

ITEM NUMBER: 14.1

ATTACHMENT 2

CONFIDENTIAL MINUTES – ALWYNDOR MANAGEMENT COMMITTEE – 25 JULY 2024

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:

- d. **commercial information of a confidential nature (not being a trade secret) the disclosure of which –**
 - 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;**

CITY OF HOLDFAST BAY

Minutes of the meeting of the Alwyndor Management Committee of the City of Holdfast Bay held in the Boardroom Alwyndor 52 Dunrobin Road Hove or via Audio-visual telecommunications on Thursday 25 July 2024 at 6.30pm.

8. GENERAL MANAGER REPORT – CONFIDENTIAL**8.1 General Manager Report – Confidential (Report No: 15/24)****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: 15/24 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: 15/24 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 Cr Susan Lonie, Seconded by Ms Julie Bonnici

Carried

8.1.3 HRIS Procurement

General Manager noted the updated Financial Page Investment Appraisal was circulated on 23 July 2024 (copies provided at the meeting), highlighting additional discounts of \$75k bring the project to circa \$4k under the adopted budget.

David Gunter (akto) provided an overview of the procurement process. In response to a query from the Chair, Lisa Hall confirmed she is confident in the selection of Employment Hero, the preferred provider. David confirmed that interface with the other platforms Alwyndor uses (ie AlayaCare and Care Systems) has been assessed and is not anticipated to be problematic. He also noted that the implementation will be managed directly by Employment Hero with no third party systems integrator required.

The Chair requested additional risks be added regarding security and access, payroll accuracy and award interpretation, and payroll and associated financial controls. The importance of data transfer and retention (record keeping) were also noted.

8.1.8 Therapy & Wellness Business Update

A presentation was made by Ms Molly Salt, Manager Community Connections and Ms Anne Barclay, Team Leader Therapy & Wellness.

Queries from members included the recent media coverage of waitlists for services. It was confirmed that we do not hold waitlists as this impacts a client from being able to access other providers. The new Community Connections marketing campaign was outlined and in response to queries it was confirmed that it is utilising multiple mediums ie print, digital, social etc and noted we are targeting private fee paying clients, conducting sessions with retirement villages etc.

7.20pm Ms Julie Bonnici left the meeting. Noting this was Julie's last meeting.

8.1.1 Quarterly Performance Report

Taken as read.

In relation to queries regarding challenging behaviours of residents: the RSM advised that staff are provided with training as part of toolbox sessions, debrief opportunities and upcoming de-escalation training. She also noted the work Alwyndor is doing with the families/carers, clinical nurse, GP's, Geriatricians and the Quality Team to develop behaviour support plans where required, the recent positive engagement with SAHLN and the Dementia specific ward at Daws Road.

Continuous Improvement Plans: the Chair suggested reviewing the terminology in reference to 'legislated' requirements or guidelines. In response to a query regarding the flattened growth in HCPs, the General Manager noted that it is very closely monitored. The actions being taken to maximise attraction of new clients (ie marketing, information sessions, new customer care focus etc.), were also noted together with the anticipated release of additional HCP's by the Federal government.

8.1.2 2024-25 Financial performance

Noted.

8.1.4 Risk Framework

The General Manager gave a summary of the review process and the report by RH Advisory.

In response to queries, the General Manager advised that the Clinical Risk Register was a new piece of work and had been suggested by the ACQSC as a desirable document. It was noted that the framework had been very well considered.

Following discussion, the AMC agreed that there is no immediate requirement for the establishment of an Alwyndor Audit and Risk Committee. This view was based on the concise and comprehensive current reporting and monitoring currently received by the AMC and the fact that the City of Holdfast Bay Audit and Risk Committee Terms of Reference include Alwyndor.

Action: additional clarification required re **Risk 7: Failure of information security to prevent disruption to services, loss of data, access to sensitive information or theft of assets** as follows:

- has penetration testing been undertaken since December 2022, if so when and if not when scheduled?
- testing of backup tapes – annual or more frequent?
- one (1) data breach noted details required ie date, type and remedial action(s)?
- Alwyndor Cyber Security Framework:
 - add consideration to AMC Work Plan
 - requested hierarchy of actions to establish the framework and queried 2028 as the completion date?

8.1.5 Aged Care Reform Update

Update noted together with the ACCPA Advocacy Leave Behind Document regarding the New Aged Care Act and Aged Care taskforce.

8.1.6 Innovation Hub

Noted

8.1.7 Work Health Safety Plan

Manager People & Culture provided a presentation outlining the structure of the WHS Plan under development. In response to a query, she advised that Alwyndor conducts pre employment functional capacity reviews.

The General Manager provided information regarding the recent termination of the WHS coordinator during probation. In response to subsequent allegations made by the former employee, legal counsel has been engaged together with Galpins, our internal auditors, to review the veracity of matters raised with both the CEO and the Chair. Two complaints have also been raised with Safe Work SA by the former employee and they are conducting an inspection on site on Tuesday 30 July.

Action: Update AMC with outcomes of the internal audit and Safe Work audit.

Cr Susan Lonie's connection dropped out for a period of time during presentation. Presentation commenced at 7.58pm. Noted reconnection at approx 8.10pm

Motion:

That the Alwyndor Management Committee:

- 1. Note the Quarterly Performance report.**
- 2. Note the update regarding 2024/25 Financial performance.**
- 3. Approve the Human Resource Management System procurement and implementation planning recommendations for Employment Hero.**
- 4. Note the report prepared by RH Advisory and approve the updated Risk Framework.**
- 5. Note the Aged Care Reform Update.**
- 6. Note the information regarding Innovation Hub participation.**
- 7. Note the Work Health Safety Plan update and the update from the GM on the recent incident.**
- 8. Note the presentation on the Therapy and Wellness business area.**

RETAIN IN CONFIDENCE - Section 91(7) Order

- 9. That having considered Agenda Item 8.1 General Manager's Report (Report No: 15/24) 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 Ms Joanne Cottle, Seconded by Cr Robert Snewin

Carried

8.2 Quarterly Finance Report – Confidential (Report No:16/24)**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: 16/24 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: 16/24 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 Joanne Cottle, Seconded by ...Ms Trudy Sutton

Carried

8.2.1 Quarterly Finance Report

The reduction in Agency usage was favourably highlighted and the commensurate increase in overtime was noted however it was acknowledged that this has resulted in positive outcomes for care.

8.2.2 Quarterly Investment Report

Noted.

8.2.3 Dean Newbery Audit Plan

Noted.

Motion:

That the Alwyndor Management Committee:

- 1. Note the Quarterly Finance Report for Quarter 4 of the 2023/24 financial year.**
- 2. Notes the Quarterly Investment Performance Report for Quarter 4 of the 2023/24 financial year.**
- 3. Notes the 2023/24 Dean Newbery Audit Plan.**

RETAIN IN CONFIDENCE - Section 91(7) Order

4. That having considered Agenda Item 8.2 Quarterly Finance Report (Report No:16/24) 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 Joanne Cottle

Carried

9. **OTHER BUSINESS – Subject to the leave of the meeting**

9.1 Support at Home pricing

The General Manager advised that there is a Program Assurance Review – Pricing Transparency on My Aged Care in of Support at Home being undertaken by the Federal Government in the week commencing 29 July 2024.

9.2 Appointment of Deputy Chair

The Chair advised that with the departure of Ms Julie Bonnici, a new Deputy Chair will need to be appointed. This will be actioned at the next meeting in September.

Action: The Chair will seek nominations for consideration and nomination at the September AMC meeting.

9.3 The CEO CoHB final meeting

The Committee had been advised that Roberto Bria CEO CoHB has resigned and that this meeting would be his last. His work and support of AMC was acknowledged together with his contribution to the positive changes that have occurred throughout the past 5 years.

9.3 HRIS Budget

In response to a query it was confirmed that funds for the HRIS project were within the adopted 2024-25 budget.

10. **DATE AND TIME OF NEXT MEETING**

The next meeting of the Alwyndor Management Committee will be held on **Thursday 26 September 2024** in the Boardroom Alwyndor, 52 Dunrobin Road, Hove or via Audio-visual telecommunications (to be advised).

11. **CLOSURE**

The meeting closed at 8.50pm.

CONFIRMED 26 September 2024

CHAIRPERSON

CONFIDENTIAL