

## 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 20 November 2018 at 6.30 pm.**

### **PRESENT**

#### **Elected Members**

Vacant

#### **Independent Members**

Chairperson – Ms T Aukett  
Mr T Bamford  
Ms J Bonnici  
Ms J Cudsi  
Mr K Cheater  
Mr O Peters  
Mr K Whitford

#### **Staff**

General Manager Alwyndor – Mr R Kluge  
Personal Assistant – Ms R Gordon  
Healthy Living Services Manager – Mr S Drew  
Communications and Engagement Advisor – Ms T Helbers

### **1. OPENING**

The Chairperson declared the meeting open at 6.33 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 - Nil

**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 meeting held on 16 October and the special meeting held on 25 October be taken as read and confirmed.**

Moved by Ms Bonnici, Seconded by Mr Bamford

**Carried**

**6. REVIEW OF ACTION ITEMS**

**Action items were reviewed and noted by the Committee.**

**7. REPORTS/ITEMS OF BUSINESS****7.1 Healthy Living Services Update (Report No: 73/18)**

This report provides an overview of the activity in the Healthy Living Services between July and September 2018.

*The Healthy Living Services Manager advised that overall care costs and the specific allocation of care costs are currently being reviewed. He also advised that the uptake of private services is starting to improve however much slower than anticipated. The Lifestyle team has transitioned across to Healthy Living smoothly. The Healthy Living Services Manager advised that the team are working hard to increase services to residents without increasing costs and work is happening to help staff inform customers of Alwyndor's services including offering lifestyle activities to package customers and restorative care, etc.*

**Motion**

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

Moved Mr Bamford, Seconded Ms Cudsi

**Carried**

Mr Drew left the meeting at 6.51pm

**7.2 Australian Aged Care Quality Agency – Quality Review Audit (Report No: 74/18)**

This report provides an overview of the final Quality Review Report of Alwyndor's Quality Review by the Australian Aged Care Quality Agency conducted on 26 and 27 June 2018. Alwyndor met all 18 Expected Outcomes as part of the Quality Review.

*No questions were asked relating to this report.*

**Motion**

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

Moved Mr Whitford, Seconded Mr Peters

**Carried**

**7.3 People and Culture Update (Report No: 75/18)**

This report provides an update on Human Resources (HR) activity for the last three months as well as planned future activity.

*The Committee requested that legal and industrial matters become a standing update in the General Manager's report.*

**Motion**

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

Moved Ms Bonnici, Seconded Mr Peters

**Carried**

**7.4 Marketing and Communications Strategy 2019-20 (Report No: 76/18)**

Supporting our Strategic Plan 2017-20 and 2018-19 Business Plan, the Alwyndor Marketing and Communications Strategy 2019-20 outlines the core initiatives that will better support and empower our people, promote our services and protect our reputation.

*The Communications and Engagement Advisor indicated that work has commenced on the strategy and the corporate identity kit will be the first key piece of work. Positioning statements and a refreshed image library are also key priorities to support the development of a strong corporate identity and brand. The Committee asked how much are we leveraging off our connection to Council? The Communications and Engagement Advisor confirmed that our link with Council will be maximized, and the sense of ongoing connection with the local community will be part of Alwyndor's messaging.*

*The Committee enquired how we will measure our return for our spend? The Communications and Engagement Advisor confirmed that detailed marketing plans for Home Support and Healthy Living will provide detail on this. The detailed marketing plans will feed into our 2019-20 budget cycle, and should be available for the Committee to review in March or April 2019.*

*The Committee expressed an interest in trying a different and fun approach if the opportunity presents and acknowledged that branding is important. The*

*Communications and Engagement Advisor confirmed that as internal communications is another strategic focus, expressions of interest for participants on an internal communications focus group had been sought.*

**Motion**

**That the AMC support the implementation of the Alwyndor Marketing and Communications Strategy 2019-20.**

Moved Ms Cudsi, Seconded Mr Whitford

**Carried**

Ms Helbers left the meeting at 7.16pm

**7.5 General Manager's Report (Report No: 77/18)**

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 requested Committee members provide feedback on the Corporate Risk Register over the next month to enable it to be presented at the January meeting. The General Manager advised that the register is a live document and will become a standing item in the General Manager's report with a separate report to delve deeper every 6 months.*

*The General Manager asked the Committee to consider whether they wished to re-instate or start any sub-committees and that if the finance sub-committee were to be re-instated that meetings should not be scheduled on the same day as AMC meetings.*

*The Committee discussed the adjustment to the cost of the CCTV upgrade and indicated that variations to any project tender, and scope creep, needs to be considered more carefully in future. The General Manager advised that Council's policy covers the use of cameras in public areas of the facility but the Committee indicated they would like to see a policy specifically to Alwyndor, clearly outlining Alwyndor's position on the purpose, who owns the footage, how it's shared, how long the information is retained, whether cameras are allowed in rooms, etc.*

*The Committee requested an update on the mandatory report (incorrectly indicated as a high risk) complaint in residential services outlined in the feedback analysis report and the General Manager advised the Committee of how the matter was resolved.*

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

- 1. Meeting Dates and Task Schedule**
- 2. WHS Implementation Plan**
- 3. Corporate Risk Register**
- 4. Feedback Analysis Report**
- 5. Proposed dates for AMC meetings in 2019**
- 6. Annual Review of Alwyndor Management Committee Sitting Fees**
- 7. Draft 2019-20 Annual Business Plan Schedule**
- 8. Sub-Committee update**
- 9. Governance Framework**
- 10. Cultural Action Plan Update (formerly Uniquity Action Plan)**
- 11. Successful Tender for CCTV Upgrade**
- 12. Royal Commission into Aged Care Quality and Safety**
- 13. Audited Financial Statements.**

**2. That the Committee agree to meet on the third Thursday of each month in 2019.****3. That the scheduled timing of the Corporate Risk Register Review be amended to allow timely consideration twice yearly.****4. That the actions required to prepare Alwyndor for the Royal Commission into Aged Care Quality and Safety become a standing item in the General Managers report.****5. That the Committee accept the revised scope and budget for the installation of the CCTV upgrade and notes that a policy that covers public and private spaces and communications plan will be provided prior to implementation as previously agreed.**

Moved Mr Bamford, Seconded Ms Bonnici

**Carried**

**7.6 Review of Items Held in Confidence (Report No: 78/18)**

Items held in confidence should be reviewed every 12 months.

This report recommends that of the 38 items reviewed, 16 be released from confidence, and 22 be retained in confidence

Mr Bamford left the meeting at 7.50pm

*The Committee reviewed the items held in confidence.*

**Motion**

**That the Confidential Items presented be released from or retained in Confidence as outlined in Attachment 1 to Report 78/18.**

Moved Ms Cudsi, Seconded Mr Whitford

**Carried**

7.7 Annual Review of Investments (Report No: 79/18)

It is a requirement of the Local Government Act that Council (Alwyndor Aged Care) formally reviews the performance of its investments on an annual basis. This report identifies; the process for investing funds, the amount of funds invested during 2017/18, average interest rate earned, interest rate movements and investment interest performance against budget.

It is also a requirement of the Aged Care Act that Council (Alwyndor Aged Care) make a declaration that it complies with all Prudential Standards which in past years has been provided via a separate Compliance Statement which is attached to this report.

This report attempts to outline the compliance requirements of Alwyndor, the current process and documents related to ensuring compliance and suggests that the process and relevant documents be reviewed and improved.

*The General Manager confirmed that the work instruction provided is the existing policy transposed into the new work instruction format.*

Mr Bamford re-joined the meeting at 7.52pm

**Motion**

**That the Alwyndor Management Committee:**

1. **Receive and note the details in this report.**
2. **Endorse a review of the process and reporting to ensure compliance with the relevant legislation in regard to the investment of funds including a investment policy and liquidity management.**

Moved Mr Peters, Seconded Mr Cheater

**Carried**

7.8 **Strategic Planning Approach (Report No: 80/18)**

This report provides an overview of the approach AMC should take for its strategic planning.

*Committee member, Mr Cheater advised that a strategic direction workshop would help the Committee to articulate its purpose and direction and not get lost in the process. Minor alteration to the timing of this planning exercise is possible but the process can't stretch out too far.*

*The Committee indicated they would like to see some strategic information around the trends bringing customers to or keeping them away from aged care. The General Manager advised that a resident survey will be undertaken in December that will seek some relevant information from customers, and their families. It was confirmed that the General Manager's team will collate and provide strategic context prior to the workshop.*

*The Committee agreed that the next step is to hold a workshop with AMC and the executive team, that 3 to 4 hours will be required for this initial piece and will be facilitated by Committee member, Mr Cheater.*

**Motion**

**That the Alwyndor Management Committee agree to proceed with its strategic planning as outlined in this report.**

Moved Mr Whitford, Seconded Mr Bamford

**Carried**

*The Chairperson acknowledged this as Mr Peter's last meeting as a member on the Committee and thanked him for his contribution.*

**8. CONFIDENTIAL**

**Short Term Suspension of Meeting Procedures**

The Chairperson, Ms T Aukett with the approval of all members present suspended the meeting procedures pursuant to Regulation 20(1) of the *Local Government (Procedures at Meetings) Regulations 2013* for a period of 30 minutes (or a period sufficient to facilitate informal discussion in relation to the matters raised by the General Manager Alwyndor and will resume at the discretion of the Presiding Member.

The meeting procedures were suspended at 8.19pm

Mr Whitford left the meeting at 8.26pm.

Mr Whitford re-joined the meeting at 8.27pm

At the conclusion of the 30 minutes for the Short Term Suspension of Meeting Procedures at 8.49pm the Chairperson sought leave of the meeting to extend the short term suspension for a further 30 minutes.

Leave of the meeting was granted.

The Chairperson brought the suspension of the meeting to a close at 9.06pm

**8.1 Monthly Financial Report – October 2018 (Report No: 81/18)**

**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: 81/18 Monthly Financial Report – October 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: 71/18 Monthly Financial Report – October 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 Mr Peters, Seconded Ms Bonnici

Carried

#### Motion

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

4. That having considered Agenda Item 8.1 Monthly Financial Report – October 2018 (Report No: 81/18) 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 Mr Cheater, Seconded Cudsi

Carried

#### 8.2 Caresystems Project Update (Report No: 82/18)

#### 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: 82/18 Caresystems Project Update 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: 82/18 Caresystems Project Update 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, 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 Mr Cheater, Seconded Ms Cudsi

Carried

#### Motion

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

2. That having considered Agenda Item 8.2 Caresystems Project Update (Report No: 82/18) in confidence under section 90(2) and (3)(a) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report, Attachments and Minutes be retained in confidence for a period of 24 months and that this order be reviewed every 12 months.

Moved Mr Peters, Seconded Mr Whitford

Carried

### 8.3 Sustainability Analysis (Report No: 83/18)

#### 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: 83/18 Sustainability Analysis 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: 83/18 Sustainability Analysis 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 Mr Peters, Seconded Mr Whitford

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

4. That having considered Agenda Item 8.3 Report No: 83/18 Sustainability Analysis in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report and Minutes be retained in confidence for a period of 24 months and that this order be reviewed every 12 months.

Moved Ms Bonnici, Seconded Mr Whitford

Carried

8.4 **Home Support Structure (Report No: 84/18)**

**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: 84/18 Home Support Structure 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: 84/18 Home Support Structure 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, 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 Mr Peters, Seconded Mr Cheater

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

3. That having considered Agenda Item 8.3 Report No: 84/18 Sustainability Analysis in confidence under section 90(2) and (3)(a & d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report and Minutes be retained in confidence for a period of 24 months and that this order be reviewed every 12 months.

Moved Mr Peters, Seconded Mr Cheater

Carried

8.5 **Independent Business Review (Report No: 85/18)**

**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: 85/18 Independent Business Review 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: 85/18 Independent Business Review 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 Mr Peters, Seconded Mr Cheater

Carried

Motion

RETAIN IN CONFIDENCE - Section 91(7) Order

3. That having considered Agenda Item 8.5 Independent Business Review (Report No: 85/18) in confidence under section 90(2) and (3)(d) of the *Local Government Act 1999*, the Alwyndor, pursuant to section 91(7) of that Act orders that the Report, Attachment and Minutes be retained in confidence for a period of 12 months.

Moved Mr Peters, Seconded Mr Cheater

Carried

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

Nil

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

The next meeting of the Alwyndor Management Committee will be held on Tuesday 18 December 2018 in the Meeting Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

11. **CLOSURE**

The meeting closed at 9.48pm.

**CONFIRMED 18 December 2018**

**CHAIRPERSON**

DRAFT