

Minutes

AGED CARE GOVERNANCE COMMITTEE

15 December 2020

TABLE OF CONTENTS

ITEM	SUBJECT	PAGE NO
	ELECTION OF ACTING CHAIRPERSON	3
1.	OFFICIAL OPENING	3
2.	ACKNOWLEDGEMENT OF COUNTRY	3
3.	ATTENDANCE	4
3.1	Apologies	4
3.2	Approved Leave of Absence	4
4.	DISCLOSURE OF INTEREST SUMMARY	4
5.	DELEGATED AUTHORITY BY COUNCIL	4
6.	TERMS OF REFERENCE	4
7.	CONFIRMATION OF MINUTES	5
8.	REPORTS	6
8.1	Update on Aged Care Governance Framework <i>Confidential Attachments</i>	6
9.	PREVIOUS MATTERS DEALT WITH NOT ON THE MINUTES	11
10.	GENERAL BUSINESS	11
11.	CONFIDENTIAL ITEMS	11
12.	NEXT MEETING	11
13.	CLOSURE	11

MINUTES

MINUTES of the meeting of the Aged Care Governance Committee which was held in the Committee Room, City of Bayswater Civic Centre, on Tuesday, 15 December 2020.

Committee Recommendations to Council are subject to adoption, or otherwise, at the following Ordinary Meeting of Council, as recorded in Minutes of that Council Meeting.

ELECTION OF ACTING CHAIRPERSON

In accordance with section 5.12 of the *Local Government Act 1995* the members of the Committee are to elect an acting chairperson (presiding member) from amongst themselves.

- The Chief Executive Officer took the Chair and called for nominations for Acting Chairperson of the Committee.
- Cr Sally Palmer nominated Cr Giorgia Johnson and, there being no other nominations, Cr Giorgia Johnson was declared elected and assumed the Chair.

1. OFFICIAL OPENING

The Acting Chairperson, Cr Giorgia Johnson, declared the meeting open at 4:09pm.

2. ACKNOWLEDGEMENT OF COUNTRY

In accordance with the City of Bayswater's Reflect Reconciliation Action Plan November 2019-November 2020, the Presiding Member will deliver the Acknowledgement of Country.

Noongar Language

Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Whadjuk moort Noongar moort, boordiar's koora koora, boordiar's ye yay ba boordiar's boordawyn wah.

English Language Interpretation

We acknowledge the Traditional Custodians of the Land, the Wadjuk people of the Noongar Nation, and pay our respects to Elders past, present and emerging.

The Acting Chairperson, Cr Giorgia Johnson, acknowledged the Traditional Custodians of the land, the Whadjuk people of the Noongar nation, and paid respects to Elders past, present and emerging.

3. ATTENDANCE**Members**

Cr Giorgia Johnson	Acting Chairperson
Cr Sally Palmer	
Mr David Fisher	Executive Director Corporate Services, Juniper
Ms Yasmin Naglazas	Executive Director Operations, Juniper

Officers

Mr Andrew Brien	Chief Executive Officer
Mr Des Abel	Acting Director Corporate and Strategy
Mr Kelley Ambrose	Manager Strategic Projects
Ms Carol Newport	PA/Director Corporate and Strategy

3.1 Apologies

Cr Dan Bull, Mayor	Chairperson
Mr Chris Hall	Chief Executive Officer, Juniper

3.2 Approved Leave of Absence

Nil.

4. DISCLOSURE OF INTEREST SUMMARY

Nil.

5. DELEGATED AUTHORITY BY COUNCIL

There were no items appearing in these minutes for which the Aged Care Governance Committee had been granted delegated authority by Council in accordance with section 5.23(1)(b) of the *Local Government Act 1995*; this meeting was closed to the Public.

6. TERMS OF REFERENCE

TERMS OF REFERENCE Aged Care Governance Committee	
Purpose:	<ol style="list-style-type: none"> 1. Council at its Meeting held on 29 October 2019 established the Aged Care Governance Committee for the purpose of making recommendations directly to Council in accordance with Regulations 16 and 17 of the <i>Local Government (Audit) Regulations 1996</i>. 2. In addition the Committee will provide oversight into the disposition of the City's three Retirement Villages (Carramar Village; Noranda Retreat; Salisbury Retreat) and two Residential Care Facilities (Carramar Hostel; City of Bayswater Hostel).

Membership:	<p>Membership of the Committee comprises :</p> <ul style="list-style-type: none"> • 3 x City of Bayswater representatives (for parts 1 and 2 above); and • 3 x Juniper representatives (for part 1 only). <p>The Chief Executive Officer (or representative) and the Director Corporate and Strategy are required to attend the Committee meeting but are not members.</p> <p>In accordance with section 5.11A of the <i>Local Government Act 1995</i>, all other Councillors are appointed as Deputy Members of the Aged Care Governance Committee for the term 31 October 2017 to 12 October 2019 in the following order:</p> <p>If a Member is unable to attend a meeting, the order of appointment of the Deputy at that meeting will be based on:</p> <ol style="list-style-type: none"> i) Councillor of the same Ward as the Member of the Committee; and ii) Length of service
Meetings:	<p>Committee meetings are to be in accordance with the City of Bayswater Standing Orders Local law.</p> <p>The Chairperson is responsible for the proper conduct of the Committee.</p> <p>The Committee has no delegated power or duty to implement its recommendations without approval of Council.</p>
Meeting Frequency:	As required - At least once per financial year.
Meeting Date and Time:	When suitable.
Location:	City of Bayswater Civic Centre.
Liaison Officer:	Director Corporate and Strategy or nominated officer.

7. CONFIRMATION OF MINUTES

COMMITTEE RESOLUTION

The Minutes of the meeting of the Aged Care Governance Committee held on Tuesday, 22 September 2020, which had been distributed, are to be presented for confirmation as a true and correct record.

CR SALLY PALMER MOVED, MS YASMIN NAGLAZAS SECONDED

CARRIED UNANIMOUSLY: 4/0

8. REPORTS

8.1 Update on Aged Care Governance Framework

Responsible Branch:	Strategic Projects	
Responsible Directorate:	Corporate and Strategy	
Authority/Discretion:	<input type="checkbox"/> Advocacy <input checked="" type="checkbox"/> Executive/Strategic <input type="checkbox"/> Legislative	<input type="checkbox"/> Review <input type="checkbox"/> Quasi-Judicial <input type="checkbox"/> Information Purposes
Voting Requirement:	Simple Majority Required	
Attachments:	Confidential Attachments 1. Juniper Report – Assessment of Compliance Risk – Aged Care Quality Standards. 2. Juniper Report – Clinical Indicators – City of Bayswater Hostel.	
Refer:	Item 10.5.1: OCM 21/04/2020 Item 11.1: OCM 26/05/2020 Item 10.5.1.2: OCM 25/08/2020 Item 10.6.1: OCM 22/09/2020	

Confidential Attachment(s) - in accordance with section 5.23(2)(e)(iii) of the Local Government Act 1995 – information about the business, professional, commercial or financial affairs of a person.

SUMMARY

Progress reports have been provided to the Aged Care Governance Committee on the development of a governance framework for management of the City's residential care facilities, and the Committee has also been briefed on Juniper's management of the facilities during the COVID-19 emergency period.

The alignment of the last accreditation visit by the Aged Care Quality and Safety Commission (Commission) to the Carramar residential facility was under the Aged Care Quality Standards (Standards). The current standards took effect in July 2019, and details of that accreditation were presented to the Committee at its meeting on 22 September 2020.

The City of Bayswater Hostel was last accredited under the previous (pre July 2019) standards and Juniper has now provided clinical information to demonstrate how the Hostel is currently being managed, as well as an overview of the recent work on aligning its processes and procedures to the current standards across all sites, including the City's.

COMMITTEE/OFFICER'S RECOMMENDATION TO COUNCIL

That Council notes the update on the Aged Care Governance Framework, as contained in this report.

CR SALLY PALMER MOVED, MR DAVID FISHER SECONDED

CARRIED UNANIMOUSLY: 4/0

BACKGROUND

Eight quality standards for residential care facilities took effect on 1 July 2019 (current standards). Prior to that, there were four standards (previous standards). The previous standards covered management systems, the recipient's health and personal care needs, lifestyle, the physical environment and safety.

The current standards cover consumer dignity and choice, ongoing assessment and planning with involvement by the care recipients as consumers, personal and clinical care, supports for daily living, the overall service environment, feedback and complaints and organisational governance.

Residential care facilities are accredited every three years, and the process is conducted by the Aged Care Quality and Safety Commission (Commission).

At the last meeting on 22 September 2020, the Committee noted that:

1. The last accreditation for Carramar residential care facility was conducted under the current aged care governance standards and therefore aligns to the aged care governance framework.
2. The last accreditation of the City of Bayswater Hostel was done just prior to the current standards, but is valid until 2022, and the City will continue to work with Juniper to develop an appropriate reporting mechanism in line with the City's aged care governance framework, with updates to be provided to the next Committee meeting.
3. The compliance and performance indicators requested from Juniper as part of the aged care governance framework have since been provided to the City.

The Committee also noted the update from Juniper on two minor matters in the accreditation which have since been addressed.

Council adopted the recommendations of the 22 September 2020 meeting of the Aged Care Governance Committee at its Ordinary Council Meeting of 27 October 2020.

EXTERNAL CONSULTATION

Ansell Strategic was commissioned to assist with development of the City's aged care governance framework. Aged Care Management Australia has also provided some independent advice on the respective obligations of Juniper and the City under the standards and the aged care legislation generally.

OFFICER'S COMMENTS

A Plan for Continuous Improvement (PCI) has been a requirement of all approved providers since the Aged Care Act came into force in July 1997 and was part of the original Quality of Care Principles. This has since shifted to the Aged Care Quality and Safety Commission Rules 2018, which state under section 62 that providers must have a written PCI which explains how they will assess, monitor and improve their quality of care and services, measured against the Quality Standards, from 1 July 2019.

As the Approved Provider for the Carramar and City of Bayswater Hostel residential care facilities, the City is required to ensure that the PCI is in place and maintained. The PCI's for each site are an integral part of Juniper's Quality Management System (QMS).

For its own sites, Juniper is the 'Approved Provider'. The Commission's assessment requirements under the new standards are more onerous than the previous ones, and have significantly changed the way that Approved Providers must ensure they meet their obligations. Across all sites, including those of the City, Juniper has had to clearly demonstrate that its facilities and programs meet the requirements for, inter alia:

- Involvement by consumers – providing evidence that consumers' needs, goals and preferences shape the care and services they receive and that they feel welcomed, valued, and have a sense of belonging. The Standards emphasise tailored, individual person-centred care for each consumer;
- Standard 1 Consumer Dignity and Choice emphasises that person-centred care underpins all the other standards, and should inform all aspects of care and services; and

- Standard 8 Organisational Governance requires governance oversight at the various levels within Juniper and the standards, including for example the implementation of a clinical governance framework, and greater accountability for the governing body to oversee and be responsible for the safety and quality of services.

An assessment team of the Commission conducted a full accreditation inspection of the Carramar residential care facility against the current standards in March 2020 and, at its last meeting, the Committee noted the outcomes of that accreditation and was advised that the Commission's accreditation process met the assurance requirements under the City's own aged care governance framework for objective and independent verification.

Juniper also provided an operational report at the Committee meeting of 22 September 2020 to demonstrate how the governance standards were being maintained at the Carramar residential care facility.

At that meeting, the Committee was also advised that the City of Bayswater Hostel was last accredited in April 2019 which pre-dated the current aged care quality standards. While that accreditation is valid until 2022, the City does require assurance that the site is being managed in a way that is consistent with the current standards.

Juniper has recognised the challenges of adapting all site processes and procedures to the current standards and, for the past six months, has been developing a structured program to ensure ongoing compliance for all of its sites, including the ones managed for the City. The focus of this work has been on gathering the required data for reporting purposes under the auspices of Juniper's Quality Management System (QMS).

That work includes the appointment of a part-time officer specifically for internal review, quality and compliance and that person has a background in assessment for aged care quality audits.

Juniper has provided an overview report *Assessment of Compliance Risk – Aged Care Quality Standards* (**Confidential Attachment 1**) on the aged governance focus areas over January to November 2020 in line with the eight new standards, with further work scheduled for December 2020 through to June 2021. Appendix A to that report shows the achievement against the performance indicators for both of the City's residential care facilities.

Juniper has also provided a more detailed report *Clinical Indicators – City of Bayswater Hostel*. (**Confidential Attachment 2**) on the clinical governance matters for the City of Bayswater Hostel to demonstrate how the data are gathered and measured against the performance indicators, and that approach will be applied against the other governance areas.

At its meeting of 22 September 2020, the Committee was provided with a summary of the alignment between the last accreditation report for the Carramar residential care facility and the City's own aged care governance framework.

Further reports will be provided in early 2021 to portray how the work by Juniper on aligning the reporting to the new standards will be aligned to the City's aged care governance framework.

LEGISLATIVE COMPLIANCE

The prevailing legislation is the *Aged Care Act 1997*. The Commission commenced on 1 January 2019 with a range of functions specified in the *Aged Care Quality and Safety Commission Act 2018*. On 1 July 2019, the eight Aged Care Quality Standards came into effect. They apply to the City's two residential care facilities.

OPTIONS

In accordance with the City's Risk Management Framework, the following option has been assessed against the City's adopted risk tolerance. Comments are provided against each of the risk categories.

Option 1	That Council notes the update on the Aged Care Governance Framework, as contained in this report.	
Risk Category	Adopted Risk Appetite	Risk Assessment Outcome
Strategic Direction	Moderate	Low
Reputation	Low	Low
Governance	Low	Low
Community and Stakeholder	Moderate	Low
Financial Management	Low	Low
Environmental Responsibility	Low	Low
Service Delivery	Low	Low
Organisational Health and Safety	Low	Low
Conclusion	<p>Updates on performance indicators have been provided by Juniper for both of the City's residential care facilities. The last accreditation for the City of Bayswater Hostel was conducted under the previous aged care quality standards and therefore does not align directly with the City's aged care governance framework. However Juniper is progressing its reporting for all sites in accordance with the current standards and sufficient data should be available in early 2021 to produce reports in line with the current standards. An example has been provided of clinical governance reporting. The Committee will be provided with progress updates in 2021.</p> <p>The low risk assessment reflects the noting of the update on the Aged Care Governance Framework.</p>	

FINANCIAL IMPLICATIONS

Provision of \$25,000 has been made in the Aged Care Operating Budget 2021 for external consultants to assist with the aged care governance assurance processes.

STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2017-2027 (as amended), the following applies:

Theme: Leadership and Governance
 Aspiration: Open, accountable and responsive service
 Outcome L1: Accountable and good governance

The management agreement with Juniper expires in June 2021, and the aged care governance framework is intended to ensure that the City meets its obligations as the governing body for the duration of the current agreement.

CONCLUSION

The City has obligations as the governing body ('approved provider') under the Aged Care Governance Standards for its two residential care facilities, and an aged care governance framework has been developed, based on the current standards.

The City of Bayswater Hostel was last accredited in 2019 under the previous standards. While that accreditation is valid until 2022, assurance is required that the sites are being managed consistent with the current standards. Juniper has been developing an appropriate reporting mechanism (as per example provided of clinical governance reporting) and further work will be conducted in 2021 on that. Updates will be provided to the next Committee meeting.

The Committee had requested information on performance indicators and Juniper has since provided that information. An update is now provided to the Committee/Council as per Appendix A of the overview report (**Confidential Attachment 1**).

9. PREVIOUS MATTERS DEALT WITH NOT ON THE MINUTES

Reconciliation of matters arising from past meetings:

Nil.

10. GENERAL BUSINESS

Nil.

11. CONFIDENTIAL ITEMS

Nil.

12. NEXT MEETING

The next meeting of the Aged Care Governance Committee will take place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on a date and at a time to be determined.

13. CLOSURE

There being no further business to discuss, the Acting Chairperson, Cr Giorgia Johnson, declared the meeting closed at 4:38pm.