

Minutes

AGED CARE GOVERNANCE COMMITTEE

2 March 2021

By signing these minutes I certify that they were confirmed at the Aged Care Governance Committee held on _____.

**CR DAN BULL, MAYOR
CHAIRPERSON**

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MINUTES

MINUTES of the meeting of the Aged Care Governance Committee which was held in Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on **2 March 2021** commencing at 4:00pm.

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.

1. OFFICIAL OPENING

The Chairperson, Cr Dan Bull, Mayor, declared the meeting open at 4:06pm.

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 Chairperson, Cr Dan Bull, Mayor, 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 Dan Bull, Mayor	Chairperson
Cr Giorgia Johnson	
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
Ms Lorraine Driscoll	Director Corporate and Strategy
Mr Kelley Ambrose	Manager Strategic Projects
Ms Karen D'Cunha	PA/Director Corporate and Strategy

Observers

Nil.

3.1 Apologies

Mr Chris Hall	Chief Executive Officer, Juniper
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3.2 Approved Leave of Absence

Nil.

4. DISCLOSURE OF INTEREST SUMMARY

In accordance with section 5.65 of the *Local Government Act 1995*:

A member who has an interest in any matter to be discussed at a Council or Committee meeting that will be attended by the member must disclose the nature of the interest -

- (a) in a written notice given to the CEO before the meeting; or
- (b) at the meeting immediately before the matter is discussed.

The following disclosures of interest were made at the meeting:

Nil.

5. DELEGATED AUTHORITY BY COUNCIL

There are no items appearing in this agenda for which the Aged Care Governance Committee has been granted delegated authority by Council in accordance with section 5.23(1)(b) of the *Local Government Act 1995*; this meeting is 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> <ul style="list-style-type: none"> i) Councillor of the same Ward as the Member of the Committee; and

	ii) Length of service
Meetings:	Committee meetings are to be in accordance with the City of Bayswater Standing Orders Local law. The Chairperson is responsible for the proper conduct of the Committee. The Committee has no delegated power or duty to implement its recommendations without approval of Council.
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 Aged Care Governance Committee held on 15 December 2020 which had been distributed, are to be presented for confirmation as a true and correct record.

CR GIORGIA JOHNSON MOVED, MR DAVID FISHER SECONDED

CARRIED UNANIMOUSLY: 5/0

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 – <i>Assessment of Compliance Risk – Aged Care Quality Standards, 11 February 2021.</i> 2. Juniper Report – <i>Risk and Governance Framework – City of Bayswater (Approved Provider), 11 February 2021</i> 3. Juniper Report – <i>Clinical Indicators – City of Bayswater Hostel.</i> 4. Juniper Report – <i>Clinical Indicators – Carramar Residential care Facility</i>	
Refer:	Item 10.5.1.2: OCM 25/08/2020 Item 10.6.1: OCM 22/09/2020 Item 10.6.3: OCM 27/01/2021	

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

The City has two residential aged care facilities, both of which are subject to three yearly accreditation visits which are conducted by the Aged Care Quality and safety Commission ('the Commission').

At its meeting of 22 September 2020, the Committee was advised that the Carramar residential care facility was last accredited in March 2020, which was after the implementation of new Aged Care Quality Standards.

The City of Bayswater Hostel was last accredited under the four previous (pre July 2019) standards and at its meeting of 15 December 2020, the Committee was provided with information on how Juniper has been developing its governance reporting in line with the eight current standards.

The Commission requires providers to have a written Plan for Continuous Improvement ('PCI') PCI for the assessment, monitoring and improvement of care and services. Juniper has been meeting that requirement through its Quality Management System which extends to all sites, and progress reports were provided at the 22 September and 15 December 2020 Committee meetings.

The Committee is now provided with an update on the work that Juniper has been doing since then to adapt all site processes and procedures to the current standards, including at the City of Bayswater Hostel. Separate information is provided by Juniper to show performance against indicators developed in response to a request by the Committee, and the detailed clinical reporting which Juniper has since developed for each site.

COMMITTEE RESOLUTION

That the meeting be closed to the public and the doors closed.

MR DAVID FISHER MOVED, CR SALLY PALMER SECONDED

CARRIED UNANIMOUSLY: 5/0

At 4:06pm, the doors were closed to the public (however no members of the public were present).

COMMITTEE RESOLUTION

That the meeting be re-opened to the public and the doors re-opened.

CR GIORGIA JOHNSON MOVED, CR SALLY PALMER SECONDED

CARRIED UNANIMOUSLY: 5/0

At 4:55pm, the doors were re-opened to the public (however no members of the public returned).

COMMITTEE RECOMMENDATION
(OFFICER'S RECOMMENDATION)

That Council notes the update on the Aged Care governance reporting, as contained in this report and the four confidential attachments.

CR SALLY PALMER MOVED, CR GIORGIA JOHNSON SECONDED

CARRIED UNANIMOUSLY: 5/0

BACKGROUND

Prior to July 2019, the aged care quality standards covered management systems, the recipient's health and personal care needs, lifestyle, the physical environment and safety.

The fundamental shift under the current standards is that there is now much more emphasis on consumer dignity and choice, as well as an expectation of involvement by the care recipients in determining their personal and clinical care needs. There is also a requirement for greater transparency in complaint handling and responsiveness to feedback.

As the last accreditation for Carramar residential care facility was conducted under the current aged care governance standards, Juniper's reporting for that site is aligned to the City's own requirements as the Approved Provider.

The last accreditation of the City of Bayswater Hostel was done just prior to implementation of the current standards, and is valid to 2022. Juniper has however, been working to develop appropriate compliance and performance indicators to demonstrate that the site is meeting the current standards anyway. The first such reporting was provided to the Committee at its meeting of 22 September 2020, and a detailed clinical report for the Hostel was provided to the Committee at its meeting of 15 December 2020. Juniper has now provided a similar report for the Carramar residential care facility.

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

At its meeting of 22 September 2020, the Committee was advised of progress by Juniper on adapting its procedures and reporting across all sites, including the City's, to the new standards.

That work has included gathering data and the development of performance reporting against the agreed indicators primarily to provide assurance of the governance obligations under standard 8. The report now includes financial indicators (government subsidies) and occupancy indicators and additional information on the internal work that has since been completed. Of particular significance is that the internal and external complaints performance targets have continued to be met. As part of that report, Juniper has provided a summary of the work being done to meet the quality of care elements in standards 1 – 7 and that includes resident surveys, feedback and complaints and internal audits of equipment, housekeeping, pain management, falls prevention and so on.

While the performance reports are essentially a self-assessment, Juniper has appointed an internal review officer with extensive experience in the Commission's accreditation requirements.

Further information on how the sites are operating against the performance indicators was provided to the Committee at its meeting of 15 December 2020, and covered the period ending November 2020. An updated performance report has now been provided by Juniper for the period ending 11 February 2021, and that shows no change. As before, the only area under review is employee engagement.

Juniper has also provided detailed clinical reports for each of the sites which covers extensive data on falls, medications, infection incidents and other health related issues, unplanned weight loss and behaviour related incidents. The results vary slightly due to the different reporting periods. The first such report covered January 2020 to October 2020 and the latest report covers January 2020 to January 2021. Juniper to comment on the statistics.

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, and apply to the City's two residential care facilities, Carramar in Morley and the City of Bayswater Hostel in Embleton. The City's other aged care sites are independent living retirement villages which are subject to separate legislation.

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	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. Juniper is progressing its reporting for all sites in accordance with the current standards and the low risk assessment reflects that the Committee is only requested to note the update on the Aged Care Governance Framework.	

FINANCIAL IMPLICATIONS

NIL. Provision of \$25,000 was made in the Aged Care Operating Budget 2021 for external consultants to assist with the aged care governance assurance processes, which has since been adjusted in the mid-year budget review.

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. Those obligations extend across all eight standards, however they principally apply to Standard 8 (Governance Framework)

Juniper's report *Assessment of Compliance Risk – Aged Care Quality Standards, 11 February 2021* shows Juniper's clinical and operational performance against indicators which were developed in response to a request by the Committee.

(Confidential Attachment 1).

Juniper has also provided a separate report *Risk and Governance Framework – City of Bayswater, Standard 8, Aged Care Quality Standards* provides an overview of the site compliance under that standard, using a 'traffic light' system. Additional information to the last report is highlighted.

(Confidential Attachment 2).

Juniper has also provided detailed clinical reports for each site **(Confidential Attachments 3 and 4).**

These are intended to demonstrate that Juniper is able to capture the data required to meet the clinical governance requirements for the Aged Care Quality Commission.

9. PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA

Reconciliation of matters arising from past meetings:

Nil.

10. GENERAL BUSINESS

Cr Georgia Johnson asked if the budget would be discussed at the next meeting of the Committee. Mr Kelley Ambrose, Manager Strategic Projects, advised the next meeting would be a little early to discuss budget.

Ms Lorraine Driscoll, Director Corporate and Strategy advised she will be meeting with the Quality and Risk Manager from Juniper to discuss the City's obligations in relation to NDIS residents.

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 to be confirmed.

13. CLOSURE

There being no further business to discuss, the Chairperson, Cr Dan Bull, Mayor declared the meeting closed at 4:59pm.