

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

30 May 2024 at 6.30pm



Roberto Bria
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 24 April 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: 09/24)

8. Items in Confidence

8.1 General Managers Report (Report No: 10/24)

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.

8.2 Quality Care Advisory Group Report (Report No: 13/24)

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 Committee will receive, discuss or consider:

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8.3 Finance Report (Report No: 12/24)

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 Committee will receive, discuss or consider:

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8.4 Finance Report – Budget 2024/25 and LTFP (Report No: 11/24)

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 Committee will receive, discuss or consider:

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

11. Closure



Roberto Bria
Chief Executive Officer

Item 6.1 – Action items

Non – confidential

Action No.	Meeting	Agenda Item	Action Required	Responsibility	Due Date	Current Status
20	29/02/24	7.1.1 Staff Survey Results	Provide a more detailed segmentation of results, trends in particular groups as well as industry benchmarks on attraction and retention.	GM	24/4	Item 7.1.1 on agenda for meeting of 24/04/2024 Completed
72	24/4/24	7.1.2 Reform update	Distribute draft Standards as requested	BT	May 2024	Emailed 05/05/24 Completed

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. Completed

	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	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 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)		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 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"> • Chair, South Australian Museum • Chair, Advisory Board, Southern Cultural Immersion (Kaurna owned business operating Living Kaurna Cultural Centre at Warriparinga) • Advisory Board, SARA 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 	

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 • 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

Item No: 7.1

Subject: General Manager Report

Date: 30 May 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 update on the activities of the Consumer Advisory Groups.**
 - 2. Note Federal budget information.**
 - 3. Note the Aged Care Quality and Safety Commission audit.**
-

Report

7.1.1 Consumer Groups Update

The *Consumer Advisory Groups (Residential and Community)* were established late 2023 consistent with the requirements of the ACQSC as a part of the Aged Care Reform agenda. Whilst these groups are not required to report to governing bodies we have, however, included here a summary of their activities and considerations:

Residential Consumer Advisory Group:

Meetings held on 29 November 2023, 26 February 2024 and 30 April 2024.

Discussion items:

Terms of Reference adopted, agreed will meet bi monthly.

Overview of Alwyndor business, Governance, processes and procedures.

Of particular interest resident concerns about raising issues and being seen as bothersome.

Call bells response times and how this helps inform staffing needs.

Governance Structure to be updated to include the Groups.

Community (Support at Home and Therapy & Wellness) Advisory Group:

Meetings held on 12 January 2024 and 30 April 2024.

Discussion items:

Terms of Reference adopted, agreed will meet quarterly.

Overview of Alwyndor business, Governance, processes and procedures.

Client experience surveys – noted issues expressed around rostering, staffing, and positive feedback on staff.

Guests from within different areas of the business to be invited to some meetings.

Opportunity to comment on Alwyndor promotional / aspirational statements.

Of particular interest was staff welfare and support, onboarding and other training.

7.1.2 Federal budget 2024-25

The ACCPA (the aged care peak body) summary of the budget implications for the sector was shared via email with AMC on 20 May 2024.

By way of summary key items are:

- increased number of Home Care Packages (21,400 nationally)
- agreement to fund Work Value Stage 3 (noting the detail of funding and dates have not been finalised)
- 10% of EN to time to be counted in mandated 'RN minutes'
- investment in future workforce
- investment in digital solutions (as noted in our Digital Plan)
- deferral of finalising the new Aged Care Act for enactment until 1 July 2025, including the implementation of the new Standards.

Disappointingly there was no reference to the Aged Care Taskforce recommendations.

7.1.3 Aged Care Quality and Safety Commission

The ACQSC conducted an assessment contact on 22 - 23 May as a follow up to the full Support at Home Audit in October 2023.

This contact focused on Standard 8 3(c), Governance, which was Unmet in the October 2023 Audit. An update will be provided at the meeting.

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 10/24 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: 10/24, 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

QUALITY CARE ADVISORY GROUP 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:

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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: 13/24, Quality Care Advisory Group 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.**

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CONFIDENTIAL

ITEM NUMBER: 8.3

CONFIDENTIAL REPORT

Finance

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

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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: 12/24, Finance Report - Confidential on the following grounds:**
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ITEM NUMBER: 8.4

CONFIDENTIAL REPORT

Alwyndor Budget 2024/25 and LTFP

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