

Agenda

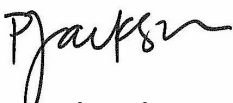
Alwyndor Management Committee

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

31 October 2024 at 6.30pm



Pamela Jackson
Acting Chief Executive Officer

1. Opening

The Chairperson, Mr K Cheater will declare the meeting open at 6.30pm.

2. Kurna 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

5. Confirmation Of Minutes

That the minutes of the Alwyndor Management Committee meeting held on 26 September 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: 20/24)

8. Items in Confidence

8.1 General Managers Report (Report No: 21/24)

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 upon the basis that the Committee considers the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that the Committee will receive, discuss or consider:

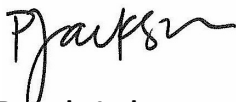
- d. commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and would, on balance, be contrary to the public interest.

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 28 November 2024 in Boardroom, Alwyndor Aged Care, 52 Dunrobin Road, Hove or via audio-visual telecommunications.

11. Closure



Pamela Jackson
Acting 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"> • Member, Advisory Board, Southern Cultural Immersion (Kaurna owned business operating Living Kaurna 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>	15/12/2022
Cr Susan Lonie	<p>Board and Committee Appointments</p> <ul style="list-style-type: none"> • Member of Holdfast Bay Council. • Alwyndor Management Committee. 	

Name of Committee Member	Description of interest	Date when disclosure given to the 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 	
Judy Searle	Board and Committee Appointments	

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	<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 Kurralt 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 • Director of Careworks SA & NT (a small SA NFP) 	

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	Qualifications <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	Board and Committee Appointments <ul style="list-style-type: none"> • Finance Committee, Royal Flying Doctor Service – Central ops • Non-executive director The Benevolent Society • Finance Committee, Royal Flying Doctor Service – Central Ops • Chair, Finance Audit and Risk Committee, The Women’s Club • Professor of Physiotherapy and Health Care Administration Qualifications <ul style="list-style-type: none"> • B App Sc (Physiotherapy) MBA PhD GAICD 	March 2024 update
John O’Connor	TBA	Sept 2024

Item 6.1 – Action items

Non – confidential

Action No.	Meeting	Agenda Item	Action Required	Responsibility	Due Date	Current Status
		Nil actions				Oct 2024

AMC Actions

Alwyndor Management Committee Self Assessment Action list				
Item No.	Item	Responsibility	Action	Current Status
	Nil items currently o/s			

	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 ✓	Held 4/4/24 Strategic Plan ✓	Yes ✓	Yes ✓	No meeting	Yes ✓	No meeting	Yes ✓	Yes	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 ✓			Yes Home Support	People & Culture Home Support 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 Deferred from April ✓				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 deferred from April ✓		Quarterly KPI review (April-June 24) ✓ Quality and Compliance report (April-June 24) ✓				Quarterly KPI review Reporting from Quality Care Advisory Group
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: 31 OCTOBER 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 Provider Operations Report and approve the Chair, Kim Cheater, to sign the Governing Body Declaration for Alwyndor.**
- 2. Approve the 2025 Alwyndor Management Committee meeting schedule.**

7.1.1 Provider Operations Report

Introduced in 2023 as part of the Aged Care Reform agenda, aged care providers are required to complete an annual *Provider Operations Report*. This report includes the *Governing Body Statement* for Residential Care and Community Connections, and a *Declaration* signed by a member of the governing body (AMC).

The statements declare whether the governing body ie the AMC, believes that Alwyndor has complied with its responsibilities under the Aged Care Act 1997 and the requirements under the Aged Care Quality and Safety Commission Act 2018 between 1 July 2023 and 30 June 2024 (ie the current reporting period).

The guidelines state that if the governing body believes the provider failed to comply with one or more responsibilities under the Aged Care Act 1997 or requirements under the Aged Care Quality and Safety Commission Act 2018, the report must outline the non-compliance details.

No issues of noncompliance were found for Residential Care or Community Connections for the reporting period.

The *Declaration* needs to be signed by a member of the governing body (AMC), it is recommended that this be the Chair, Kim Cheater.

The draft Governing Body Statement (Attachment 1) and the Declaration (Attachment 2) are attached to this report.

7.1.2 2025 Alwyndor Management Committee meeting schedule

Consistent with its Terms of Reference, the AMC is required to have a minimum of 8 meetings per year. Meetings are generally scheduled on the last Thursday of the month at 6.30 pm.

At the meeting of 28 September 2023, a revised meeting schedule was considered and approved ie that there be 8 meetings a year where two meetings (March and October) are dedicated to specific topics or business as required (ie they may be used for strategy or risk focus, subject matter presentations by employees or external presenters).

The proposed schedule for 2025 is based on the previous agreed schedule and format and dates are as follows:

- January no meeting
- Thursday 13 February
- Thursday 27 March (focus agenda)
- Wednesday 23 April (Fri 25/4 is Anzac Day)
- Thursday 29 May
- June no meeting
- Thursday 31 July
- August no meeting
- Thursday 25 September
- Thursday 30 October (focus agenda)
- Thursday 27 November
- December no meeting.

Placeholders for diaries have been sent to AMC members and will be updated on approval of the meeting schedule.



ITEM 7.1.1
ATTACHMENT 1



City of Holdfast Bay

Provider operations - 01 July 2023 to 30 June 2024

Reporting Status - Draft

Please carefully check your data prior to submission. Information from this Collection Form is for publication on My Aged Care.

Key personnel

Privacy consent

Do you have the consent of the named person(s) to report their information in this data collection. This person(s) is aware that their name and role is being reported to the Department for the purpose of being published on My Aged Care website under each service of the provider.	Yes
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Key personnel

You must have consent of the person to report their name and role. **Provide at least one key personnel within your organisation.** Their name and role will be published on the My Aged Care website

1 Executive Name	Beth Davidson-Park
1 Role	General Manager
2 Executive Name	Natasha Stone
2 Role	Residential Services Manager
3 Executive Name	Molly Salt
3 Role	Manager Community Connections

Governing body membership

Is your organisation a state and territory, a state or territory authority, or a local government authority?	Yes
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Governing body statement

Statement

Name of governing body member making the Statement	Kim Cheater
Role / Position / Designation of member	Chair
Does the governing body believe the approved provider has complied / has failed to comply with all of its responsibilities under the Aged Care Act 1997 and the requirements under the Aged Care Quality and Safety Commission Act 2018?	Has complied

Diversity and inclusion – Provider

Consent

Do you have consent from individual governing body members to disclose the diversity and inclusion information to the Department? No

Diversity and inclusion – Service

Alwyndor Aged Care (SRV-4340)

Does the service have policies and procedures for culture, diversity and inclusion? Implemented

Does the service have policies and procedures for cultural safety? Implemented

Does the service have social activities to support culture, diversity and inclusion? Implemented

Alwyndor Care Packages (SRV-18459)

Does the service have policies and procedures for culture, diversity and inclusion? Implemented

Does the service have policies and procedures for cultural safety? Implemented

Does the service have social activities to support culture, diversity and inclusion? Implemented

Feedback, complaints and improvements

Alwyndor Aged Care (SRV-4340)

Feedback 1	Food and catering
Feedback 2	Staff behaviour/conduct
Feedback 3	Personal care
Complaint 1	Personal care
Complaint 2	Food and catering
Complaint 3	Physical environment (including cleaning)
Improvement 1	Reablement/gym program
Improvement 2	Assessment and implementation (including care management)
Improvement 3	Communication and consultation

Alwyndor Care Packages (SRV-18459)

Feedback 1	Staff behaviour/conduct
Feedback 2	Personal care
Feedback 3	Gardening
Complaint 1	Staff behaviour/conduct
Complaint 2	Personal care
Complaint 3	Cleaning

Improvement 1

Assessment and implementation
(including care management)

Improvement 2

Behaviour Support Plans

Improvement 3

CHSP reviews

Submission of Provider Operations Collection Form

Declaration

As a person authorised by the approved provider submitting this Provider Operations Collection Form (the Form), I certify that all particulars disclosed in this Form are true and correct.

I confirm that the completed information does not include any personal information, other than where specifically requested in this Form, including:

- the name and role of an executive member of the provider,
- the name and signature of the governing body member signing the Statement by the Governing Body,
- diversity information for members of the governing board.



ITEM 7.1.1
ATTACHMENT 2



Australian Government

Department of Health and Aged Care

Governing Body Statement

Information for the governing body member signing the statement

Declaration by a member of the governing body of an approved provider

Section 53G of the [*Accountability Principles 2014*](#), requires approved providers of aged care that deliver home care services or residential care services to submit a statement about the provider's compliance with its responsibilities and requirements.

The Governing Body Statement MUST be accompanied by a declaration signed by a member of the approved provider's governing body on behalf of all members of the governing body for each approved provider that delivers a residential care service or a home care service.

- The Governing Body Statement is completed as part of the Provider Operations Collection Form on the Government Provider Management System (GPMS).
- The Declaration is on page 3 of this document. The signed Declaration is to be uploaded to the Provider Operations Collection Form for submission through GPMS.

The Governing Body Statement

The Governing Body Statement details:

- Whether or not the governing body of the approved provider believes the approved provider has complied with its responsibilities under the *Aged Care Act 1997* and the requirements under the *Aged Care Quality and Safety Commission Act 2018* between 1 July 2023 and 30 June 2024 (the reporting period)

- If the governing body believes the approved provider failed to comply with one or more responsibilities under the *Aged Care Act 1997* or requirements under the *Aged Care Quality and Safety Commission Act 2018*, details of:
 - each responsibility or requirement that the approved provider failed to comply with
 - the reasons why the approved provider failed to comply
 - actions that the provider has taken or will take to rectify the non-compliance

In all cases of compliance and failed compliance, the statement must be signed by a member of the approved provider's governing body on behalf of all members of the governing body.

With the exception of the governing body member's details, no personal information is to be included in the statement.

The statement is intended to support the governing body to examine the approved provider's compliance with its responsibilities and requirements. The signed statement allows governing bodies to demonstrate their understanding of, and accountability for, issues affecting the quality of care of care recipients.

The process of completing a statement can assist approved providers to proactively look to identify and improve any areas of non-compliance. A provider's demonstrated and transparent commitment to addressing non-compliance can give confidence to care recipients about an approved provider's commitment to quality and safety.

The reporting of this information aims to increase approved provider transparency and accountability and help drive continuous improvement across the sector.

How Will the Statement and the Declaration be Submitted?

The Governing Body Statement and the declaration signed by a member of the approved provider's governing body are to be electronically submitted to the department as part of the Provider Operations Collection Form through the GPMS **by 31 October each year**.

Further information on the Provider Operations Collection Form, including the Governing Body Statement is available on the Department's [website](#).



Australian Government

Department of Health and Aged Care

**Declaration by a member of the governing body
of the approved provider**

This page must be uploaded to the Provider Operations Collection Form once signed by a member of the governing body of the provider.

I certify that:

- I am a member of the governing body of the below approved provider:

_____ *(Insert name of the approved provider)*

- This Governing Body Statement detailed in the Provider Operations Collection Form on the Government Provider Management System is true and correct to the best of my knowledge and belief.
- This statement does not include any personal information other than my own name, role and signature.
- I understand that my name and role may be published by the Department as part of this statement.

Full Name	Position
Signature	Date

Note to the governing body member signing this form:

Giving false or misleading information or documents is an offence under Division 137 of the *Criminal Code Act 1995* (Cth) with a maximum penalty of 12 months imprisonment.

Approved providers have a responsibility to:

- comply with section 63-1G of the *Aged Care Act 1997* in relation to the giving of information relating to a reporting period to the Secretary of the Department of Health and Aged Care; and
- comply with other such responsibilities as are specified in the *Accountability Principles 2014* under paragraph 63-1(m) of the *Aged Care Act 1997*, including reporting responsibilities detailed in section 53G of the *Accountability Principles*.

Submission due date

You must submit the completed Governing Body Statement, including this signed declaration, by **5:00pm on 31 October 2024** online via the Provider Operations Collection Form on the Government Provider Management System.

ITEM NUMBER: 8.1

CONFIDENTIAL REPORT

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 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 –**
 - 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) 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 21/24 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: 21/24, 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