

## **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 28 September 2023 at 6.30pm

Roberto Bria CHIEF EXECUTIVE OFFICER

Please note: This agenda contains Officers' reports and recommendations that will be considered by the Council. Any confidential items listed on the agenda will be circulated to Members separately.



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

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

#### 3. APOLOGIES

- 3.1 Apologies received
- 3.2 Absent

#### 4. DECLARATION OF INTEREST

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

#### 5. CONFIRMATION OF MINUTES

5.1 Minutes of the Previous Meeting

#### <u>Motion</u>

That the Public and Confidential minutes of the Alwyndor Management Committee held on 27 July 2023 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: 19/23)

#### 8. CONFIDENTIAL

8.1 General Manager's Report – Confidential (Report No: 20/23)

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 Finance Report Confidential (Report No: 21/23)

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.
- 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 26 October 2023 in the Hub, Alwyndor Aged Care, 52 Dunrobin Road, Hove or via audio-visual telecommunications.

#### 11. CLOSURE

RÓBERTO BRIA CHIEF EXECUTIVE OFFICER



# ATTACHMENT 1 Item 4

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#### **Committee Members - Register of Interests**

The purpose of this register is to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to protect the integrity of Alwyndor Management Committee and manage risk.

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
Kim Cheater	<ul> <li>Board and Committee Appointments</li> <li>Chair, South Australian Museum</li> <li>Chair, Advisory Board, Southern Cultural Immersion (Kaurna owned business operating Living Kaurna Cultural Centre at Warriparinga)</li> <li>Advisory Board, SARAH Group (and Chair of Audit, Risk and IT Committee)</li> <li>Council Member, Flinders University of South Australia</li> <li>Chair, Advisory Board, Flinders University College of Government, Law &amp; Business</li> <li>Independent Chair, Audit Risk Finance and Investment Committee, Minda Inc</li> <li>Board of RAA Group</li> <li>Board of RAA Insurance</li> </ul> Qualifications <ul> <li>Fellow, Australian Institute of Company Directors</li> <li>Fellow, Chartered Accountants Australia and NZ</li> <li>Bachelor Economics (Major Accounting), Flinders University</li> </ul>	15/12/2022
Cr Susan Lonie	<ul> <li>Board and Committee Appointments</li> <li>Member of Holdfast Bay Council.</li> <li>Alwyndor Management Committee.</li> </ul>	



Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	<ul> <li>Qualifications</li> <li>Qualifications Bachelor of Nursing, Graduate Diploma in Intensive Care Nursing and Bachelor of Laws (Hons). (Please note I am not currently a Registered Nurse.)</li> </ul>	
Cr Robert Snewin	<ul> <li>Board and Committee Appointments</li> <li>GDCC Board and Chairman of Sponsorship and Fundraising</li> <li>Treasurer of the Rural Media Communicators SA/NT</li> <li>Councillor at the Royal Agricultural and Horticultural Society of SA</li> <li>Member of Holdfast Bay Council.</li> <li>Alwyndor Management Committee</li> <li>Qualifications</li> <li>Dip. Marketing and FAICD</li> </ul>	
Trudy Sutton	<ul> <li>Board and Committee Appointments</li> <li>Member ACHSM Australian College Health Services</li> <li>Member Lift Consumer Advisory Committee</li> <li>Member COTA</li> <li>Qualifications</li> <li>Registered nurse</li> </ul>	



Name of Committee Member	Description of interest	Date when disclosure given to the Committee
Judy Searle	<ul> <li>Board and Committee Appointments</li> <li>Gold Coast Hospital and Health Service Board (GCHHS) – Deputy Chair and member</li> <li>Southern Adelaide Local Hospital Network (SALHN) Governing Board - member</li> <li>Health Performance Council (South Australia) - Deputy Chair and member</li> <li>Queensland Civil and Administrative Tribunal - Medical Practitioner Panel - assessor</li> <li>Griffith University School of Medicine – Professor</li> <li>Chair of the Northern Adelaide Local Health Network (NALHN)</li> </ul>	
	<ul> <li>Qualifications</li> <li>Graduate – Australian Institute of Company Directors</li> <li>Fellow (ret) – Royal Australian and New Zealand College of Obstetricians and Gynaecologists</li> <li>Member - Women on Boards</li> </ul>	
Julie Bonnici	Board and Committee Appointments         Board member Meals on Wheels Australia         MD and Franchisee Bakers Delight Kurralta Park         Qualifications         GAICD         MBA         Post Grad Cert – Health Sc.         Bach Applied Science – OT	
Jo Cottle	Board and Committee Appointments	



Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	Work for Carers SA – Carers SA utilises Alwyndor's services for residential respite and in home respite services – all via short term contracts at market rates	
	Chair of NFP Discussion Group – Chartered Accountants Australia & NZ	
	Director of Careworks SA & NT (a small SA NFP)	
	Qualifications	
	Fellow, Chartered Accountants Australia and NZ	
	Graduate – Australian Institute of Company Directors	
	Bachelor of Commerce and Bachelor of Business (Commercial Law)	
Lorraine	Board and Committee Appointments	
Sheppard	Finance Committee, Royal Flying Doctor Service – Central ops	
	Deputy Chair and director, Australian Nursing and Midwifery Accreditation council	
	Qualifications	
	B App Sc (Physiotherapy) MBA PhD GAICD	

#### Item 6.1 – Action items

Non – confidential

Action No.	Meeting	Agenda Item	Action Required	Responsibility	Due Date	Current Status
			NIL O/S			

#### AMC Actions

Alwyn	Alwyndor Management Committee Self Assessment Action list								
ltem No.	ltem	Responsibility	Action	Current Status					
19	Strategic Plan - planning	GM	Refer to Confidential Action item 49	In progress					



## Annual Work Plan January - December 2023

	Jan - Nil	Feb	March (Budget)	April	Мау	June	July	Aug - Nil	Sep	Oct	Nov	Dec - Nil
<ul> <li>*Strategic Plan update         <ul> <li>Against measures, outcomes achieved, progress on actions, any issues, industry developments, or risks including mitigation actions.</li> </ul> </li> <li>*Timeline to be added when new Strategic Plan developed</li> </ul>									x			
General Manager report <ul> <li>relevant issues, strategic matters, environmental scanning, risks etc.</li> </ul>		~	~	✓	~	~	x		x	x	x	
Quarterly Performance Report		√ (Q2)			√ (Q3)		X (Q4)			X (Q1)		
External Presenter (TBA)												
Risk												
<ul> <li>Review Risk Appetite Statement, policy &amp; framework.</li> <li>Approach to identify and manage risks, capacity &amp; capability of Quality &amp; Risk team, review CoHB internal audit plan which includes Alwyndor.</li> </ul>												
<ul> <li>Risk 1: Failure to meet requirements of Aged Care Act and Quality Standards.</li> <li>To include Aged Care Quality Standards &amp; Aged Care Act, review approach to ensure compliance, current measures of performance, work of Quality &amp; Risk team)</li> </ul>											x	
<ul> <li>Risk 2: Failure to understand, respond to and deliver customer expectations</li> <li>To include CX development, rollout and associated measures, feedback reports etc)</li> </ul>									x			
<ul> <li>Risk 3: Major loss of building or disruption to essential services</li> <li>To include BCP, Disaster Recovery, Emergency Management etc</li> </ul>									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						~						

	Month complete.
$\checkmark$	Complete with no further action required.
Χ	Yet to be completed. Refer to item for date of completion and commentary.

	Jan - Nil	Feb	March (Budget)	April	May	June	July	Aug - Nil	Sep	Oct	Nov	Dec - Nil
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 (purpose to be reviewed, Quarterly Performance Report has been expanded to include Audits)												
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.												
Finance reports (quarterly) including Investment - noting opportunity for adjustments via Quarterly budget reviews & KPI report consistent with CoHB.		√ (Q2)			√ (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			√ (BUDGET APPROVAL)				x		
Annual Review of Investments (inc Policy & Strategy) with Ord Minnette											x	
Performance KPI's and targets – annual review				✓								
Review of Strategic Plan (including actions for the year)				✓								
Governance												
Review of AMC Performance										X		

	Month complete.
$\checkmark$	Complete with no further action required.
Χ	Yet to be completed. Refer to item for date of completion and commentary.



	Jan - Nil	Feb	March (Budget)	April	Мау	June	July	Aug - Nil	Sep	Oct	Nov	Dec - Nil
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	

\*Delegations are being reviewed by Council in October 2023, they will then be presented to AMC in October or November pending the timing of consideration.

	Month complete.
$\checkmark$	Complete with no further action required.
Χ	Yet to be completed. Refer to item for date of completion and commentary.



Item No:	7.1
Subject:	General Manager Report
Date:	28 September 2023
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. Note the update regarding Aged Care Reform.
- 2. Approve the revised meeting schedule and workplan.

#### REPORT

#### 7.1.1 Aged Care Reform

#### Summary

AMC is updated each month regarding the Aged Care reform agenda and our progress and compliance with the program in each area. The attached graphic refers (*Attachment 1*)

We are on track in all areas and adjusting our corporate systems, resources and processes to enable us to respond to and complete the myriad current and emerging reporting requirements.

As advised in July the Governance components of the Reform are now a focus for us (refer Attachment 2).

We have completed the Terms of Reference for both the Consumer Advisory and Quality Care Groups and are currently receiving Expression of Interest for the Consumer groups. We are advertising for a Chair of the Quality Care group through sector networks as well as seeking members from various disciplines.

#### 7.1.2 AMC Meeting schedule and Workplan - revised

The Chair and General Manager have undertaken work to revise the AMC Workplan (*Attachment 3* to this report). Members will see that this draft incorporates current business and reporting requirements in six (6) meetings per annum.

It is proposed that the March and October meetings are dedicated to specific topics or business as required ie they may be used for strategy or risk focus, subject matter presentations by employees or external presenters etc.



# ATTACHMENT 1 Item 7.1.1

## Aged Care Reform implementation

September 2023

STATUS

On Track

Off Track Completed TRAFFIC LIGHT

**1** Australian National Aged Care Classification (AN-ACC) 4 Serious Incident Response Scheme (SIRS) In home & **6** Information Sharing WHO: Residential aged care WHO: Applies to all human services across government flexible care WHAT: Funding model that replaces the Aged Care Funding Instrument WHAT: Information sharing between agencies across all sectors WHO: Providers of in-home services WHEN: Now in place (ACFI) WHAT: SIRs has been extended from residential to cover in home services WHEN: 1 October 2022 - transition period (support at home) Complete WHEN: 1 December 2022 Transition to AN-ACC. Complete 7 Use of Refundable Deposits & Accommodation Bonds SIRs system implemented & reported quarterly WHO: Residential aged care WHAT: ACQSC can request info and docs regarding the use of funds. to AMC. Complete WHEN: Now in place Complete 2 Star ratings for residential aged care **5** Strengthened Governance of Approved Providers 8 Independent Health & Aged Care Pricing WHO: Residential aged care WHO: Governing bodies of approved providers WHO: All aged care services WHAT: Rating system based on 4 areas of service and care WHAT: Requires providers to 'improve their governance arrangements' WHAT: National pricing schedules across the sector. WHEN: from 1 December 2023 WHEN: Now in place WHEN: Late 2022. As at 16 February 2023, we had a 4 star rating, reduced to 3 Stage 1 Support at Home complete: Membership of AMC ie ensure governing body has majority of Care and Package management pricing schedules stars in May 2023 following 2 'unmets'. independent non-executive members with relevant skills and finalised **Resident experience** 33% **4** experience to deliver safe and quality care, minimum 1 Complete Compliance (accreditation) 30% 3 member with clinical care experience. Staffing (minutes of care) 22% **2** Compliant Stage 2: pending Quality Measures (kpi's) 15% **4** Establish a Quality Advisory Group **3** Code of Conduct (The Code) **9** Restrictive Practices Options and recommended model considered by AMC in WHO: Providers, governing bodies and workers WHO: Residential aged care WHAT: Sets out how those delivering care are expected to behave. WHAT: Strengthens consent arrangements for use of restrictive August 2023. Strengthen consumer protections practices Complete WHEN: 1 December 2022. WHEN: December 2022 - requirements for obtaining informed consent introduced Establish an approach to comply with *Consumer Advisory* Compliant Group Complete Options and recommended model considered by AMC in Final Code published and promoted. August 2023. All staff training complete. Complete AMC signed. 17



# ATTACHMENT 2 Item 7.1.1

# Aged Care Reform Implementation – Governance

## September 2023

<ul> <li>Part 2</li> <li>Membership of governing body</li> <li>A majority are independent non-executive members</li> <li>At least one member has experience in the provision of clinical care.</li> <li>Compliant</li> </ul>	Governance Reform: Strengthened Governance of approved providers WHO: Governing bodies of approved providers WHAT: Requires providers to 'improve their governa arrangements' WHEN: from 1 December 2023	StatusTraffic lightOn trackImage: CompletedCompletedImage: Completed				
<ul> <li>Part 3</li> <li>Advisory bodies</li> <li>Consumer Advisory : <ul> <li>ToRs complete</li> <li>Eol opportunity promoted, responses being rev</li> </ul> </li> <li>Quality Care Advisory <ul> <li>ToR's complete</li> <li>Seeking membership ie Chair and focus of othe members including ICT, business systems, legal</li> </ul> </li> </ul>	<ul> <li>Part 5</li> <li>Notification of certain matters to the</li> <li>Commission <ul> <li>Notification of change of circumstances key personnel</li> </ul> </li> <li>Compliant &amp; reviewing systems to ensure maintenance</li> </ul>		<ul> <li>Part 7         Constitution of certain providers         </li> <li>Not relevant as Alwyndor does not operate under the Corporations Act</li> </ul>			
<ul> <li>Part 4</li> <li>Suitability of key personnel</li> <li>Review 'suitability matters' at least every 1 months; notifications</li> <li>Keep compliance records of matters consid</li> <li>Compliant</li> </ul>	<ul> <li>Part 6</li> <li>Staff member qualifications, skills &amp; experience</li> <li>Staff have appropriate qualification an opportunities to develop capabilities</li> <li>Compliant</li> </ul>		<ul> <li>Part 8</li> <li>Information about providers operations &amp; statement of compliance</li> <li>Regarding compliance with the Aged Care Act and Commission Act.</li> <li>Compliant and reporting pending the reporting proforma &amp; portal</li> </ul>			



# ATTACHMENT 3 Item 7.1.2

	Feb	March	Apr	May	July	Sep	Oct	Nov
GM Report:	Yes		Yes	Yes	Yes	Yes		Yes
Current developments of note								
key issues								
emerging risks		TBD					TBD	
industry developments								
matters of strategic importance								
Project reports:	As required		As required	As required	As required	As required		As required
Strategic Project Updates								
Strategic:				Strategic direction,	Summary Business Plans			
Review Strategic direction and				priorities and Initiatives				
priorities								
Key strategic initiatives for year								
ahead								
Summary business plans for year								
ahead								
Ducin and Undertage	Disital / Tashualasu		Desidential		There are Q Malla and	Llama Cuanant		Decele & Culture
<ul><li>Business Updates:</li><li>Deep dive into key areas of business</li></ul>	Digital / Technology		Residential		Therapy & Wellness	Home Support		People & Culture
focussing on performance,								Staff Engagement
operational risks, areas of focus.								Survey results
operational risks, areas of rocus.								Survey results
Client Focus:			Client feedback			Client feedback		
Client feedback					×			
Reporting from Consumer Advisory			Reporting from			Reporting from		
Bodies			Consumer Advisory			Consumer Advisory		
			Bodies			Bodies		
Performance:	Quarterly KPI review		Quarterly KPI review		Quarterly KPI review			Quarterly KPI review
Quarterly KPI review								
Quality and Compliance report	Quality and Compliance				Quality and Compliance			
Reporting from Quality Care Advisory	report				report			
Body								
	Reporting from Quality				Reporting from Quality			
	Care Advisory Body				Care Advisory Body			
Risk:	Enterprise risk review		WHS reporting		Enterprise risk review	Annual Statement of		WHS reporting
Enterprise risk review	Diele Armatita					Compliance		
Risk Appetite Statement	Risk Appetite Statement							
WHS reporting	Statement							
Legislative Compliance	Legislative Compliance							
Annual Statement of Compliance     Einancials:			Quartarly financial	Appual budget	Quartarly financial	Annual Financial		Quartarly financial
Financials:	Quarterly financial		Quarterly financial	Annual budget	Quarterly financial	Annual Financial Statement Review		Quarterly financial
Annual budget (including capex and accet management plan)	performance	V	performance	(including capex and	performance	Statement Review		performance
asset management plan)				asset management plan)				Investments review
Long Term Financial Plan				Long Term Financial Plan				Investments review
Investments review     Appual Eigeneial Statements and								
Annual Financial Statements and     Audit				EOFY Reporting process				
Audit								
Quarterly financial performance				External Audit Plan				
Policy and ToR Review and Approval	As required		As required	As required	As required	As required		As required

Alwyndor Proposed new AMC Meeting calendar

## **ITEM NUMBER: 8.1**

## CONFIDENTIAL

## **General Manager Report**

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.

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 20/23 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: 20/23, 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.

## **ITEM NUMBER: 8.2**

## CONFIDENTIAL

### **FINANCE REPORT**

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.

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 21/23 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: 21/23, 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.