



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 28 July 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 30 June 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: 22/22)

8. CONFIDENTIAL**8.1 General Manager's Report – Confidential (Report No: 23/22)**

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: 24/22)

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

11. CLOSURE

ROBERTO BRIA
CHIEF EXECUTIVE OFFICER

ITEM 6.1 ACTION ITEMS NON-CONF

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	Address at regular August meeting.
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	Sep-22	
5	28/04/2022	7.1.4	Seek appropriate person from the Industry to present to the June AMC meeting	GM	TBA	Seeking a suitable presenter for a future meeting
6	30/06/2022	6.1 and 6.2	Chair and General Manager to review and agree on any changes to Action List and Work Plan.	GM	Jul-22	Complete. Addressed at each regular meeting.

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			

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

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

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

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

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

Item No: 7.1

Subject: **General Manager Report**

Date: 28 July 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. Recommends to Council that it approve the appointment of [TBA] to the position of AMC Deputy Chair for a period to expire in [TBA].**
 - 2. Determines its position regarding a 2022 AMC Review.**
 - 3. Notes the COVID-19 Update.**
 - 4. Notes the information regarding the Program of Experience in the Palliative Approach (PEPA).**
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REPORT

AMC business

7.1.1 Appointment of Deputy Chair

The term of Deputy Chair currently held by Ms Julie Bonnici expires July 2022. As such the Alwyndor Management Committee (AMC) is required to nominate a Deputy Chair from amongst the AMC Members (not including Elected Members of the City of Holdfast Bay) for consideration and approval of appointment by Council.

Nominations for Deputy Chair for a specific period or as aligns with the successful incumbent's current tenure on the AMC are now sought.

As detailed in its Terms of Reference the AMC is required recommend to Council the appointment Office Bearers ie Chair and Deputy Chair, from amongst the AMC (with the exception of the Elected Members who are ineligible to nominate for these roles).

The Terms of Reference informs the process for appointment of officer bearers as follows:

10 OFFICE BEARERS (Extract of relevant section)

10.2 *The AMC shall nominate a Deputy Chair from amongst the AMC Members (not including Elected Members of the City of Holdfast Bay) for consideration and approval of appointment by Council.*

10.3 *Each of the Chair and Deputy Chair shall serve a three (3) year term in those positions unless removed from the position by the Council. On expiry of their term, the Chairperson and Deputy Chairperson can re-nominate for a further term (and for up to 3 terms).*

Any independent AMC members may express their interest in the roles prior to the AMC meeting or declare their interest at the meeting.

The Chair will call for nominations and conduct a ballot as required.

7.1.2 AMC Review

The AMC conducted a review of its performance in July 2021. This was via an internal survey administered by the Chair. The outcomes of this review, including 19 'enhancements' were considered by the AMC at its August 2021 meeting. The enhancements have been considered at subsequent meetings as a part of the Action List and all but one, relating to a final section of Policy development, have been completed.

The AMC is requested to consider if it requires a review in 2022 and if it wishes it to be administered internally as per 2021 or to engage an external facilitator to undertake the process.

Business administration

7.1.3 COVID-19 Update

During June/ July Alwyndor has had 30 positive cases in Residential over two outbreaks with no more positive cases as of the last testing results on 19 July. July to date we have had twenty-five (25) positive staff, seven (7) close contact staff and nine (9) positive community clients. A 4th vaccination clinic is being held for staff on 2 August and 60% residents have received their 4th vaccination.

Outbreaks in residential have resulted in the establishment of 4 red zones throughout the month, cohorting the areas with COVID positive residents and following all infection control protocols. ClinPath have attended the site and conducted PCR tests every 48 hours for the duration of the outbreaks, surge staff have been made available by the Federal government on several occasions.

Community Connections services have been impacted as an outcome of COVID positive staff. Support at Home services have been planned with personal care, medication management and wound take taking priority along with TCP services, some domestic services have been postponed in negotiation with clients and some shopping services have been managed via alternative transport or in negotiation with families. Therapy and Wellness has been similarly impacted and a number of classes and services have been cancelled due to staff illness.

The Federal Government released its *Winter Plan – a guide for residential aged care providers* in June. This document is arranged around 3 themes: *Readiness, Response, Recovery and Resilience*. It includes guidelines for risk assessment, vaccination, workforce

planning and management, infection control etc with suggestions for mental health support and recovery. The document summarises all we have worked through and established throughout the past 2 years, we have built our *resilience* but *recovery* feels premature.

Strategic initiatives

7.1.4 Program of Experience in the Palliative Approach (PEPA)

PEPA, provided by Palliative CareSA, has the aim of improving the knowledge, skill and confidence of the aged care workforce to practice a palliative approach to care for residents, clients, families and loved ones in the aged care environment.

As a component of a continuous improvement plan for Palliative Care, Alwyndor successfully applied for the PEPA – Aged Care program, in mid 2021. Although the timing lagged due to staffing challenges at Palliative CareSA and trainer availability the wait was worthwhile and it was a highly energised program.

Four Clinical and two Enrolled Residential Nurses and two Support at Home Clinical Nurses took part in the program over 4 days.

The detail of the education plan was developed following the completion of a learning needs analysis.

The training was provided on site by a specialist palliative and aged care nurse educator and covered the following areas:

- principles of palliative care
- recognising dying
- end of life care
- assessment and management of care
- pain management
- advanced care planning
- morphine myths and legends
- difficult conversations, escalations, family meetings
- grief and bereavement
- challenges in palliative care.

All attendees are now working on an improvement project using the knowledge gained during the course. The project will look at current practices by Alwyndor and how this can be improved and will include a review of policy and procedures.

All attendees will be promoted to other staff as the *Palliative Care Team* and staff can contact them with any issues with palliating residents. The team will also be involved in regular audits of palliative care as well as training and peer support.

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 23/22 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: 23/22, 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 for the period ending 30 June 2022

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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.