

ITEM NUMBER: 14.1

ATTACHMENT 2

CONFIDENTIAL – DRAFT MINUTES - ALWYNDOR MANAGEMENT COMMITTEE - 24 FEBRUARY 2022

Pursuant to Section 83(5) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Council Members upon the basis that the Council consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Council will receive, discuss or consider:

- b. Information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and would, on balance, be contrary to the public interest.**

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

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Council hereby orders that the public be excluded from attendance at this meeting with the exception of the Chief Executive Officer and Staff in attendance at the meeting in order to consider Report No: 58/22 Draft Minutes – Alwyndor Management Committee – 24 February 2022 in confidence.
 2. That in accordance with Section 90(3) of the *Local Government Act 1999* Council is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 58/22 Draft Minutes – Alwyndor Management Committee – 24 February 2022 in confidence on the following grounds:
 - b. pursuant to section 90(3)(b) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the Council is conducting business; or would prejudice the commercial position of Council.
 3. The Council 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

CITY OF HOLDFAST BAY

Minutes of the meeting of the Alwyndor Management Committee of the City of Holdfast Bay held via Audio-visual telecommunications on Thursday 24 February 2022 at 6.30pm.

8. GENERAL MANAGER REPORT – CONFIDENTIAL**8.1 General Manager Report – Confidential (Report No: 5/22)****Exclusion of the Public – Section 90(3)(d) 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 Reports and Attachments to Report No: 5/2022 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: 5/22 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 of Alwyndor, in addition Alwyndor's financial position is reported as part of Council's regular budget updates.**

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.**

Moved by Ms Julie Bonnici, Seconded by Mr Kevin Whitford

Carried

8.1.1 Quarterly Performance report

An increase in residential pressure injuries was noted with some concern. Further noted that the reporting is impacted by factors outside of our

control eg two residents were admitted with stage 2 injuries throughout the quarter and that it is not uncommon for a resident to return from hospital with a pressure injury. It was also noted that increased frailty includes the breakdown on skin integrity and Alwyndor's incidence is 50% of the national average.

Action: Report to AMC on *Residential acquired pressure injuries* to March and April 2022.

Action: Updated glossary of terms to be included in each Performance report.

There was discussion regarding Support at Home KPIs *Community infections* and *Challenging behaviours*.

Action: Review KPI and update next quarter.

Financial indicators:

ACFI – revised strategy is successful and on track to meet budget KPIs of \$180 in June 2022.

Future strategic considerations were noted ie future focus areas including occupancy, funding level(s), acuity, community demand etc. Initial AN-ACC assessment by Provider Assist will be available in March and will assist 2023 budget planning as well as future strategies.

Revenue utilization (HCPs): inconsistencies in performance target and benchmark were noted.

Action Review and update regarding performance target and benchmark with recommendations for future reporting of KPI: *Revenue utilization (HCPs)*.

Residential Food satisfaction:

Feedback is consistently of concern and feedback continually given. It was noted that a further report will be prepared for the March AMC meeting (consistent with the approved actions and that this report will include contingency planning).

Net Promoter score:

It was noted that an NPS of 96% is a great result, especially in the current environment, staff will be acknowledged for this as a part of regular internal communications.

Employee turnover rate:

Action: Report in future as a rolling 12-month average.

8.1.2 Corporate Risk Status Report Update - Risk 5: *Failure to protect the safety and wellbeing of employees, trainees, contractors, volunteers and visitors Work Health and Safety.*

It was noted that two indicators were close to or at tolerance levels ie 9 LTIs occurred and 5 document reviews are overdue. The LTIs have been addressed case by case ie cause analysis and remedial actions including increased training and awareness. It was noted that a key causal factor was employees rushing tasks, working under increased pressure due to pandemic conditions.

AMC questioned communication and messaging regarding WHS with concerns for employee safety. The General Manager noted the actions taken, the form of regular communications and messaging at staff meetings, handover, one on one debriefs etc. Employee saturation with increased demands and compliance was emphasised, also noted was the fact that up to 24% of residential shifts were unfilled during the quarter. The General Manager again acknowledged increased WHS reporting was being developed for the Performance report, it was requested this include metrics such as LTI as a % of total hours worked and communication with the LGA Risk Services (LGRS) and Unions as appropriate.

The Chief Executive Officer noted that all WHS reports are reviewed by the Senior Leadership Team (Holdfast Bay), Audit Committee and Council.

Following discussion it was agreed that the controls are effective, noting some are overdue.

Action: Assessment rating to be updated from 'Partial' to 'Effective'.

Motion:

That the Alwyndor Management Committee notes:

1. **the Quarterly Performance Report for Quarter 2, December 2021; and**
2. **the Corporate Risk Status Report Update - Risk 5: *Failure to protect the safety and wellbeing of employees, trainees, contractors, volunteers and visitors Work Health and Safety, including the change of rating on controls to 'Effective'.***

RETAIN IN CONFIDENCE - Section 91(7) Order

3. That having considered Agenda Item 8.1 General Manager's Report (Report No: 5/22) in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor Management Committee, pursuant to section 91(7) of that Act orders that the Attachments and Minutes be retained in confidence for a period of 3 years and that this order be reviewed every 12 months.

Moved by Cr Susan Lonie, Seconded by Ms Trudy Sutton

Carried

CONFIRMED 31 March 2022

CHAIRPERSON

CONFIDENTIAL