

## CITY OF HOLDFAST BAY

**Minutes of the meeting of the Alwyndor Management Committee of the City of Holdfast Bay held at Alwyndor Aged Care, Dunrobin Road, Hove on Tuesday 18 September at 6.30 pm.**

### **PRESENT**

#### **Elected Members**

Councillor R Aust  
Councillor S Lonie

#### **Independent Members**

Deputy Chairperson - Mr O Peters  
Mr T Bamford  
Ms J Bonnici  
Ms J Cudsi  
Mr K Cheater  
Mr K Whitford

#### **Staff**

General Manager Alwyndor– Mr R Kluge  
Personal Assistant – Ms R Gordon  
Chief Financial Officer – Ms N Andjelkovic

### **1. OPENING**

The Chairperson declared the meeting open at 6.39 pm.

### **2. KAURNA ACKNOWLEDGEMENT**

With the opening of the meeting the Chairperson stated:

We acknowledge the 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 For Absence - Nil
- 3.2 Leave of Absence - T Aukett

**4. DECLARATION OF INTEREST**

Members were reminded to declare any interest before each item.

**5. CONFIRMATION OF MINUTES****Motion**

**That the minutes of the Alwyndor Management Committee held on 21 August 2018 be taken as read and confirmed.**

Moved Cr Aust, Seconded Ms Cudsi

**Carried**

**6. CONFIDENTIAL****6.1 Monthly Financial Report – August 2018 (Report No: 56/18)****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 Report No: 56/18 Monthly Financial Report – August 2018 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: 56/18 Monthly Financial Report – August 2018 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 Cr Lonie, Seconded Mr Bamford

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

3. That having considered Agenda Item 6.1 Monthly Financial Report – August 2018 (Report No: 56/18) 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 18 months and that this order be reviewed every 12 months.

Moved Cr Lonie, Seconded Ms Bonnici

Carried

Ms Andjelkovic left the meeting at 7.07pm

*Members of the public entered the meeting at 7.08pm*

**7. REPORTS/ITEMS OF BUSINESS**

**7.1 Home Support Services Update (Report No: 59/18)**

This report provides a summary of the activity undertaken by the Home Support Services Department for the provision of home support services to consumers of Alwyndor.

*The Committee noted that numbers have declined despite looking to uplift in CDC. The General Manager advised that the cessation of the Resthaven contract has affected numbers. People on the waitlist have had the assessment but haven't yet been allocated a package and are awaiting the government's allocation – this has impacted the numbers and the Committee noted that this is more a matter of timing. The Committee discussed the need to educate people on our brand and what Alwyndor represents, and that marketing should be considered as part of the strategic planning session. The General Manager confirmed that the Commonwealth Home Support Programme (CHSP) contract with Resthaven ceased on 31 August and that slower than anticipated growth in Home Care Packages has resulted in some staff having fewer hours. The General Manager noted that KMs and time are monitored via an app and in addition, Alwyndor's Enterprise Agreement is above award.*

*The Committee acknowledged, and wished to congratulate staff for the way they managed the learning process and subsequently passing the re-accreditation, and that as an organisation, Alwyndor has done what accreditation is there for and learnt and improved as a result of this process.*

*The Committee indicated they would like to see more analysis (risk rating system), indicating high/medium/low priorities, for WHS numbers. The General Manager advised that the detail for all WHS incidents is provided in the quarterly HR report. The*

*Committee would like to see this information reported in one report only and the HR report is the appropriate place.*

**Motion**

**That the Alwyndor Management Committee receives and notes the information provided in this report.**

Moved Mr Bamford, Seconded Ms Cudsi

**Carried**

**7.2 Operations Business Unit Update (Report No: 60/18)**

This report summarises the activities of the Operations department over the last quarter and provides some insights into initiatives that have been in development, or are planned for development over the next 6 months.

*The Committee noted that this report provided a lot of information but needed some clarity around the key issues.*

*The General Manager advised the recent focus has been on accurate and improved reporting processes and confirmed that nurse call, feedback and clinical incident data reports are now all working well. Back-of-house IT is functional yet some systems are lacking. The General Manager confirmed that Alwyndor's IT service provider has given notice of severing ties and we have commenced sourcing new provider.*

*The Committee asked what practical strategies are being undertaken for marketing. The General Manager spoke of the Customer Liaison team working towards being a key source of knowledge, aiming to have the ability to answer over 70% of queries received, and indicated that scripting is being worked through in order to drive a good customer experience. The General Manager indicated that the customer service eco system means it's the responsibility of everyone in the organisation to own the knowledge. The General Manager also advised that all aged care facilities have until 1 July 2019 to have processes in place to meet the new standards, which focus heavily on customer engagement. The General Manager also confirmed that engagement and social media will be managed by the Engagement and Communications Advisor.*

*The Committee agreed that the trial or implementation of a new system is an important investment, which requires a needs analysis, business case and procurement plan. The General Manager advised the suggested software was a research and trialling process.*

*The Committee sought information on a plan for training and supporting staff with customer engagement. The General Manager advised that a business plan will be presented to the AMC in the future would cover training, people, IT roadmap /strategy. Due to the change of focus in the industry, we need to pull together to update the marketing plan, customer experience, and how the staff bring the value to that experience.*

*The Committee requested a copy of the report on cyber security when it is received.*

**Motion**

**That the Alwyndor Management Committee receive and note the information provided in this report.**

Moved Mr Whitford, Seconded Cr Aust

**Carried**

**7.3 Minutes – Governance and Operations Committee – 6 August 2018 (Report No: 58/18)**

The minutes of the Governance and Operations Committee meeting held on 6 September 2018 are provided for information.

**Motion**

**That the minutes of the Governance and Operations Committee meeting held on 6 September 2018 be noted.**

Moved Ms Cudsi, Seconded Cr Lonie

**Carried**

**Leave of the meeting**

The Deputy Chairperson sought leave of the meeting to change the order of the Reports on the Agenda to Report 57/18 General Manager's Report, then Report 62/18 Alwyndor Management Committee Terms of Reference – Draft Update.

Leave of the meeting was granted.

**7.5 General Manager's Report (Report No: 57/18)**

These items are presented for the information of Members. After noting the report any items of interest can be discussed and, if required, further motions proposed.

*The General Manager advised that contractor management is moving forward and may meet the December timeframe. The Committee were advised that the Investment Policy is due to be reviewed and ratified at November meeting of AMC.*

*The General Manager will launch the values with the results of the survey at a staff event in the near future. The Committee agreed that Values are, and should be, staff driven however, they wish to review the Vision and Mission as part of the upcoming strategic planning session.*

*The General Manager provided an update on the wound management issues in iCare. The General Manager also confirmed that the alternative medication management software will be implemented on 14 October 2018.*

Cr Lonie left the meeting at 8.01pm

Cr Lonie re-joined the meeting at 8.03pm

*The General Manager advised that he had received the results of the 2018 Employee Engagement survey late this afternoon and, although he has not yet reviewed the findings, advised that 67% of staff contributed to the survey. In addition, 70 staff attended a recent thank you event held for staff.*

*The General Manager indicated that Alwyndor's business plan for the coming 12 months has been drafted. The plan is an extremely comprehensive document (75 pages long). This has also been distilled out to an action items document and a summary of action items document, and it was agreed that these documents will be circulated to Committee members via email with a request that up to at least section 4 be read prior to the upcoming planning session. The General Manager sought support for a proposed strategic working party to work through the nuts and bolts of the strategy which needs to be completed by January 2019.*

### **Motion**

**1. That the following items be noted and items of interest discussed:**

- 1. Meeting Dates and Task Schedule**
- 2. WHS Implementation Plan**
- 3. Uniquity Action Plan - Update**
- 4. Investment Policy**
- 5. Alwyndor's Vision, Mission and Values**
- 6. iCare Update**
- 7. 2018 Employee Engagement Survey**
- 8. Alwyndor Business Planning**

**2. That Alwyndor Management Committee approve Alwyndor's Values.**

Moved Cr Lonie, Seconded Mr Whitford

**Carried**

*Members of the public left the meeting at 8.13pm*

**8. URGENT BUSINESS – Subject to the leave of the meeting**

**8.1 Recent complaint (verbal)**

**Exclusion of the Public – Section 90(3)(a) 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: 56/18 Monthly Financial Report – August 2018 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: 56/18 Monthly Financial Report – August 2018 on the following grounds:
  - a. information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of a person or persons (living or dead).
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 Cr Lonie, Seconded Ms Cudsi

Carried

**Motion**

**RETAIN IN CONFIDENCE - Section 91(7) Order**

That having considered Agenda Item 8.1 Recent Complaint (verbal) in confidence under section 90(2) and (3)(a) of the *Local Government Act 1999*, the Alwyndor Management Committee, pursuant to section 91(7) of that Act orders that the Minutes be retained in confidence for a period of 24 months and that this order be reviewed every 12 months.

Moved Cr Lonie, Seconded Mr Bamford

Carried

7.4 **Alwyndor Management Committee Terms of Reference – Draft Update (Report No: 62/18)**

Council's current Terms of Reference for the Alwyndor Management Committee were developed and adopted in 2010. The attachment to this report provides a draft update of these Terms of Reference for the Committee's consideration and subsequent recommendation to Council for adoption.

*The Committee agreed to defer this item to the next meeting, when the incoming Chairperson is present.*

*The Committee agreed to review and provide further comment to PA in order to have a distilled draft available for discussion at the October AMC meeting.*

Ms Cudsi left the meeting at 9.11pm

Ms Cudsi re-joined the meeting at 9.12pm

**Motion**

**That the Alwyndor Management Committee defer the Terms of Reference discussion to the next meeting, and that the Committee review and provide additional comments to the PA to the General Manager.**

Moved Mr Whitford, Seconded Ms Bonnici

**Carried**

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

The next meeting of the Alwyndor Management Committee will be held on Tuesday 16 October 2018 in the Meeting Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

**10. CLOSURE**

The meeting closed at 9.13 pm.

**CONFIRMED 16 October 2018**

**DEPUTY CHAIRPERSON**