



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 29 February 2024 at 6.30pm

A handwritten signature in black ink, appearing to read "Roberto Bria".

Roberto Bria
CHIEF EXECUTIVE OFFICER

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.

Attachment 1 – Register of Interests

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 October 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: 01/24)

8. CONFIDENTIAL**8.1 General Manager's Report – Confidential (Report No: 02/24)**

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 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: 03/24)

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 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 4 April 2024 in the Hub, 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	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> • Non-Executive Director to the Board of Australian Unity Limited • Chair, South Australian Museum • Chair, Advisory Board, Southern Cultural Immersion (Karna owned business operating Living Karna 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 <p>Qualifications</p> <ul style="list-style-type: none"> • Fellow, Australian Institute of Company Directors • Fellow, Chartered Accountants Australia and NZ • Bachelor Economics (Major Accounting), Flinders University <p>Noting: My wife is the Member for Boothby in the Australian House of Representatives.</p>	<p>15/12/2022</p> <p>Updated 31/1/2024</p>
Cr Susan Lonie	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> • Member of Holdfast Bay Council. 	

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	<ul style="list-style-type: none"> Alwyndor Management Committee. <p>Qualifications</p> <ul style="list-style-type: none"> 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	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> 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 <p>Qualifications</p> <ul style="list-style-type: none"> Dip. Marketing and FAICD 	
Trudy Sutton	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> Member ACHSM Australian College Health Services Member Lift Consumer Advisory Committee Member COTA <p>Qualifications</p> <ul style="list-style-type: none"> Registered nurse 	

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
Judy Searle	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> • 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 <p>Qualifications</p> <ul style="list-style-type: none"> • BMBS FRANZCOG(ret) GDPH MD GCTE PCM GAICD 	Updated Sept 2023
Julie Bonnici	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> • Board member Meals on Wheels Australia • MD and Franchisee Bakers Delight Kurralta Park <p>Qualifications</p> <ul style="list-style-type: none"> • GAICD • MBA • Post Grad Cert – Health Sc. • Bach Applied Science – OT 	
Jo Cottle	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> • 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 	

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	<ul style="list-style-type: none"> • Director of Careworks SA & NT (a small SA NFP) <p>Qualifications</p> <ul style="list-style-type: none"> • Fellow, Chartered Accountants Australia and NZ • Graduate – Australian Institute of Company Directors • Bachelor of Commerce and Bachelor of Business (Commercial Law) 	
Lorraine Sheppard	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> • Finance Committee, Royal Flying Doctor Service – Central ops • Deputy Chair and director, Australian Nursing and Midwifery Accreditation council <p>Qualifications</p> <ul style="list-style-type: none"> • 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 items currently o/s			

AMC Actions

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.

6.2

Alwyndor
WORKPLAN 2024

	Feb	March	Apr	May	June	July	Aug	Sep	Oct	Nov
GM Report: <ul style="list-style-type: none"> Current developments of note key issues emerging risks industry developments matters of strategic importance 	Yes	Strategic Plan	Yes	Yes	No Meeting	Yes	No meeting	Yes	TBD	Yes
Project reports: <ul style="list-style-type: none"> Strategic Project Updates 	As required		As required	As required		As required		As required		As required
Strategic: <ul style="list-style-type: none"> Review Strategic direction and priorities Key strategic initiatives for year ahead Summary business plans for year ahead 				Strategic direction, priorities and Initiatives		Summary Business Plans				
Business Updates: <ul style="list-style-type: none"> Deep dive into key areas of business focussing on performance, operational risks, areas of focus. 	Digital / Technology		Residential			Therapy & Wellness		Home Support		People & Culture Staff Engagement Survey results
Client Focus: <ul style="list-style-type: none"> Client feedback Reporting from Consumer Advisory Bodies 			Client feedback Reporting from Consumer Advisory Bodies					Client feedback Reporting from Consumer Advisory Bodies		
Performance: <ul style="list-style-type: none"> Quarterly KPI review Quality and Compliance report Reporting from Quality Care Advisory Body 	Quarterly KPI review (Oct -Dec 23) Quality and Compliance report (Oct -Dec 23)		Quarterly KPI review (Jan – March 24) Reporting from Quality Care Advisory Group			Quarterly KPI review (April-June 24) Quality and Compliance report (April-June 24)		Reporting from Quality Care Advisory Group		Quarterly KPI review
Risk: <ul style="list-style-type: none"> Enterprise risk review Risk Appetite Statement WHS reporting Legislative Compliance Annual Statement of Compliance 	Enterprise risk review Risk Appetite Statement Legislative Compliance		WHS reporting			Enterprise risk review		Annual Statement of Compliance		WHS reporting
Financials: <ul style="list-style-type: none"> Annual budget (including capex and asset management plan) Long Term Financial Plan Investments review Annual Financial Statements and Audit Quarterly financial performance 	Quarterly financial performance (Oct -Dec 23)		Quarterly financial performance (Jan – March 24) Present Draft Budget	Annual budget (including capex and asset management plan) Long Term Financial Plan EOFY Reporting process External Audit Plan		Quarterly financial performance (April-June 24)		Annual Financial Statement Review		Quarterly financial performance Investments review
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: 29 February 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 outcome of the November Staff Pulse Survey results.**
 - 2. Note the outcomes of the 9 January 2024 ACQSC visit.**
 - 3. Note the Aged Care reform update.**
-

Report

7.1.1 November Staff Pulse Survey Results – Attraction & Retention

In November 2023 we conducted our final staff Pulse Survey for the year, again this was externally facilitated by BPA Analytics (BPA).

All staff were invited to participate in this survey which focused on employee attraction & retention. The survey also updated us on how we are performing as an employer focusing on engagement with staff, where we rate on the 'Great Place to Work' scale as well as our Net Promoter Score (NPS) i.e., how likely are our employees to recommend Alwyndor as an employer and, secondly as an aged care provider.

A summary of the outcomes will be presented at the meeting.

7.1.2 ACQSC Visit 9 January 2024

On Tuesday 9 January, an ACQSC performance assessment team visited Alwyndor focused on our residential continuous improvement plan which was developed after our successful accreditation in March 2023.

All 5 requirements across 3 of the ACQSC Quality Standards were MET. A copy of the report can be provided on request.

7.1.3 Aged Care Reform Update

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

Consumer and Quality Care Groups Update

All groups are now established and will be reporting to AMC at the April and September 2024 meetings.

Group	Members	Meeting dates
Quality Care Advisory Group	<u>Independent:</u> Chris Wood Sharon Guscott Louise Watson (Chair) <u>Staff:</u> Beth Davidson-Park Natasha Stone Molly Salt Lisa Hall Sandy Pedlar	28/11/23 06/03/24
Consumer Advisory Group – Residential	<u>Independent:</u> Robert Loughhead David Fleming Bev Schemmel <u>Staff:</u> Natasha Stone (Chair) Sandy Pedlar Bhuwan Sapkota	29/11/23 26/02/24
Consumer Advisory Group – Support @ Home and Therapy & Wellness	<u>Independent:</u> Howard Harris Julie Cooper Jennifer White (new member) <u>Staff:</u> Molly Salt (Chair) Sandy Pedler	12/01/24

New Aged Care Act (Commonwealth)

The exposure draft of the Act was released in December 2023 for consultation until February 2024. This consultation period has been extended and it is considered unlikely that the Act will 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.

The Consultation Paper outlines the proposed foundation elements of the new Act. These include:

- a Statement of Rights
- a Statement of Principles
- new duty of care and compensation pathways.

The new Act is strongly promoted as having people at its centre and that it 'will ensure that older people who need aged care are at the centre of the aged care system'. It is a key driver in the delivery of the Government's response to several Royal Commission recommendations that rely on primary legislation and key election commitments.

In summary, the ACCPA position to date, following member engagement, is supportive of a rights-based approach, provided the responsibilities for providers are clear, able to be implemented efficiently and effectively, and are funded.

Further consideration regarding several aspects of the proposed foundation elements has been requested:

- 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.

ACCPA has also highlighted the need for 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'. There is also a request for adequate implementation processes, including sufficient time for transition and a sector implementation plan.

Aged Care Ministerial Task Force

AMC has been previously updated that the Aged Care Task Force, chaired by Min Annika Wells, completed its report in mid December 2023. It is understood that this work influenced the new Act Care Act as well as the government's commitment to deliver the recommendations of the Royal Commission.

The final report has not yet been released and it is anticipated it may not be available until after budget estimates or even budget announcements in May 2024.

National Aged Care Advisory Council

A new **National Aged Care Advisory Council** was established in 2021 in response to the Royal Commission. The council reports to the Minister for Health and Aged Care and the Minister for Aged Care and its membership was reviewed and updated in January 2024. Of note the ACCPA CE, Tom Symondson is a member of this advisory body and this enables a clear pathway for the voice of the sector.

Its responsibilities include providing advice on:

- implementation of the aged care reforms
- improving navigation and delivery of aged care services
- building the capability of providers and workforce to meet changing requirements under the reforms.

ACQSC Standards

The ACQSC have developed a revised set of standards which apply to all aged care services and programs.

These 'strengthened standards' reflect recommendations of the Royal Commission and whilst encompassing all elements of the current standards have been expanded with additional requirements in a number of areas with one standard wholly devoted to Food and Nutrition.

With the standards coming into effect from 1 July 2024 there is an expectation that if not fully implemented and integrated into all that we do by that date that we develop and can evidence a continuous improvement plan for this process. This work is now underway at Alwyndor and is a significant body of work.



ITEM 7.1.2

ATTACHMENT 1



Aged Care Reform implementation

February 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.

Compliant



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

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.

Complete

Final Code published and promoted.

All staff training complete.

AMC signed.



Establish a *Quality Advisory Group*

Complete

Establish an approach to comply with *Consumer Advisory Group*

Complete



9 Restrictive Practices

WHO: Residential aged care

WHAT: Strengthens consent arrangements for use of restrictive practices

WHEN: December 2022 - requirements for obtaining informed consent introduced

Compliant





ITEM 7.1.2

ATTACHMENT 2



Aged Care Reform Implementation – Governance

February 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

Status Traffic light

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 4

Suitability of key personnel

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

Compliant



Part 5

Notification of certain matters to the Commission

- Notification of change of circumstances key personnel

Compliant & reviewing systems to ensure maintenance



Part 6

Staff member qualifications, skills & experience

- Staff have appropriate qualification an opportunities to develop capabilities

Compliant

20



Part 7

Constitution of certain providers

- Not relevant as Alwyndor does not operate under the Corporations Act



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



ITEM NUMBER: 8.1

CONFIDENTIAL REPORT

GENERAL MANAGER REPORT

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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)(d) Order

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 02/24 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: 02/24, 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

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.**

CONFIDENTIAL

ITEM NUMBER: 8.2

CONFIDENTIAL REPORT

FINANCE REPORT

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

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CONFIDENTIAL