

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

24 April 2024 at 6.30pm

Chief Executive Officer



1. Opening

The Chairperson, Mr K Cheater will declare the meeting open at 6.30pm.

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.

Attachment 1

5. Confirmation Of Minutes

That the minutes of the Alwyndor Management Committee meeting held on 4 April 2024 be taken as read and confirmed.

6. Review of Action Items

- 6.1 Action Items
- 6.2 Annual Work Plan 2024

7. Reports/Items of Business

7.1 General Manager's Report (Report No: 05/24)

8. Items in Confidence

8.1 General Manager Report - Confidential (Report No: 06/24)

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 upon the basis that the Committee considers the Report and the documents in



confidence under Part 3 of the Act, specifically on the basis that the 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: 07/24)

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 upon the basis that the Committee considers the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Committee will receive, discuss or consider:

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- 8.3 Budget 2024/25 Report Confidential (Report No: 08/24)

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 upon the basis that the Committee considers the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that 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 30 May 2024 in Boardroom, Alwyndor Aged Care, 52 Dunrobin Road, Hove or via audio-visual telecommunications.



11. Closure

Roberto Bria

Chief Executive Officer



ITEM 4 ATTACHMENT 1



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	Board and Committee Appointments Chair, South Australian Museum Chair, Advisory Board, Southern Cultural Immersion (Kaurna owned business operating Living Kaurna Cultural Centre at Warriparinga) Advisory Board, SARAH Group (and Chair of Audit, Risk and IT Committee) Council Member, Flinders University of South Australia Chair, Advisory Board, Flinders University College of Government, Law & Business Independent Chair, Audit Risk Finance and Investment Committee, Minda Inc Board Member, ReturntoWorkSA Board of RAA Group Board of RAA Insurance Qualifications Fellow, Australian Institute of Company Directors Fellow, Chartered Accountants Australia and NZ Bachelor Economics (Major Accounting), Flinders University Noting: My wife is the Member for Boothby in the Australian House of Representatives.	15/12/2022
Cr Susan Lonie	 Board and Committee Appointments Member of Holdfast Bay Council. Alwyndor Management Committee. 	



Alwyndor Management Committee

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



Alwyndor Management Committee

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
Judy Searle	 Board and Committee Appointments Gold Coast Hospital and Health Service Board (GCHHS) – Deputy Chair and member Queensland Civil and Administrative Tribunal - Medical Practitioner Panel - assessor Griffith University School of Medicine – Professor Chair of the Northern Adelaide Local Health Network (NALHN) Governing Board 	Updated Sept 2023
	Qualifications • BMBS FRANZCOG(ret) GDPH MD GCTE PCM GAICD	
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 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) 	



Alwyndor Management Committee

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	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	March 2024 update
	Non-executive director The Benevolent Society	
	Finance Committee, Royal Flying Doctor Service – Central Ops	
	Chair, Finance Audit and Risk Committee, The Women's Club	
	Professor of Physiotherapy and Health Care Administration	
	Qualifications	
	B App Sc (Physiotherapy) MBA PhD FAICD	

Item 6.1 – Action items

Non – confidential

Action	Meeting	Agenda Item	Action Required	Responsibility	Due	Current Status
No.					Date	
20	29/02/24	7.1.1 Staff Survey Results	Provide a more detailed segmentation of results, trends in particular groups as well as industry benchmarks on attraction and retention.	GM	24/4	Item 7.1.1 on agenda for meeting of 24/04/2024
21	29/02/24	7.1.3 Reform Update	Include this context (Reform actions) and risks in the Strategic Plan	GM	4/4	Included in draft Strategic Plan Completed

AMC Actions

Alwyn	Alwyndor Management Committee Self Assessment Action list							
Item No.	Item	Responsibility	Action	Current Status				
19	Strategic Plan - planning	GM	Refer to Confidential Action item 49	Draft Strategic Plan to be considered by AMC at its special meeting to be held on 4 April 2024. Completed				

	Feb	March	Apr	May	June	July	Aug	Sep	Oct	Nov
GM Report:	Yes	Held	Yes	Yes	No	Yes	No	Yes	TBD	Yes
Current developments of note	✓	4/4/24			meeting		meeting			
key issues										
emerging risks										
industry developments		Strategic								
matters of strategic importance		Plan								
		\								
Project reports:	As required		As required	As required		As required		As required		As required
Strategic Project Updates										
Strategic:				Strategic direction,		Summary Business				
Review Strategic direction and priorities				priorities and Initiatives		Plans				
Key strategic initiatives for year ahead				Illitiatives						
Summary business plans for year ahead										
Business Updates:	Digital / Technology		Residential			Therapy & Wellness		Home Support		People & Culture
Deep dive into key areas of business focussing	5.5.0.7 10011101057					crap, a weiliess		Trome Support		. copie & cuitare
on performance, operational risks, areas of										Staff Engagement Survey results
focus.										g.g
Client Focus:				Client feedback				Client feedback		
Client feedback										
Reporting from Consumer Advisory Bodies				Reporting from				Reporting from		
				Consumer Advisory				Consumer Advisory		
				Bodies				Bodies		
				Deferred from April						
Performance:	Quarterly KDI review		Quarterly KPI review	Reporting from		Quarterly KPI review		Donorting from		Quartarly KBI ravious
Quarterly KPI review	Quarterly KPI review (Oct -Dec 23)		(Jan – March 24)	Quality Care Advisory		(April-June 24)		Reporting from Quality Care		Quarterly KPI review
Quality and Compliance report	(Oct -bec 23)		(Jail – Warcii 24)	Group		(April-Julie 24)		Advisory Group		
Reporting from Quality Care Advisory Body	•			deferred from April		Quality and		Advisory Group		
Reporting from Quanty Care Advisory Body	Quality and Compliance			deferred from April		Compliance report				
	report					(April-June 24)				
	(Oct -Dec 23)									
	(
Risk:	Enterprise risk review		WHS reporting			Enterprise risk review		Annual Statement of		WHS reporting
Enterprise risk review								Compliance		
Risk Appetite Statement	Risk Appetite Statement							·		
WHS reporting										
Legislative Compliance	Legislative Compliance									
Annual Statement of Compliance										
Financials:	Quarterly financial		Quarterly financial	Annual budget		Quarterly financial		Annual Financial		Quarterly financial performance
Annual budget (including capex and asset	performance		performance	(including capex and		performance		Statement Review		
management plan)	(Oct -Dec 23)		(Jan – March 24)	asset management		(April-June 24)				Investments review
Long Term Financial Plan	✓			plan)						
Investments review			Present Draft Budget	Lana Trans El 11						
Annual Financial Statements and Audit				Long Term Financial						
Quarterly financial performance				Plan						
				EOFY Reporting						
				process						
				External Audit Plan						
Policy and ToR Review and Approval	As required		As required	As required		As required		As required		As required

Item No: 7.1

Subject: GENERAL MANAGER REPORT

Date: 24 April 2024

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.

Recommendation

That the Alwyndor Management Committee:

- 1. Note the update on the November Staff Pulse Survey results.
- 2. Note the Aged Care reform update.

Report

7.1.1 November Staff Pulse Survey Results – work areas and benchmarks

At its meeting held on 29 February 2024 AMC was presented with the results and findings of the November Staff Pulse Survey. It was requested that a more detailed breakdown of the findings be provided to show more granular results by specific work groups as well as sector benchmarks.

This will be presented at the meeting.

7.1.2 Aged Care Reform Update

Each month AMC is updated on the progress of the Aged Care Reform agenda. We continue to be on track in all areas, please see Attachment 1 and Attachment 2 to this report for the summary updates.

New Aged Care Act (Commonwealth)

As previously reported the exposure draft of the Act was released in December 2023 for consultation until February 2024. This consultation period continues to be extended and it has now been confirmed that the Act will not be completed as originally planned by 1 July 2024.

ACCPA (as our peak body) are managing significant sector engagement and offering feedback to the federal government on our behalf.

It has now been agreed that further consideration will begiven to a number of areas including:

- complexity and duplication
- the need for stronger recognition of an efficient and sustainable sector that attracts and retains staff
- the additional factors that must align with any inclusion of a definition of 'high-quality care' in legislation
- the need to address responsibilities of care recipients
- concerns about proposed penalties on registered providers, governing persons, and aged care workers
- the addition of an Object which references sector sustainability i.e. that the Act 'supports the sector to be efficient, sustainable, and resilient, with an ability to attract and retain staff'.
- a request for implementation processes, including sufficient time for transition and a sector implementation plan, ACCPA is seeking at least 12 months for this process.

Consumer and Quality Care Groups Update

Reporting has been deferred to the May meeting of AMC to allow more time for the QCAG & Consumer Groups to fully understand and consider their reporting requirements as legislated.

The Client Feedback elements of our Quarterly Performance Report will also be included in the May report consistent with the AMC Workplan.



ITEM 7.1.2 ATTACHMENT 1



Aged Care Reform implementation

April 2024

STATUS	TRAFFIC LIGHT
On Track	
Off Track	
Completed	✓

1 Australian National Aged Care Classification (AN-ACC)

WHO: Residential aged care

WHAT: Funding model that replaces the Aged Care Funding Instrument

(ACFI)

WHEN: 1 October 2022 - transition period

Transition to AN-ACC. Complete

4 Serious Incident Response Scheme (SIRS) In home & flexible care

WHO: Providers of in-home services

WHAT: SIRs has been extended from residential to cover in home services

(support at home)

WHEN: 1 December 2022

SIRs system implemented & reported quarterly to AMC. *Complete*

6 Information Sharing

WHO: Applies to all human services across government

WHAT: Information sharing between agencies across all sectors

WHEN: Now in place

Complete



7 Use of Refundable Deposits & Accommodation Bonds

WHO: Residential aged care

WHAT: ACQSC can request info and docs regarding the use of funds.

WHEN: Now in place

Complete



2 Star ratings for residential aged care

WHO: Residential aged care

WHAT: Rating system based on 4 areas of service and care

WHEN: Late 2022.

Current rating 3 stars (May 2023)

Resident experience 33% 4 Compliance (accreditation) 30% 3 Staffing (minutes of care) 22% 3

Quality Measures (kpi's) 15% 4

5 Strengthened Governance of Approved Providers

WHO: Governing bodies of approved providers

WHAT: Requires providers to 'improve their governance arrangements'

WHEN: from 1 December 2023

Membership of AMC ie ensure governing body has majority of independent non-executive members with relevant skills and experience to deliver safe and quality care, minimum 1 member with clinical care experience.

/

8 Independent Health & Aged Care Pricing

WHO: All aged care services

WHAT: National pricing schedules across the sector.

WHEN: Now in place

Stage 1 Support at Home complete:

Care and Package management pricing schedules

finalised Complete

Complete

Stage 2: pending



3 Code of Conduct (The Code)

WHO: Providers, governing bodies and workers

WHAT: Sets out how those delivering care are expected to behave.

Strengthen consumer protections

WHEN: 1 December 2022.

Establish a *Quality Advisory Group* **Complete**

Establish an approach to comply with Consumer Advisory

Group

Complete

Compliant

9 Restrictive Practices

WHO: Residential aged care

 $\label{eq:WHAT: Strengthens} WHAT: \ Strengthens \ consent \ arrangements \ for \ use \ of \ restrictive$

practices

WHEN: December 2022 - requirements for obtaining informed

consent introduced

Compliant





Complete

Final Code published and promoted.

All staff training complete.

AMC signed.



ITEM 7.1.2 ATTACHMENT 2



Aged Care Reform Implementation – Governance

April 2024

Part 2 Membership of governing body

- A majority are independent non-executive members
- At least one member has experience in the provision of clinical care.

Compliant

Governance Reform: Strengthened Governance of approved providers

WHO: Governing bodies of approved providers WHAT: Requires providers to 'improve their governance arrangements'

WHEN: from 1 December 2023

Traffic light Status On track Off track Completed

Part 3

Advisory bodies

- Consumer Advisory:
 - ToRs complete
 - Members appointed
 - First meetings held
 - Reporting to AMC scheduled
- Quality Care Advisory
 - ToR's complete
 - Members appointed
 - First meeting held
 - Reporting to AMC scheduled

Part 5

Notification of certain matters to the **Commission**

Notification of change of circumstances key personnel

> Compliant & reviewing systems to ensure maintenance

Part 7

Constitution of certain providers

Not relevant as Alwyndor does not operate under the Corporations Act



Part 4

Suitability of key personnel

- Review 'suitability matters' at least every 12 months; notifications
- Keep compliance records of matters considered

Part 6

Staff member qualifications, skills & experience

Staff have appropriate qualification an opportunities to develop capabilities

Compliant

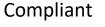


Part 8

Information about providers operations & statement of compliance

Regarding compliance with the Aged Care Act and the ACQSC Standards.

Compliant and reporting pending the reporting proforma & portal











AMC Meeting: 24/04/2024 Report No: 06/24

ITEM NUMBER: 8.1

CONFIDENTIAL REPORT

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
 - ii. would, on balance, be contrary to the public interest;
 Recommendation Exclusion of the Public Section 90(3)(d) Order

Recommendation - Exclusion of the Public - Section 90(3) Order

- 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 06/24 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: 06/24, 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

AMC Meeting: 24/04/2024 Report No: 06/24

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.

AMC Meeting: 24/04/2024 Report No: 07/24

ITEM NUMBER: 8.2

CONFIDENTIAL REPORT

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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 - ii. would, on balance, be contrary to the public interest;

Recommendation – Exclusion of the Public – Section 90(3) Order

- 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 07/24 Finance Report - Confidential in confidence.
- 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: 07/24, Finance 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

City of Holdfast Bay

AMC Meeting: 24/04/2024 Report No: 07/24

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.



AMC Meeting: 24/04/2024 Report No: 08/24

ITEM NUMBER: 8.3

CONFIDENTIAL REPORT

Alwyndor Budget 2024/25 - draft

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 - i. 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
 - ii. 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 08/24 Finance Report Confidential 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: 08/24, Finance 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.

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.