



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 30 June 2022 at 6.30pm

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 26 May 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: 19/22)

8. CONFIDENTIAL**8.1 General Manager's Report – Confidential (Report No: 20/22)**

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 Finance Report – Confidential (Report No: 21/22)

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:

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

11. CLOSURE

ROBERTO BRIA
CHIEF EXECUTIVE OFFICER

Action No.	Meeting	Agenda Item	Action Required	Responsibility	Due Date	Current Status
3	28/04/2022	7.1.3	Chair and General Manager to discuss approach offline to review of non-AMC policies.	GM	Jun-22	Will inform next steps for policy review
4	28/04/2022	7.1.3	General Manager and Manager Quality & Projects to review list and provide detail on when each policy was last reviewed and by whom.	GM/EB	Jun-22	preparing information
5	28/04/2022	7.1.4	Seek appropriate person from the Industry to present to the June AMC meeting	GM	Jun-22	options being explored

No.	Meeting	Confidential matter or agenda item	Action Required	Responsibility	Due Date	Current status
3	25/02/2022	8.1.1 General Manager's report - Confidential	Review and update re performance target and benchmark with recommendations for future reporting of KPIs: <i>Revenue Utilisation (HCPs)</i>	GM	Jul-22	To be included in the Q4 Performance Report
6	28/04/2022	8.1.6 Quarterly Performance Report	Acquired Pressure Injuries - include resident recoveries, any further actions taken and consider the appropriateness of the target.	NS	Jul-22	Report will be updated in Q4 Performance Report
7	28/04/2022	8.1.6 Quarterly Performance Report	Call Bell responses - >10 minute responses to be added to the	NS	Jul-22	Report will be updated in Q4 Performance Report
8	28/04/2022	8.1.6 Quarterly Performance Report	Employee turnover - include rolling average	LH	Jul-22	Report will be updated in Q4 Performance Report
9	28/04/2022	8.2 - Finance Report period ending March 2022	General Manager to review the delegated authority and confirm if Motion 2. is required in future agendas.	GM	Jul-22	Report will be updated in Q4 Performance Report
12	28/04/2022	8.3 Alwyndor Draft Budget a & Long Term Financial Plan	The General Manager and Finance Manager to consider and finalise and to be applied to future budgets 2023/24	GM/DC	Jun-23	2023/24
16	26/05/2022	8.1.11 Cyber Security Breach	Circulate SIMM IT Report on investigations into incident to AMC Update on the issue to be provided to the next AMC meeting All staff to change log in password and 2 Factor Authentication to be implemented	LR	Jun-22	Refer to update at item 8.1.1 30 June 22
18	26/05/2022	8.1.1 Catering Project update	Update the Risk Analysis to include implementation risks and include in the project status update to AMC at it's June meeting	EB	Jun-22	Refer to update at item 8.1.4 30 June 22
19	26/05/2022	8.1.12 GM Verbal update - recruitment	Overview of employment arrangement to be presented at June AMC	LH	Jun-22	Refer to update at item 8.1.3 30 June 22
20	26/05/2022	8.2.1 Finance Report - Loan Facility	Loan Policy Item to be listed for reconsideration at June AMC meeting DC	DC	Jun-22	Refer to update at item 8.2.x 30 June 22
21	26/05/2022	8.2.2 Finance Report EOFY update	Respond to queries re: accounting treatment of CHSP carry forwards and check figure for land price increase in the reevaluation out of session	DC	Jun-22	Refer to update at item 8.2.x 30 June 22
22	26/05/2022	8.2.3 Audit Plan	Report to June AMC regarding the options for treatment of our investments and management recommendations. Request for Newberry's to expand their audit approach and key areas of focus to include but not limited to existence and valuation of the investments plus current market value at EOFY	DC	Jun-22	Refer to update at item 8.2.x 30 June 22

Alwyndor Management Committee Self Assessment Action list				
Item No.	Item	Responsibility	Action	Current Status
6	Add a new AMC member with a strong commercial and strategic finance skillset (Beth & Roberto to commence the recruitment process).	GM		Complete
8	As part of the meeting to approve the annual budget, AMC to agree KPI's / targets for the quarterly performance reports (and AMC to ensure targets reflect strategic aspirations).	GM	Add to the budget process and reflect in the AMC Work Plan. Will form a part of the April 2022 budget report.	Item 8.1.6 of this agenda
18	Agreed that AMC is keen to see the policy framework come together soon for review and confirmation of which policies sit with AMC for approval. This framework should also include CoHB policies that apply to Alwyndor.	GM	AMC considered a draft Policy framework in November 2020, subsequently AMC was advised in May 2021 that we have purchased the LASA policy/procedure framework and are customising as required for Alwyndor. The timeline on this work was reported as December 2021 which we are working toward noting the focus on compliance in both ACQSC and WHS have taken priority over the past few months. Following this relevant policies will be tabled for AMC consideration and approval together with a framework.	Update re Policy status provided in item 7.1.3 of this agenda

Alwyndor Management Committee

Annual Work Plan January - December 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			
Theme: Growth					✓							
Enabler: Marketing & Communications					✓							
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	
Quarterly Performance Report	✓ (Q2)			✓ (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			

	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)		✓ (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.			✓	✓ (APPROVAL)								
Annual Review of Investments (inc Policy & Strategy) with Ord Minnette											X	

	Jan	Feb	March – Budget	April	May	June	July	Aug - Nil	Sep	Oct	Nov	Dec - Nil
Performance KPI's and targets – annual review			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	

Item No: 7.1

Subject: **General Manager Report**

Date: 30 June 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. Note the update regarding COVID-19 impacts and responses.**
 - 2. Note the COHB Quality of Life Community Survey**
-

REPORT

Environmental scanning

7.1.1 COVID-19 Update

Over last month, 24 positive cases and 1 close contact have been recorded.

There are no cases in the residential community.

A residents Covid-19 winter clinic is being held on 1 July.

7.1.2 COHB Quality of Life Community Survey

The 2022 Quality of Life Survey report has just been released by the City of Holdfast Bay (CoHB). This is a report that is issued annually and has been conducted for the last 10 years

This study was designed to measure residents' quality of life, to seek community ideas on how the area and Council services may be developed and improved, to seek community opinion on Council's performance and to understand communities' satisfaction with Council service delivery.

For the 2022 report Alwyndor was asked to provide questions on aged care for the survey.

The survey included two questions specific to the aged care sector

Aged Care :

Many people these days wish to live at home for as long as they possibly can, some to end of life and seeking associated palliative care. Ongoing services will be needed to enable this, and we would like to ask you about some of the services which are available now.

1. *(Q45 in survey) There are a number of aged care services in the City of Holdfast Bay. Which of the following providers are you aware of that have services in the area? (Multiple response)*
2. *(Q46 In survey) Which of the following services for older community members do you think you (and / or a family member) may wish to use in the future? (Multiple response)*

The results to these questions can be found in **Attachment 1**

The full report was emailed to AMC members on 24 June 2022

Insights:

Results provided the following main insights

Relating directly to the two questions:

- Alwyndor was the most recognised Elder Care facility for those aged 55+. The respondents who knew of none of these were likely aged 18-54
- Home care was the most highly rated service whereas support in an aged care facility (residential/respite) rated lower.
- The services we offer score highly (Wellness, therapies) particularly among females
- Response verbatims indicated some were already receiving Alwyndor services and noting *"I don't need it yet. The important thing to me is knowing they are available."*

In the broader survey area:

- There was a slight shift in satisfaction rating of .5 for responses to:
Providing services and programs for older people and people living with disability

A lot of the Community know who we are, but we could have a better profile and messaging about our services. Targeting those who might not think it's for them.



ATTACHMENT 1

EXTRACT FROM QUALITY OF LIFE REPORT 2022

None of these was more likely to be amongst those in aged 18-30 years, 55-64 years and 75+ years, in home duties, and other employment, earning less than \$20,000pa, and those living in Brighton and Hove.

Additional services for the elderly and most vulnerable was valued more by those aged 75+ years, retirees, mature families and mature couples/singles, those earning \$20,000-\$39,999pa, and those living in other areas outside Holdfast Bay.

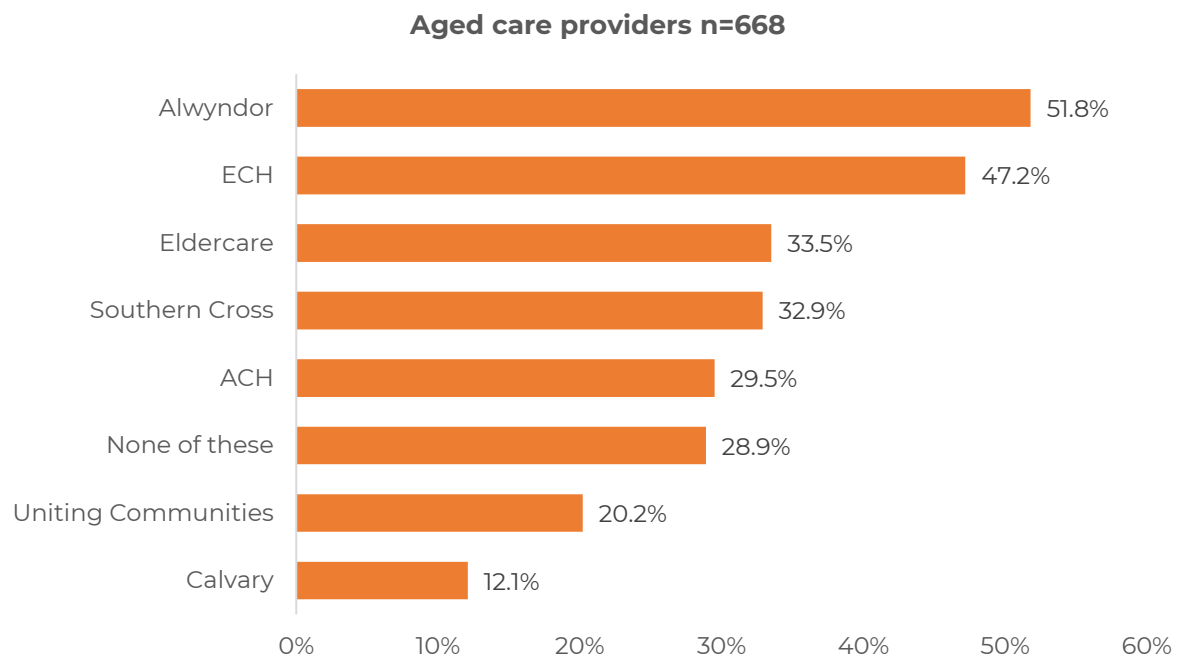
Public messaging was valued more by those aged 65-74 years, white collar workers, those in other employment, and those that live in Somerton Park, Seacliff and in other areas outside Holdfast Bay.

Business support was valued more by those aged 31-39 years, professional/executive/managers, in home duties, young couple and young family households, high income earners \$150,000+pa, and those living in Glenelg and Kingston Park.

Aged Care

Many people these days wish to live at home for as long as they possibly can, some to end of life and seeking associated palliative care. Ongoing services will be needed to enable this and we would like to ask you about some of the services which are available now.

Q45. There are a number of aged care services in the City of Holdfast Bay. Which of the following providers are you aware of that have services in the area? (Multiple response)



The highest recall for aged care services was for Alwyndor at 52% of the total respondents followed closely by ECH.

Those more likely to recall Alwyndor are aged 55+ years, retirees, those in mature family and mature couples/singles households, those earning \$20,000-\$39,999pa and \$60,000-\$79,999pa, and those living in Brighton, Somerton Park, Hove and Seacliff.

Those more likely to recall ECH are very similar, those aged 55+ years, retirees, those in mature family and mature couples/singles households, those earning \$40,000-\$79,999pa and \$100,000-\$149,999pa, and those living in Somerton Park and other suburbs outside Holdfast Bay.

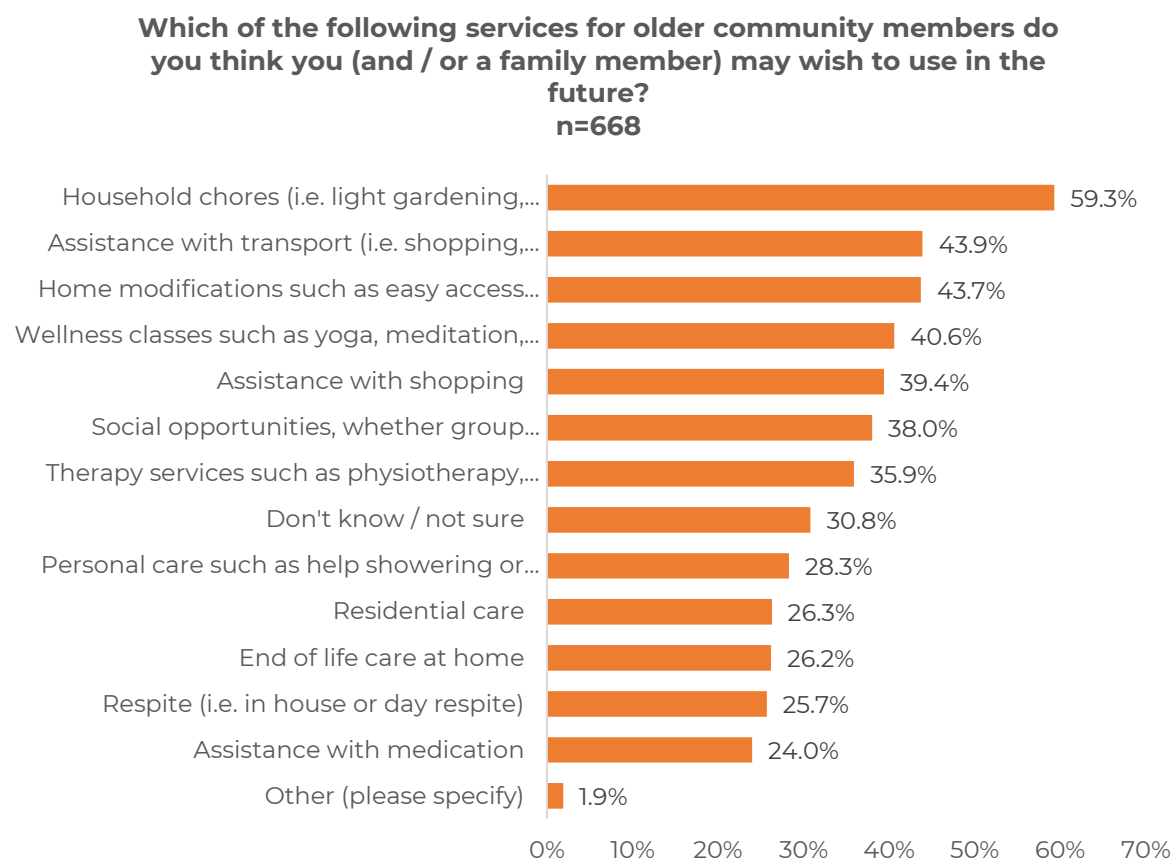
Those more likely to recall Eldercare are also very similar and are those aged 55+ years, retirees, mature family and mature couples/singles, those earning \$60,000-\$79,999pa and \$100,000-\$149,999pa, and those living in Somerton Park and other suburbs outside Holdfast Bay.

Southern Cross was recalled more by those aged 55+ years as well, retirees, mature couples/singles, those earning \$20,000-\$39,999pa and \$60,000-\$79,999pa, and those living in Somerton Park, Kingston Park and other suburbs outside Holdfast Bay.

Those recalling ACH are slightly older at 65+ years, retirees, mature families and mature couples/singles, those earning \$20,000-\$39,999pa and \$60,000-\$79,999pa, and those living in Glenelg, Somerton Park and other suburbs outside Holdfast Bay.

Interestingly, those who could recall none of these were more likely aged 18-54 years, professional/executive/managers, white- and blue-collar workers, those in single, young and middle family households, those earning less than \$20,000pa, and those earning \$180,000+pa, and those living in Brighton and Kingston Park.

Q46. Which of the following services for older community members do you think you (and / or a family member) may wish to use in the future? (Multiple response)



Household chores is the most popular service at 59% of all respondents thinking they may use in the future.

Those more likely to be interested in household chores are females, those aged 55+ years, retirees, mature family and mature couples/singles, those earning \$40,000-\$79,999pa and \$100,000-\$149,999pa, and those who live in Somerton Park, Kingston Park and other suburbs outside of Holdfast Bay.

Those more interested in assistance with transport are aged 55-74 years, retirees, mature families and mature couples/singles, those earning \$100,000-\$149,999pa, and those living in Somerton Park and Kingston Park.

Those more interested in home-modifications are aged 55-74 years, retirees, mature families and mature couples/singles, those earning \$40,000-\$79,999pa, \$100,000-\$149,999pa, and those living in Somerton Park and Kingston Park.

Those more interested in wellness classes are females, those aged 40-54 years and 65-74 years, white collar workers, mature family households, those earning \$80,000-\$149,999pa and \$180,000+pa, and those living in Somerton Park, Kingston Park and other suburbs outside Holdfast Bay.

Those more interesting in assistance with shopping are females, those aged 55-74 years, professional/executive/managers, retirees, mature family households, those earning \$40,000-\$59,999pa, \$80,000-\$149,999pa and \$180,000+pa, and those living in Somerton Park and other suburbs outside Holdfast Bay.

Social opportunities are of more interest to those aged 40-54 years and 65-74 years, professional/executive/managers and white-collar workers, mature family households, those earning \$100,000-\$149,999pa and \$180,000+pa, and those living in Somerton Park and other suburbs outside of Holdfast Bay.

Therapy services are of more interest to females, and those aged 65+ years, retirees, mature couples/singles households, those earning \$80,000-\$149,999pa, and those living in Glenelg and Kingston Park.

Those that did not know or were not sure about these services were males, those aged 18-54 years, professional/executive/managers, white- and blue-collar workers, in home duties and in other employment, single, young couple, young and middle family households, those earning less than \$20,000pa and \$150,000-\$179,999pa, and those living in Brighton, Seacliff and Hove.

Other responses included:

- A timeframe would have been good on this question. In the next 5 years I hope to be self-sufficient. For my older friends they may need the items I have highlighted (social interaction, basic assistance with care and maintaining a safe household, staying healthy). All of the above would be useful eventually.
- As I live in ECH housing this doesn't concern me.
- Dementia friendly housing. Traffic free areas that make it easier to get around. Help with technology as it changes
- Family member has a care package with Alwyndor and we couldn't be happier, we are so lucky to have Alwyndor in Holdfast Bay
- I already access some of these services
- I already receive house cleaning help. You see in designing this questionnaire, you seem to have thought your ratepayers are all your age, not old.
- I am already am getting help from Alwyndor
- I think this is all fantastic we have all this help. My husband and I don't need this help YET. I'm sure we will in the future. We will be grateful.
- No family in area
- None of those listed
- None, we are not elderly
- The hospital
- Too early to tell. Some or all may be required in the future. The important thing to me is knowing they are available.

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 No20/22 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: 20/22, 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.**

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:

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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 21/22 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: 21/22, 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.

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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.