

# 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**  
28 November 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 31 October 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: 22/24)

**8. Items in Confidence**

8.1 General Managers Report (Report No: 23/24)

**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 Finance Report – confidential (Report No: 24/24)

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:

- 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 13 February 2025 in Boardroom, Alwyndor Aged Care, 52 Dunrobin Road, Hove or via audio-visual telecommunications.

11. Closure



**Pamela Jackson**  
Acting Chief Executive Officer

Item 6.1 – Action items

Non – confidential

Action No.	Meeting	Agenda Item	Action Required	Responsibility	Due Date	Current Status
83	31/10/24	4. Register of Interests	To be sent for members to review and provide any updates	BT	Nov 2024	Email sent on 12/11/24. Responses received and Register updated <b>Completed</b>

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"> <li>Current developments of note</li> <li>key issues</li> <li>emerging risks</li> <li>industry developments</li> <li>matters of strategic importance</li> </ul>	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"> <li>Strategic Project Updates</li> </ul>	As required		As required	As required		As required ✓		As required ✓		As required
Strategic: <ul style="list-style-type: none"> <li>Review Strategic direction and priorities</li> <li>Key strategic initiatives for year ahead</li> <li>Summary business plans for year ahead</li> </ul>				Strategic direction, priorities and Initiatives ✓		Summary Business Plans				
Business Updates: <ul style="list-style-type: none"> <li>Deep dive into key areas of business focussing on performance, operational risks, areas of focus.</li> </ul>	Digital / Technology		Residential ✓			Therapy & Wellness ✓			Home Support ✓	People & Culture  Staff Engagement Survey results
Client Focus: <ul style="list-style-type: none"> <li>Client feedback</li> <li>Reporting from Consumer Advisory Bodies</li> </ul>				Client feedback ✓  Reporting from Consumer Advisory Bodies Deferred from April ✓				Client feedback ✓		Reporting from Consumer Advisory Bodies
Performance: <ul style="list-style-type: none"> <li>Quarterly KPI review</li> <li>Quality and Compliance report</li> <li>Reporting from Quality Care Advisory Body</li> </ul>	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"> <li>Enterprise risk review</li> <li>Risk Appetite Statement</li> <li>WHS reporting</li> <li>Legislative Compliance</li> <li>Annual Statement of Compliance</li> </ul>	Enterprise risk review  Risk Appetite Statement  Legislative Compliance		WHS reporting ✓			Enterprise risk review ✓		Annual Statement of Compliance ✓	Provider Operations Report & Declaration ✓	WHS reporting
Financials: <ul style="list-style-type: none"> <li>Annual budget (including capex and asset management plan)</li> <li>Long Term Financial Plan</li> <li>Investments review</li> <li>Annual Financial Statements and Audit</li> <li>Quarterly financial performance</li> </ul>	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><b>Board and Committee Appointments</b></p> <ul style="list-style-type: none"> <li>• Member, Advisory Board, Southern Cultural Immersion (Kurna owned business operating Living Kurna Cultural Centre at Warriparinga)</li> <li>• Advisory Board, SARAH Group (and Chair of Audit, Risk and IT Committee)</li> <li>• Council Member, Flinders University of South Australia</li> <li>• Chair, Advisory Board, Flinders University College of Government, Law &amp; Business</li> <li>• Independent Chair, Audit Risk Finance and Investment Committee, Minda Inc</li> <li>• Board Member, ReturntoWorkSA</li> <li>• Board of RAA Group</li> <li>• Board of RAA Insurance</li> <li>• Non-Executive Director to the Board of Australian Unity Limited</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Fellow, Australian Institute of Company Directors</li> <li>• Fellow, Chartered Accountants Australia and NZ</li> <li>• Bachelor Economics (Major Accounting), Flinders University</li> </ul> <p>Noting: My wife is the Member for Boothby in the Australian House of Representatives.</p>	15/12/2022
Cr Susan Lonie	<p><b>Board and Committee Appointments</b></p> <ul style="list-style-type: none"> <li>• Member of Holdfast Bay Council.</li> <li>• Alwyndor Management Committee.</li> </ul>	



Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Qualifications Bachelor of Nursing, Graduate Diploma in Intensive Care Nursing and Bachelor of Laws (Hons). (Please note I am not currently a Registered Nurse.)</li> </ul>	
Cr Robert Snewin	<p><b>Board and Committee Appointments</b></p> <ul style="list-style-type: none"> <li>GDCC Board and Chairman of Sponsorship and Fundraising</li> <li>Treasurer of the Rural Media Communicators SA/NT</li> <li>Councillor at the Royal Agricultural and Horticultural Society of SA</li> <li>Member of Holdfast Bay Council.</li> <li>Alwyndor Management Committee</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Dip. Marketing and FAICD</li> </ul>	
Trudy Sutton	<p><b>Board and Committee Appointments</b></p> <ul style="list-style-type: none"> <li>Member ACHSM Australian College Health Services</li> <li>Member Lift Consumer Advisory Committee</li> <li>Member COTA</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Registered nurse</li> </ul>	

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
Judy Searle	<p><b>Board and Committee Appointments</b></p> <ul style="list-style-type: none"> <li>• Queensland Civil and Administrative Tribunal - Medical Practitioner Panel - assessor</li> <li>• Griffith University School of Medicine – Professor</li> <li>• Chair of the Northern Adelaide Local Health Network (NALHN) Governing Board</li> <li>• Member Clinical Governance Advisory Committee, Aust Commission Safety &amp; Quality in Health Care</li> <li>• Member University of Adelaide Ageing &amp; Community Services Industry Advisory Board</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• BMBS FRANZCOG(ret) GDPH MD GCTE PCM GAICD</li> </ul>	Updated Sept 2024
Jo Cottle	<p><b>Board and Committee Appointments</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Chair of NFP Discussion Group – Chartered Accountants Australia &amp; NZ</li> <li>• Director of Careworks SA &amp; NT (a small SA NFP)</li> <li>• Director of Community Living Project (medium NFP providing disability support services)</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Fellow, Chartered Accountants Australia and NZ</li> <li>• Graduate – Australian Institute of Company Directors</li> <li>• Bachelor of Commerce and Bachelor of Business (Commercial Law)</li> </ul>	Oct 2024
Lorraine Sheppard	<p><b>Board and Committee Appointments</b></p> <ul style="list-style-type: none"> <li>• Finance Committee, Royal Flying Doctor Service – Central ops</li> </ul>	March 2024 update

Name of Committee Member	Description of interest	Date when disclosure given to the Committee
	<ul style="list-style-type: none"> <li>• Non-executive director The Benevolent Society</li> <li>• Non-executive director and Chair, Finance Audit and Risk Committee, The Women’s Club</li> <li>• Professor of Physiotherapy and Health Care Administration</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• B App Sc (Physiotherapy) MBA PhD FAICD CA</li> </ul>	Oct 2024
John O’Connor	<p><b>Board and Committee Appointments</b></p> <ul style="list-style-type: none"> <li>• Governing Board Member, Yorke and Northern Local Health Network (YNLHN)</li> <li>• Chair, YNLHN Finance and Performance Committee</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Fellow – CPA Australia</li> <li>• Graduate, Australian Institute of Company Directors</li> </ul>	Sept 2024

**Item No:** 7.1  
**Subject:** General Manager Report  
**Date:** 28 NOVEMBER 2024  
**Written by:** Beth Davidson-Park  
General Manager

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## 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.

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## Recommendation

**That the Alwyndor Management Committee:**

**1. Note the update on the Consumer Advisory Groups.**

**7.1.1 Consumer Advisory Groups**

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 included here a summary of their activities and considerations:

**Residential Consumer Advisory Group:**

Meetings held on – 30 April & 30 July 2024.

Originally this group had three residents involved, however in late June one of these residents passed. We have approached residents via resident meetings and newsletter as well as breakfast tray notes to encourage expressions of interest for new members, however this has been unsuccessful. We will seek a new member again in the new year.

*Discussion items:*

- Members requested name cards in dining room in Riddle South – completed
- Noted increased agency staff usage in previous meetings, however, have now expressed this has noticeably reduced
- A suggestion was made to make available notes for residents to thank staff on Aged Care Workers Day, 7 August 2024, this was implemented, and many residents were involved, writing thank you notes that were displayed in the staff room

- A request for a chair pad was made for the bench seat outside of front entrance, this has been purchased and in place. Completed.

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

Meeting held on 30 October 2024

*Discussion items:*

- One member resigned from the group and we are now recruiting for at least 1 new member
- A summary of our staff training schedule, client experience surveys and continuous improvement approaches provided. It was requested that the Client experience survey outcomes be split into CHSP & HCP. An update on aged care reform was also given to the group
- Query if there is a consumer guideline similar to the 2025 Support at Home Booklet for providers
- Next meeting will provide information on the on Therapy & Wellness services we offer.

## 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 23/24 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: 23/24, 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

### Finance

*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 Members 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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  - 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 24/24 Finance Report - Confidential 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: 24/24, Finance 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.**