enterprise Bargaining Agreement Negotiations

Enterprise Bargaining negotiations will commence on 24 April. Staff representative bodies, United Voice and the Australian Nursing and Midwifery Federation, have been notified and expression of interest for staff representatives close on 23 April.

10. Consumer Engagement Survey Recommendations Update

A summary of the Consumer Engagement Survey results has been shared with residents, their next of kin and staff. The Care Services Committee is in the process of reviewing recommendations to determine which recommendations will be accepted and actioned.

11. Marketing Update

Marketing and communications has been a busy area over the last quarter.

Highlights include:

- Presenting the new corporate identity kit, refreshed logo and 'Always Alwyndor' campaign to:
 - Alwyndor Management Committee
 - Alwyndor Executive, Leadership and Staff
 - Council CEO (former), GM Community Services and Marketing/Creative Services
 - Elected Members (scheduled for 30 April Council Workshop)
 - Alwyndor Residents, Home Support and Healthy Living Clients, and family members (via newsletters).
- Commencing with rollout of the Always Alwyndor campaign via:
 - an ad in the City of Holdfast Bay *Winter at Our Place* events guide, distributed to 36,000 residents with additional distribution to cafes, libraries & Brighton Civic Centre
 - half page ads in *The Senior* newspaper in April, May and June
 - ads (1/8 page) in the *Coast City Weekly* and *Hills & Valley* Messengers, promoting info sessions & tours
 - ten x corflute posters on council's bin infrastructure (along the Esplanade from Seacliff to Glenelg North; on Jetty Rds Brighton and Glenelg; adjacent to Glenelg and Brighton Jetties; in Moseley Square and on Colley Terrace).
- Initiating and promoting monthly information sessions, with optional tours of Alwyndor.
- Rolling out the refreshed logo, including:
 - developing new corporate templates for ads, bin corflutes, letterhead, business cards, email footers, reports, memos etc
 - developing new templates and systems for communicating with key stakeholder groups, including a whollistic monthly calendar of events and newsletters
 - reskinning the Alwyndor website and updating our online recruitment sites and ads

- planning for updating uniforms, including evaluating our existing policy for consultation with staff, resident and client consultation. (This will also be reflected in our EBA deliberations.)
- Producing and distributing stakeholder information to communicate about staff movements and corporate identity, and promote upcoming information sessions on the new standards etc, including:
 - GM's update email
 - Residents' newsletters
 - Home Support and Healthy Living newsletters
 - Extraordinary residential newsletter (residents & next of kin) re staff changes etc
- Scoping, seeking proposals and commencing a market research project to:
 - measure Alwyndor's brand health (levels of awareness and perceptions)
 - inform Alwyndor on target audience communications preferences (channels of information and communications used and preferred plus preferences for terminology)
 - inform Alwyndor of target audience aged care service needs and behaviours (knowledge of aged care systems and services; entry points to aged care services; potential barriers to update of services etc).

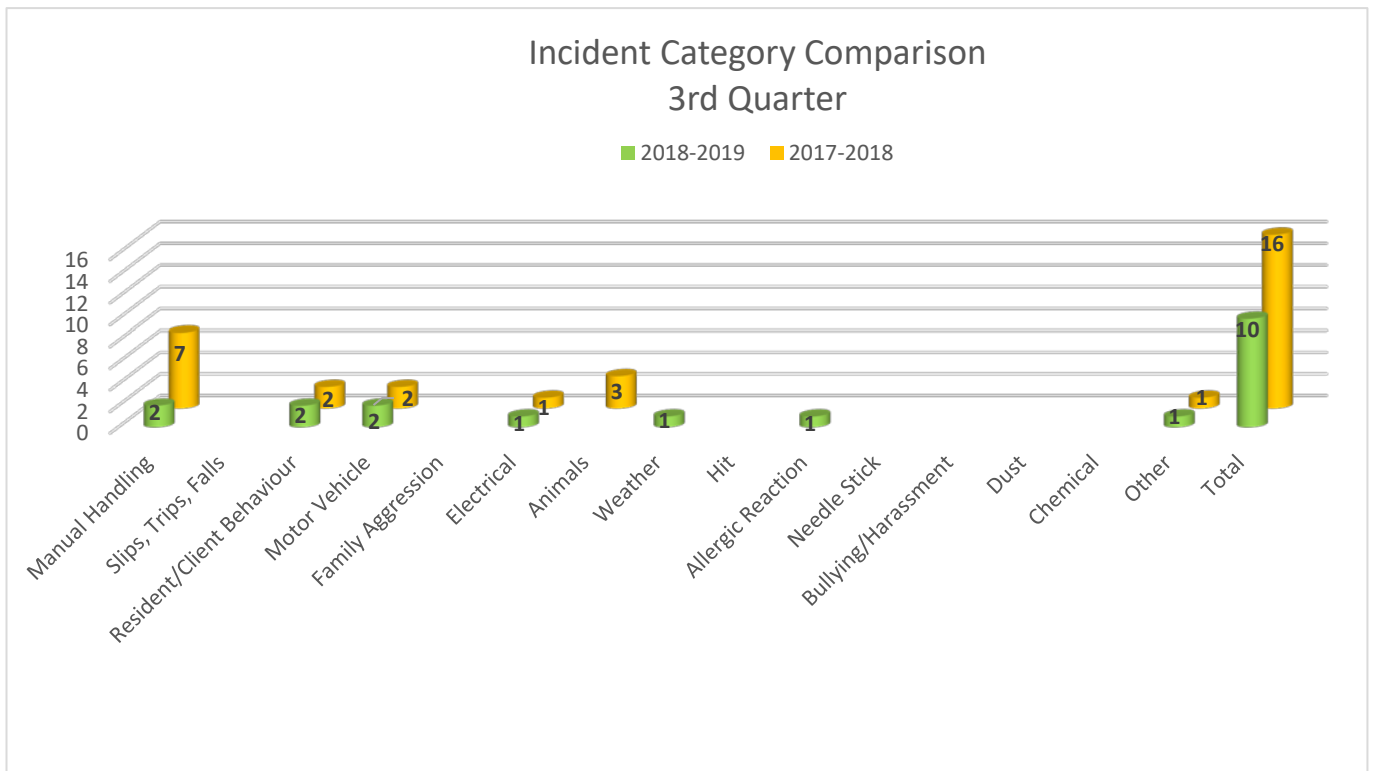
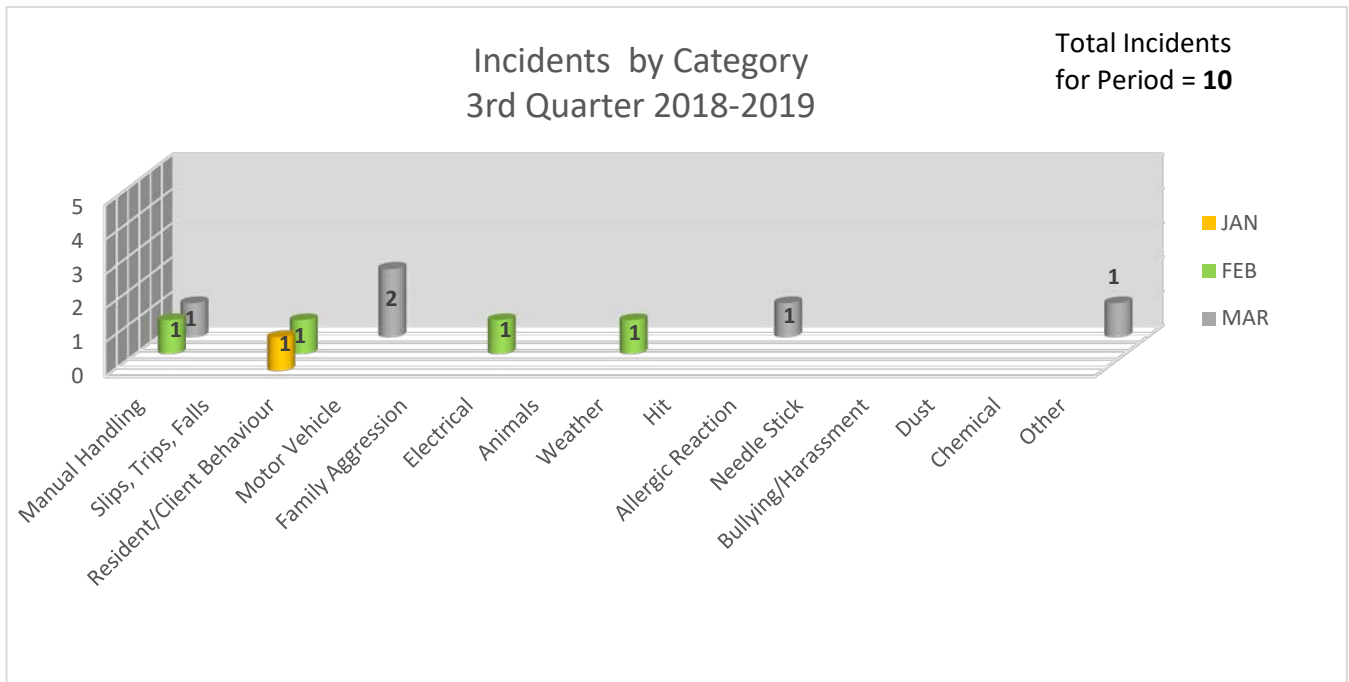
Note, the scope of this market research project includes pre- and post-campaign testing (ie, in April 2019 and April 2020). The pre-campaign wave will inform our 2019-20 marketing strategies, and the post-campaign testing will enable us to measure our effectiveness (particularly any improvements in awareness). Our Communications and Engagement Advisor will provide a more detailed update at the next AMC meeting.



ATTACHMENT 1

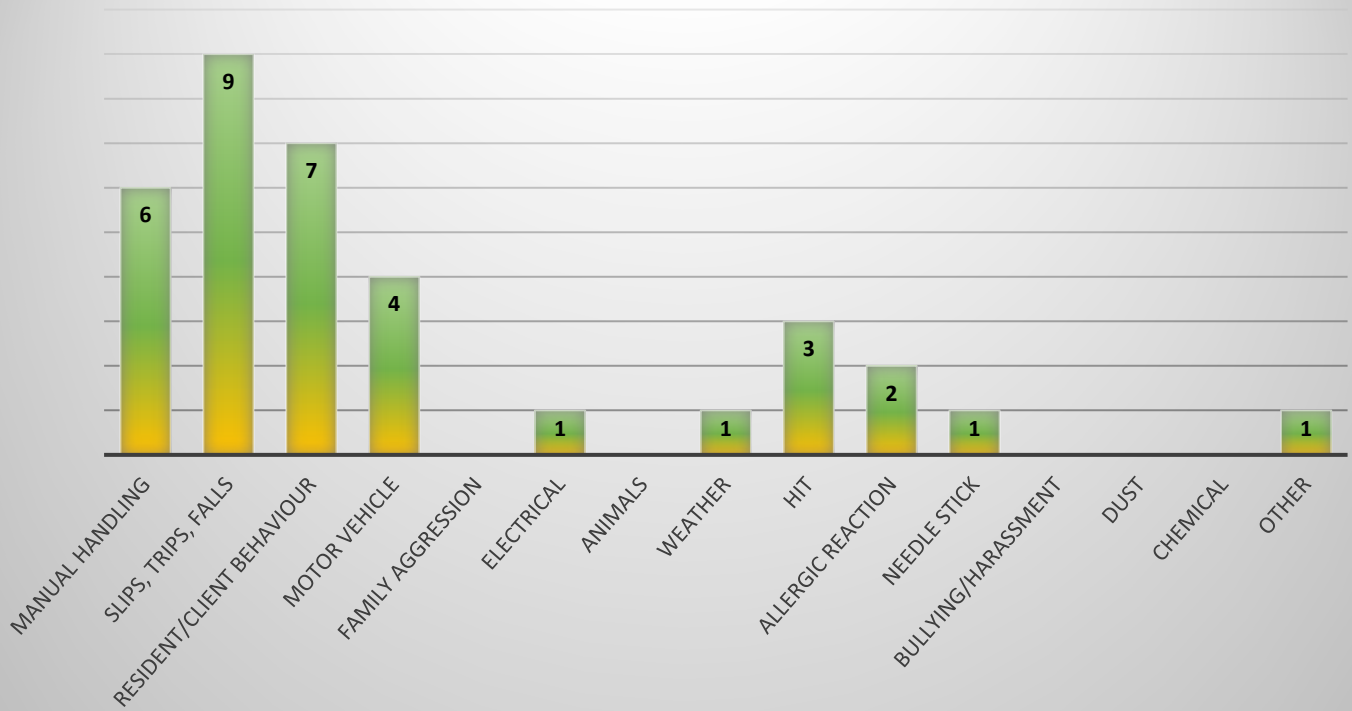


ATTACHMENT 2



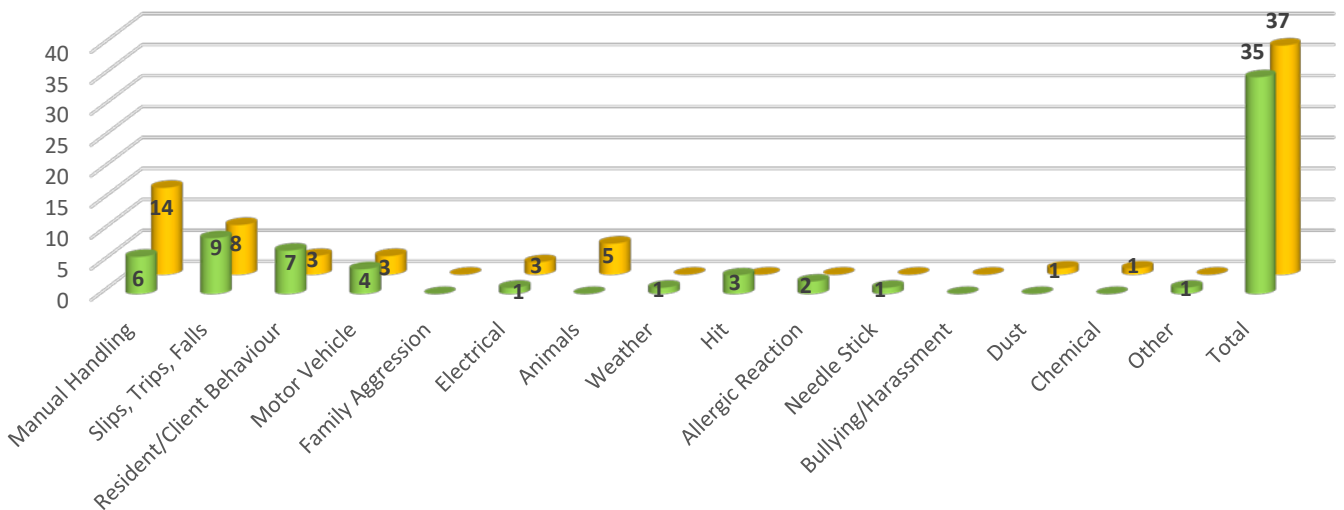
Incident Category YTD 2018-2019

Total Incidents
for Period = 35



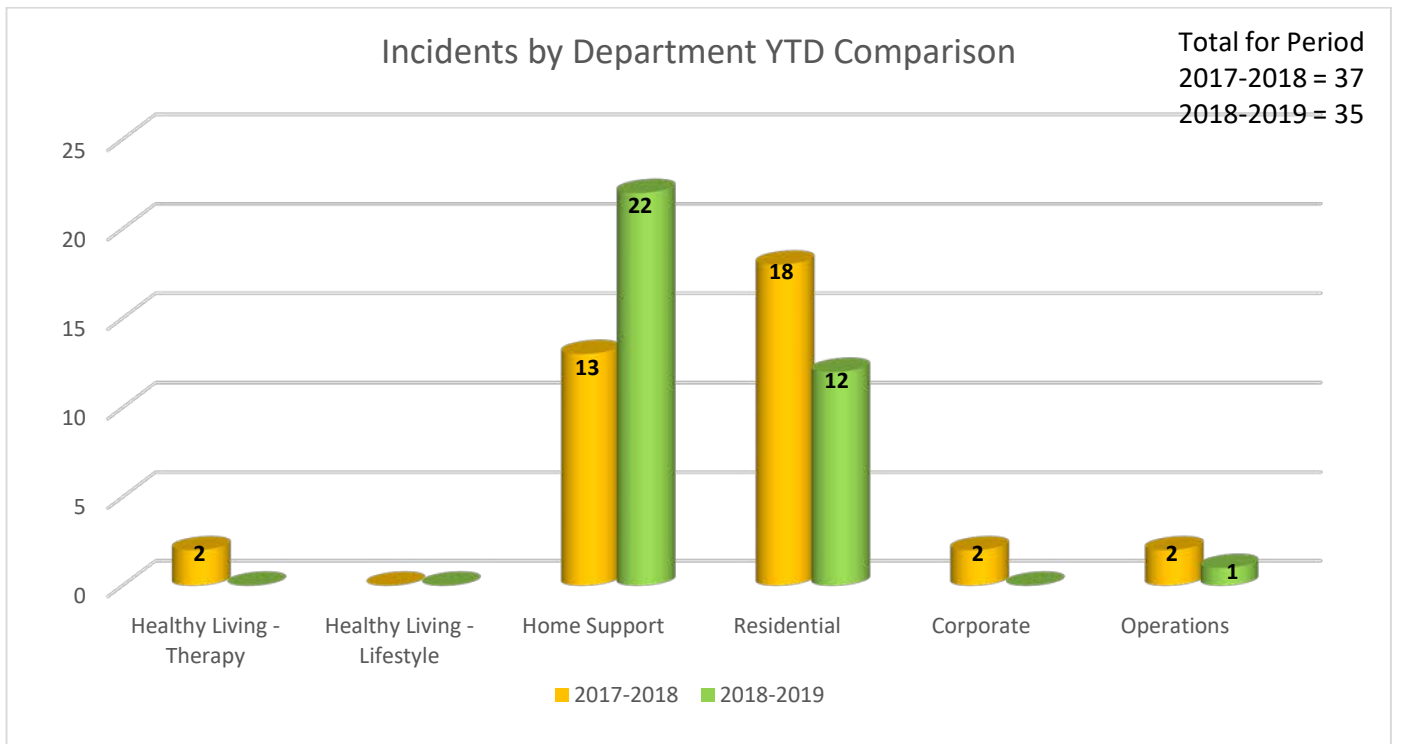
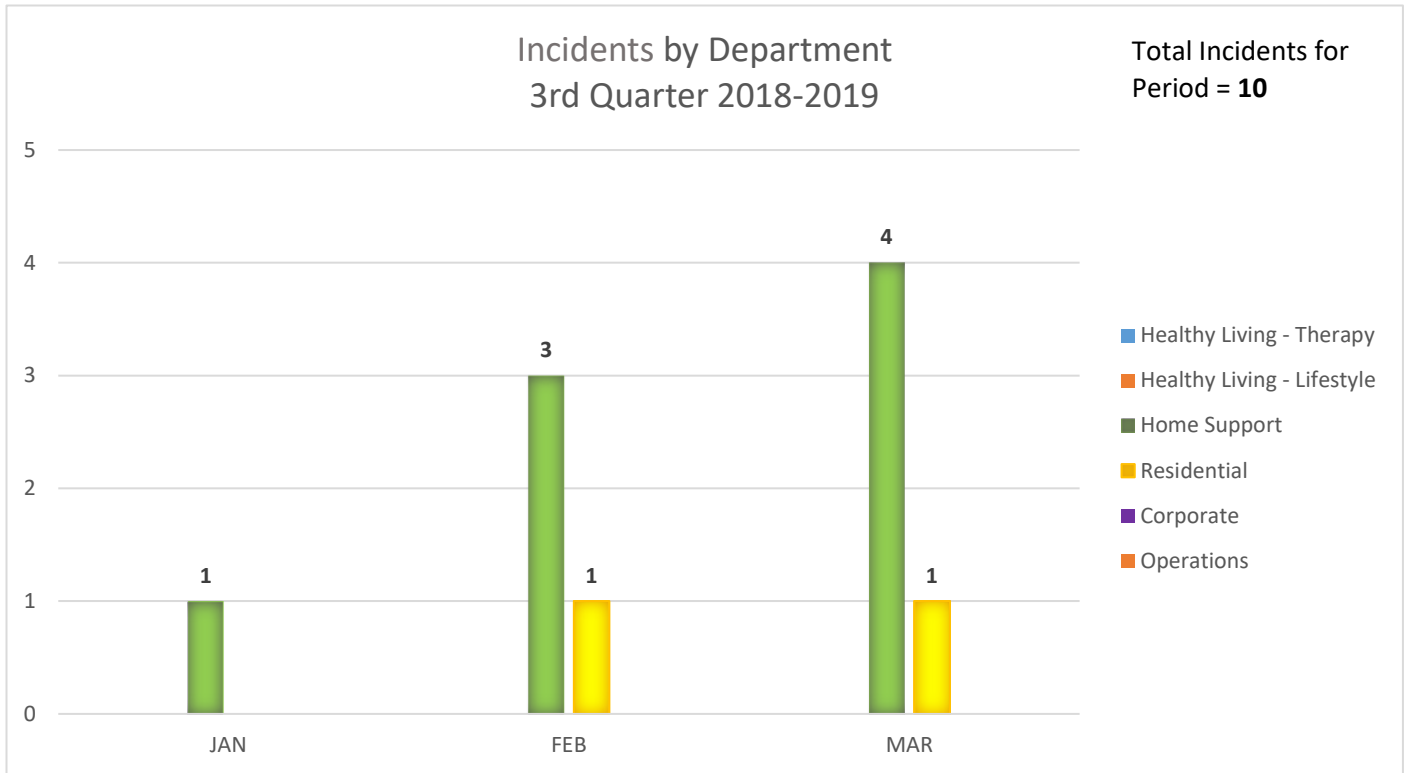
Incident Category YTD Comparison

■ 2018-2019 ■ 2017-2018



Notes:

Manual Handling incidents have decreased since the introduction of a more robust training program. Manual handling online training is undertaken yearly and practical training biannually which includes competency assessment. Staff involved in manual handling incidents revisit training as necessary.

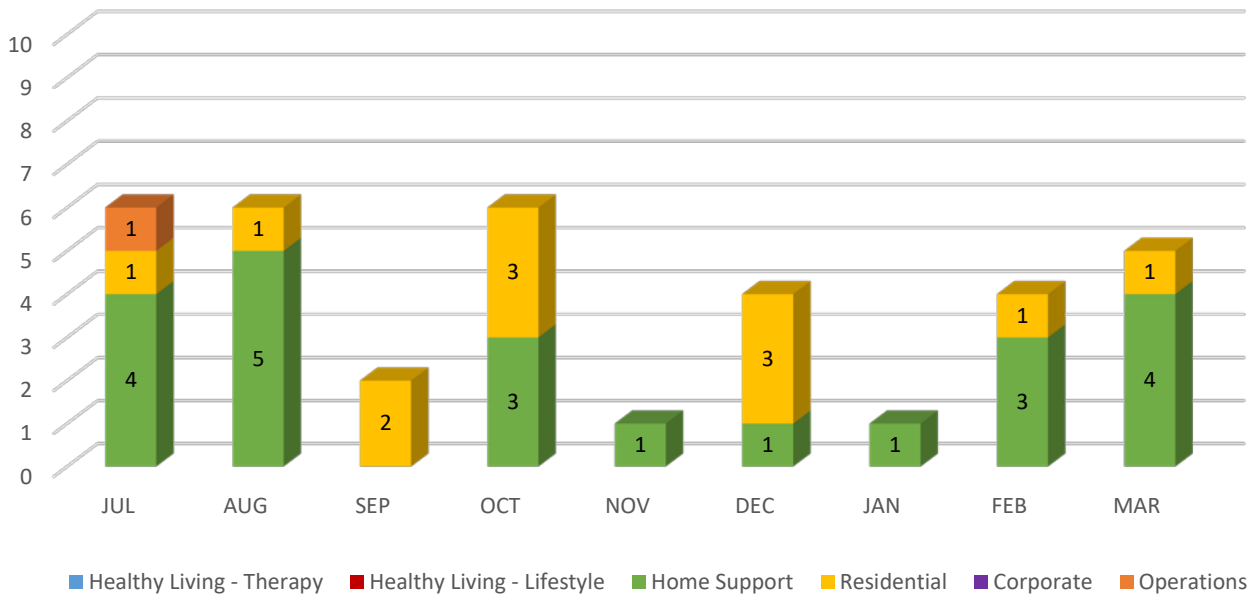


Notes:

YTD Comparison indicates a decrease in incidents within departments with the exception of Home Support with a 27% increase in incidents for the period July 2018 to March 2019. Residential have experienced a 14% decrease in incidents for the same period.

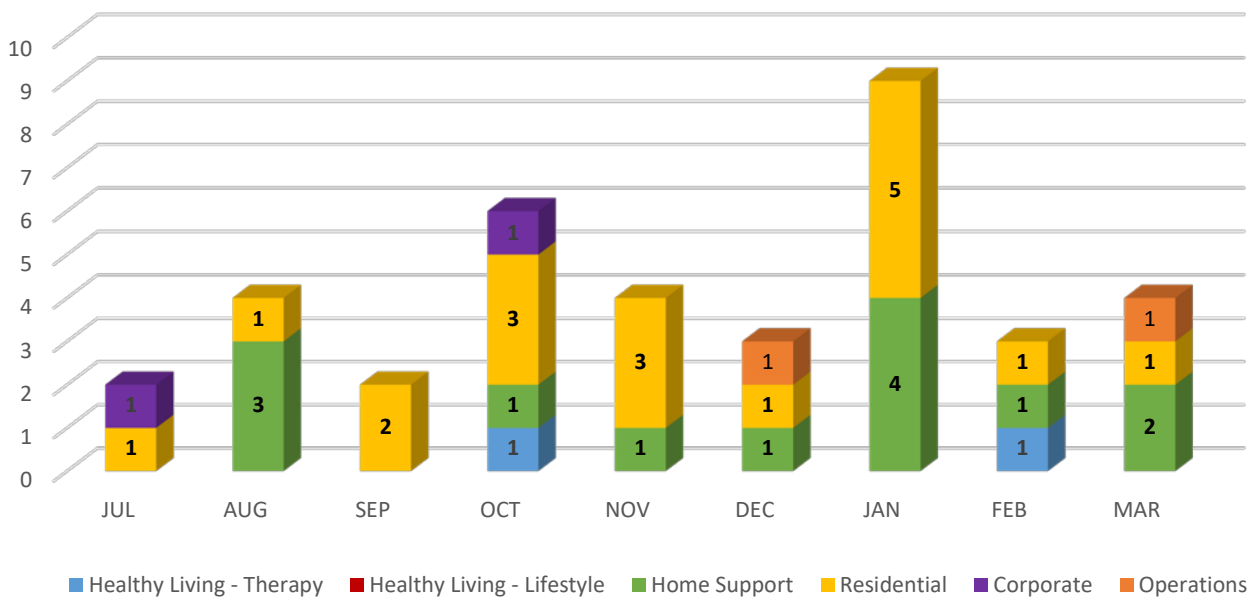
Incidents by Department Monthly YTD 2018-2019

Total Incidents
for Period = **35**

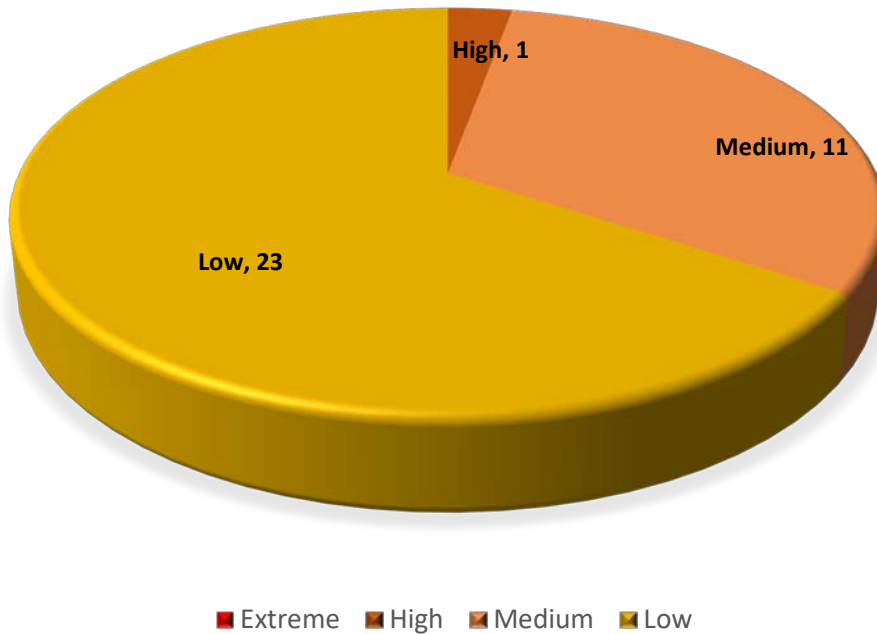


Incidents by Department Monthly YTD 2017-2018

Total Incidents
for Period = **37**

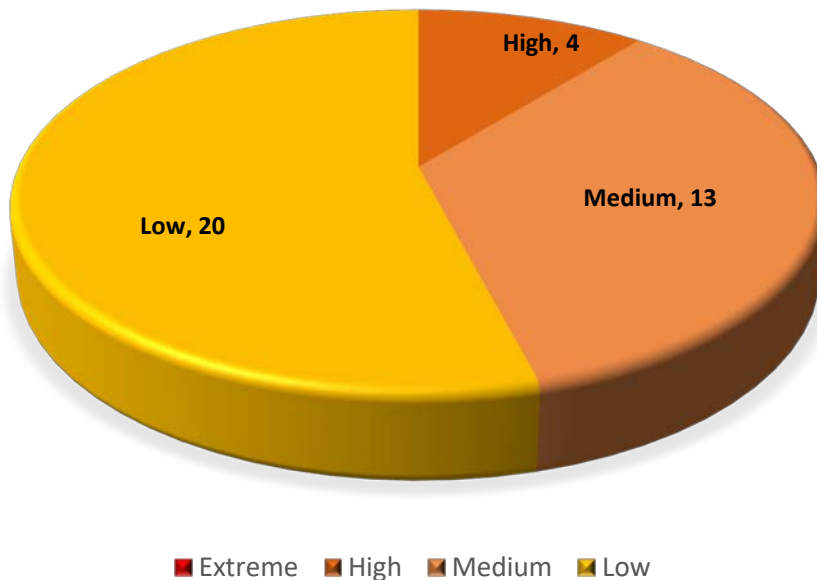


YTD Risk Rating 2018-2019



High = Allergic Reaction causing a lung infection

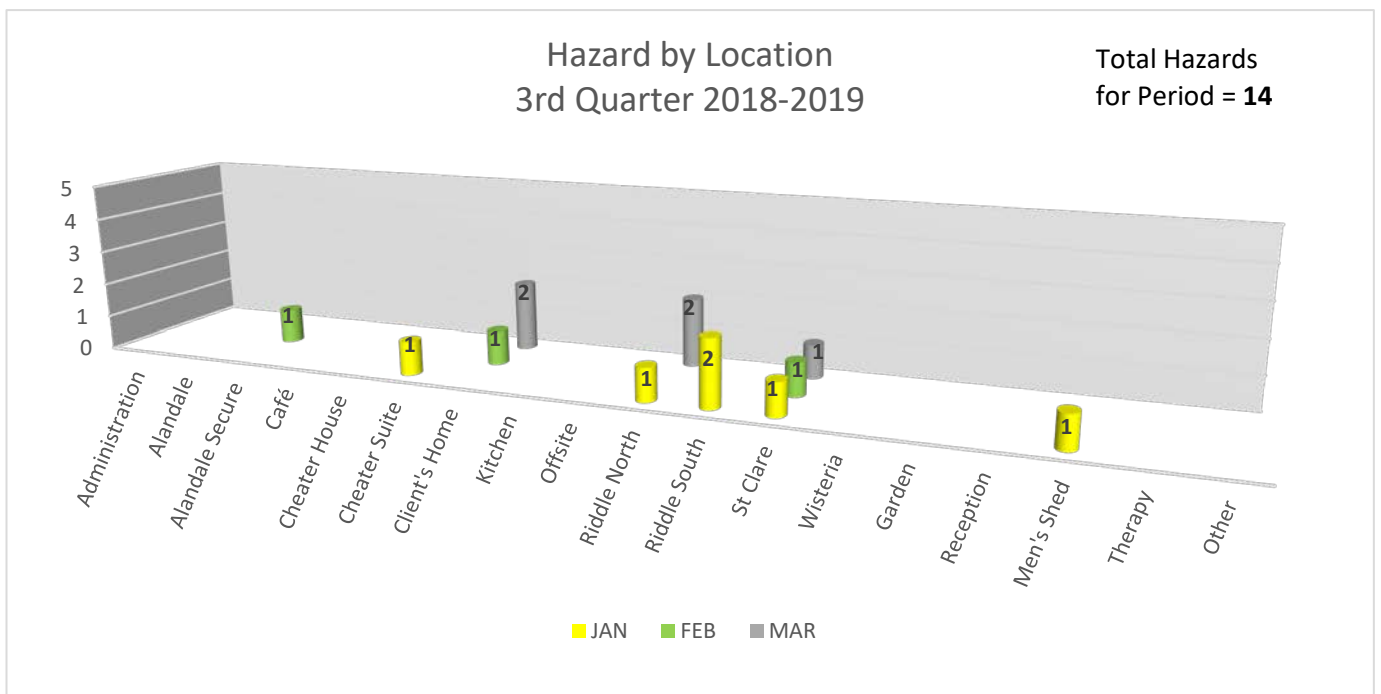
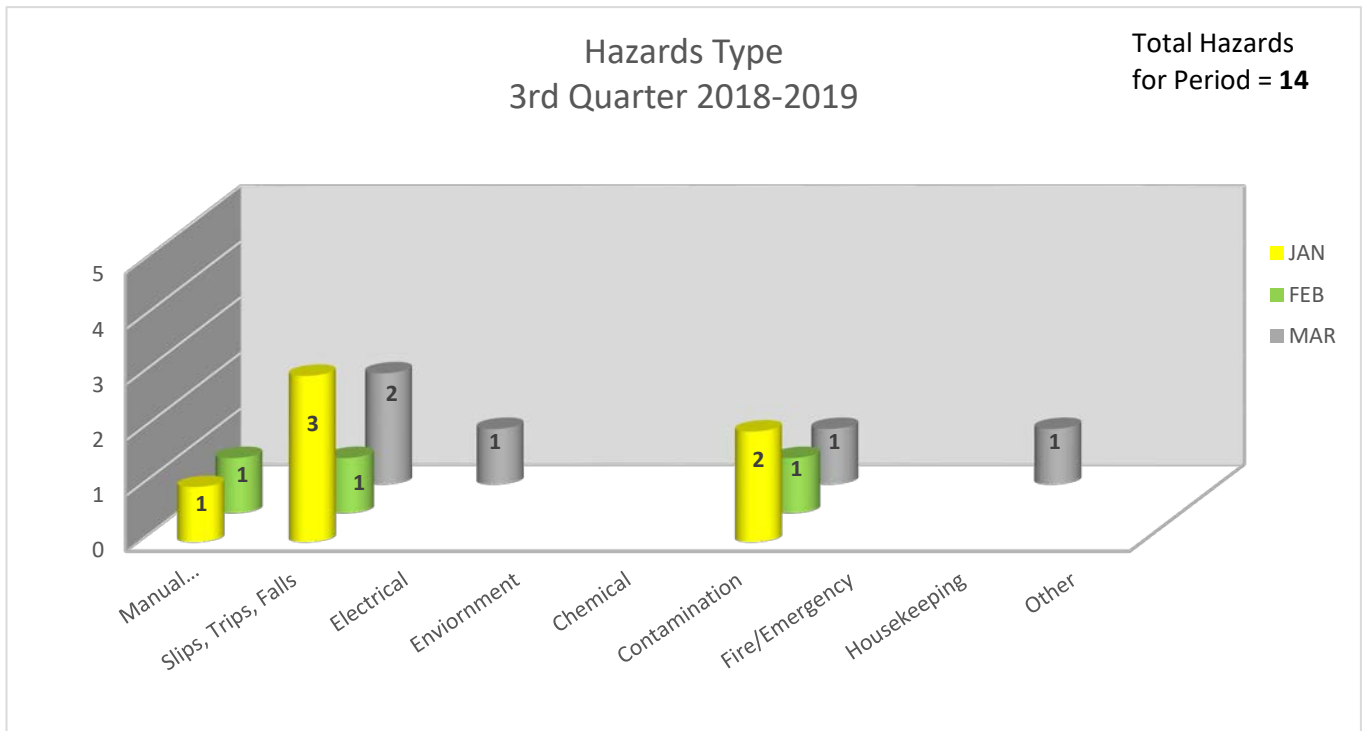
YTD Risk Rating 2017-2018 Extreme



High =
 1 x Client behaviour physical threat
 1 x Vehicle accident
 1 x Electrical
 1 x Slip incident

Notes:

There has been a decrease in both high and medium risk incidents for the YTD period July 2018 to March 2019 with a slight increase in low risk incidents.

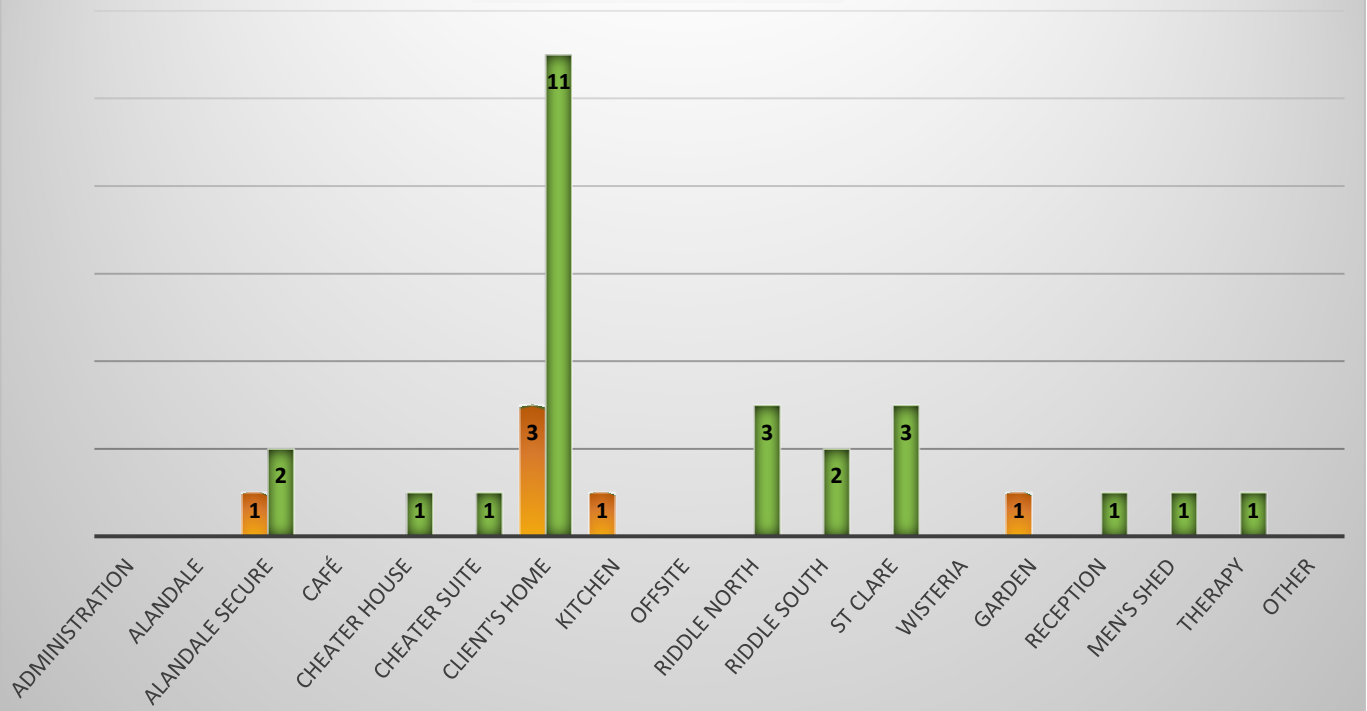


Hazard by Location YTD Comparison

2017-2018 = 6

2018-2019 = 26

2017-2018 2018-2019

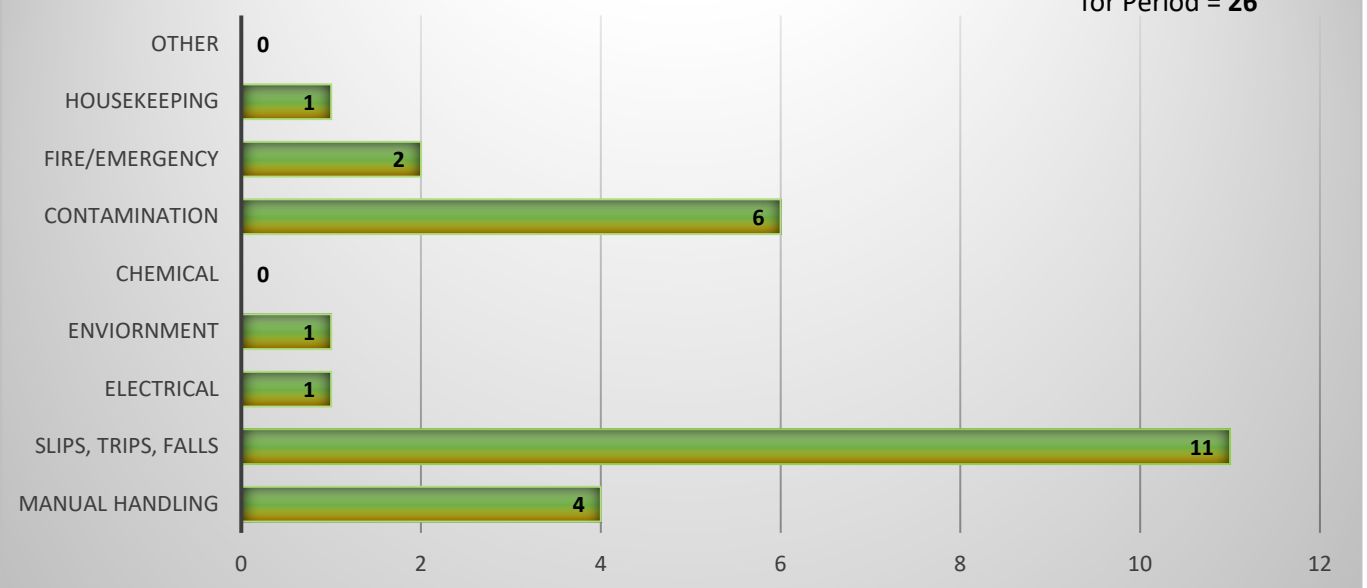


Notes:

The increase of hazards in the Client's Home in 2018-2019 is attributed to an increase in hazard reporting by Support Workers who undertook specific home related hazard and reporting training in October 2018.

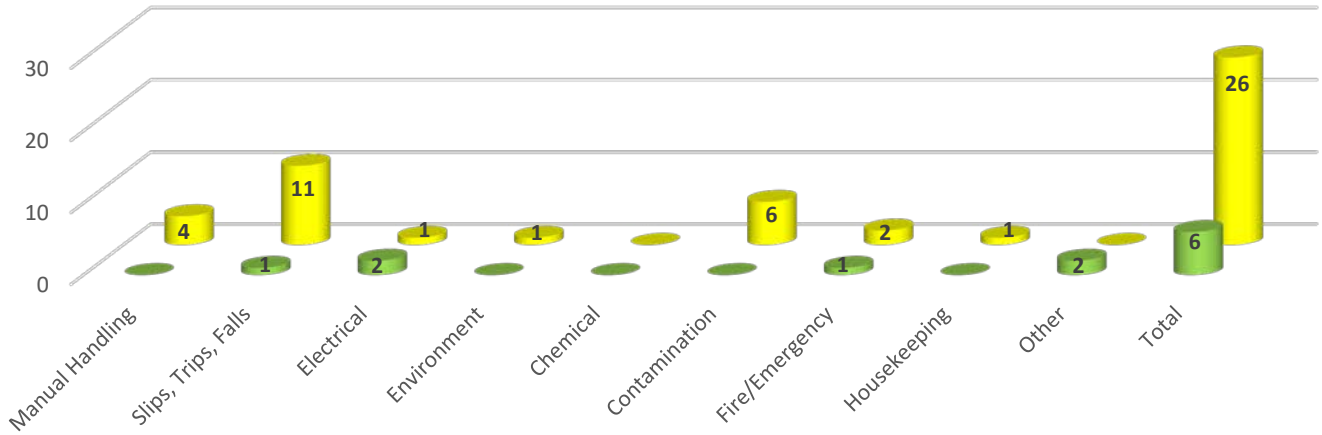
Hazard Type YTD 2018-2019

Total Hazards for Period = 26



Hazard Type YTD Comparison

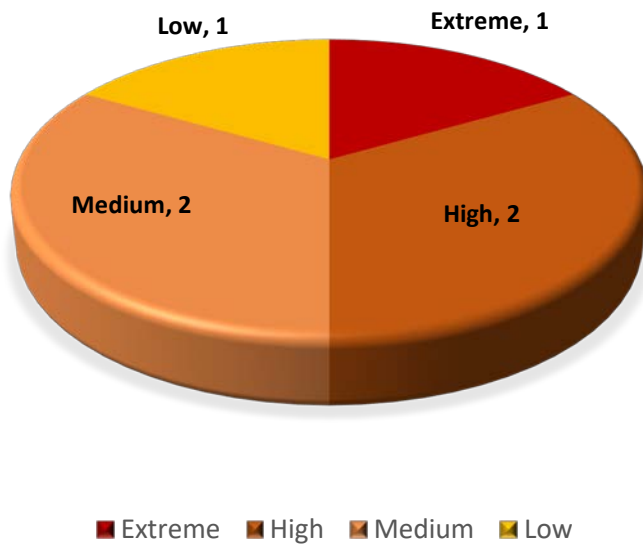
■ 2017-2018 ■ 2018-2019



Notes:

There has been a 76% increase in hazards reported during the period July 2018 to March 2019. This is due to an increase in reporting by Home Support, Support Workers due to specific Hazards in the Clients' Homes training; and commencement of raising hazards identified during Workplace Inspections.

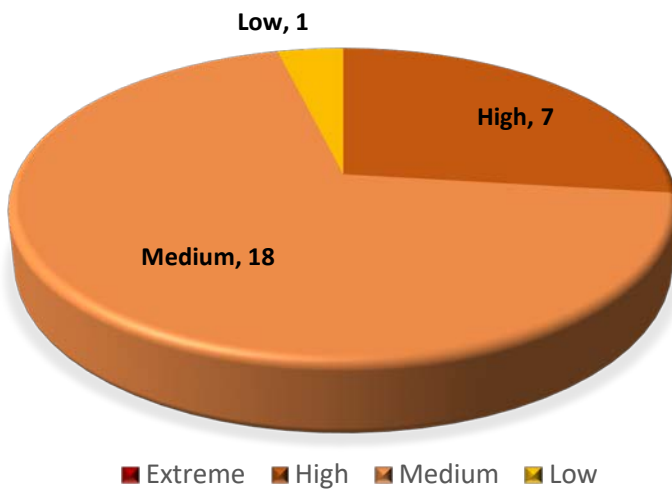
Hazard Risk Rating 2017-2018



Extreme = 1 x Issue with electrical socket in client's home.

High = 1 x Electrical plug; 1 x Fence required to prevent access by residents into maintenance area

Hazard Risk Rating 2018-2019



High =

1 x Manual Handling in client's home
 1 x Fire/Emergency in client's home
 2 x Contamination – out of date milk in fridge; and tea plates left on trolley
 1 x Housekeeping in large storeroom in Cheater Suites
 1 x Slip/Trip/Fall in client's home
 1 x Electrical – broken socket in resident's room

Notes:

There has been an increase in High and Medium risks due to the increase in reporting of hazards.



ATTACHMENT 3

Type of Audit: Feedback Analysis - March 2019 Date Audit Completed: 16 April 2019

Department: Organisation Report completed by: S. Pedler, Acting Best Practice & Innovation Coordinator

Date Range Page Slicer

1/03/2019 31/03/2019

Feedback Volume by Department

Administration Healthy Living Home Support Services Organisation Residential Services

View by Source

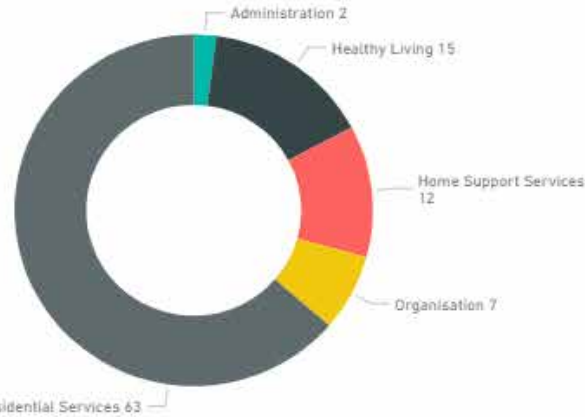
Source Type

- Client
- Family member
- Other
- Resident
- Staff

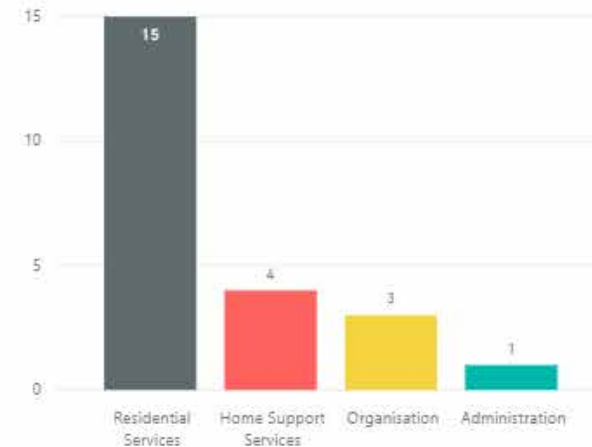
Total Feedback for Period

99

Count of InstanceID

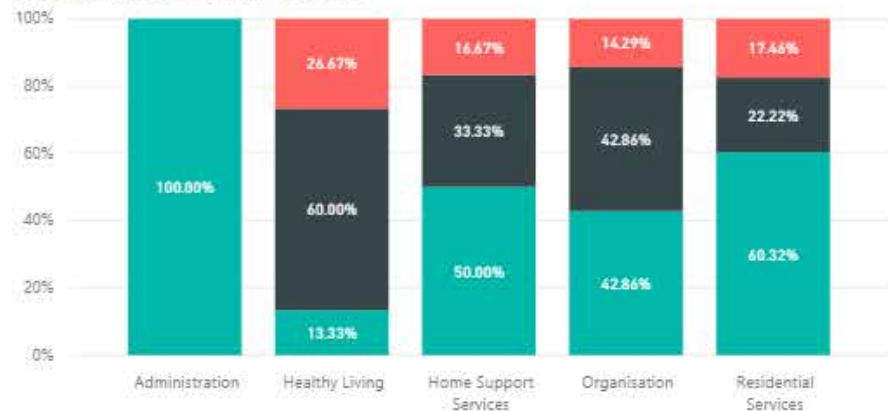


Open Feedback by Department

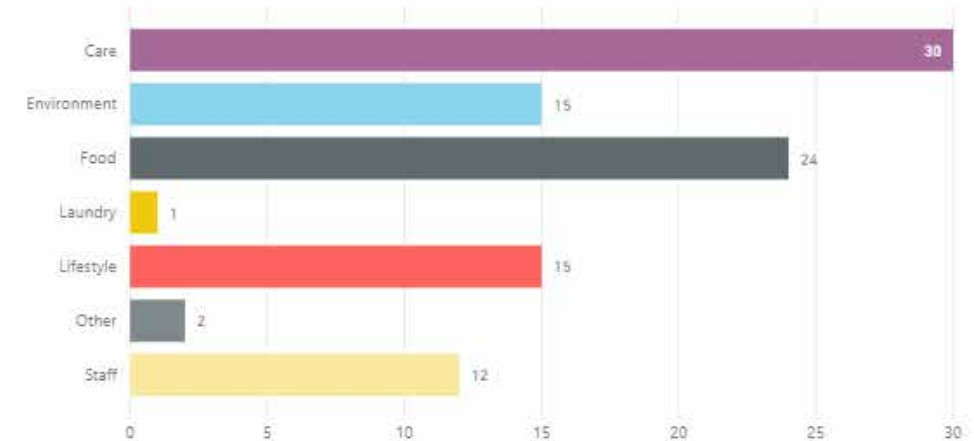


Feedback Type Ratio

Type Complaint Compliment Suggestion



Feedback Category



There was a total of 99 feedback reports for March 2019. Of these 51 were complaints, 30 were compliments and 18 were suggestions.

Feedback was received from the following sources:

Client 8
Family member 13
Resident 29
Staff 47
Other 2

Whilst client, family member and resident input has remained fairly stable there has been a notable increase in staff feedback from 21 in Jan and 17 in Feb 2019, to 47 for March. The majority of this feedback consisted of positive comment about other staff or suggestions for improvements in equipment. This result indicates that staff are confident in using the feedback system and should be viewed as a positive outcome. There were 11 staff who completed feedback forms around food service and quality issues on behalf of residents, 7 complaints about the performance of other staff members and 7 concerns expressed about communication, information systems and confidentiality issues. The acting Residential Services Manager is meeting with some key staff to discuss the current staffing mix and the current process for communicating between shifts to improve the information process.

Complaints were received for the following departments:

Administration 2
Healthy Living 2
Home Support Services 6
Residential Services 38

The only trend noted has been the increase in complaints for residential services from an average of 15 per month for October to December 2018 to an average of 30 per month for January to March 2019.

Of the 51 complaints for March 2019, 19 related to care issues, 15 to food service and quality and 10 to staff issues. There were 4 environmental concerns and 1 lifestyle issue.

Of the complaints that were categorised as "care" issues there were 7 that related to issues around communication of resident care needs between staff and residents or relatives and between staff on different shifts. As noted above the Acting Residential Services Manager is aware of these issues and is currently consulting with staff to gain more comprehensive information.

Food related complaints consisted of 8 relating to quality of the food, taste, temperature and amount, and 5 which were about food service issues.

Of the complaints categorised as "staff" only 1 was a client complaint about a staff member. The remainder were staff reporting issues around staff processes or the performance of others.

There were four mandatory reports to the Department and SA Police for the month of March 2019. These related to allegations of unreasonable use of force by staff. All allegations were investigated and appropriate actions taken, where required, through the disciplinary process.

Actions	<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 communication and information issues raised by staff have been addressed with memo's and further actions will be implemented following staff meetings and discussions. 																																																																																																																																																			
Evaluation	<p>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.</p> <p>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.</p> <p>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.</p> <table border="1" data-bbox="815 730 1464 1422"> <thead> <tr> <th>Service</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> </tr> </thead> <tbody> <tr> <td>Administration</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td><i>Complaints</i></td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td><i>Compliments</i></td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td><i>Suggestion</i></td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Healthy Living</td> <td>14</td> <td>12</td> <td>14</td> <td>16</td> <td>19</td> <td>15</td> </tr> <tr> <td><i>Complaints</i></td> <td>1</td> <td>3</td> <td>2</td> <td>4</td> <td>1</td> <td>2</td> </tr> <tr> <td><i>Compliments</i></td> <td>11</td> <td>6</td> <td>11</td> <td>7</td> <td>14</td> <td>9</td> </tr> <tr> <td><i>Suggestion</i></td> <td>2</td> <td>3</td> <td>1</td> <td>5</td> <td>4</td> <td>4</td> </tr> <tr> <td>Home Support</td> <td>5</td> <td>13</td> <td>4</td> <td>4</td> <td>11</td> <td>12</td> </tr> <tr> <td><i>Complaints</i></td> <td>1</td> <td>4</td> <td>1</td> <td>2</td> <td>3</td> <td>6</td> </tr> <tr> <td><i>Compliments</i></td> <td>4</td> <td>7</td> <td>3</td> <td>2</td> <td>7</td> <td>4</td> </tr> <tr> <td><i>Suggestion</i></td> <td>0</td> <td>2</td> <td>0</td> <td>0</td> <td>1</td> <td>2</td> </tr> <tr> <td>Organisational</td> <td>9</td> <td>5</td> <td>4</td> <td>7</td> <td>7</td> <td>7</td> </tr> <tr> <td><i>Complaints</i></td> <td>4</td> <td>2</td> <td>2</td> <td>3</td> <td>4</td> <td>3</td> </tr> <tr> <td><i>Compliments</i></td> <td>0</td> <td>2</td> <td>2</td> <td>4</td> <td>0</td> <td>3</td> </tr> <tr> <td><i>Suggestion</i></td> <td>5</td> <td>1</td> <td>0</td> <td>0</td> <td>3</td> <td>1</td> </tr> <tr> <td>Residential</td> <td>46</td> <td>24</td> <td>20</td> <td>44</td> <td>43</td> <td>63</td> </tr> <tr> <td><i>Complaints</i></td> <td>18</td> <td>9</td> <td>18</td> <td>28</td> <td>26</td> <td>38</td> </tr> <tr> <td><i>Compliments</i></td> <td>20</td> <td>8</td> <td>1</td> <td>12</td> <td>14</td> <td>14</td> </tr> <tr> <td><i>Suggestion</i></td> <td>8</td> <td>7</td> <td>1</td> <td>4</td> <td>3</td> <td>11</td> </tr> </tbody> </table>	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
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