

CENTRAL EAST AGED CARE ALLIANCE INC (CEACA) MANAGEMENT COMMITTEE MEETING

HELD TUESDAY, 4 FEBRUARY 2020

KELLERBERRIN RECREATION & LEISURE CENTRE

MINUTES

Minutes

Central East Aged Care Alliance Inc (CEACA) Management Committee Meeting

1. OPENING

The Chairman declared the meeting open at 11.40am and declared that they had a quorum.

ITEM 1.1 RECORD OF ATTENDANCE AND APOLOGIES

Attendance

Mr Terry Waldron - Chairman CEACA

Mr Nick Hopkin - Chief Executive Officer CEACA
Mr Jo Trachy - Minute Secretary CEACA

Members

Gary Shadbolt - Shire of Mukinbudin (Deputy Chairman)

Rodney Forsyth - Shire of Kellerberrin (Treasurer)
Quentin Davies - Shire of Wyalkatchem (Secretary)

Wayne Della Bosca - Shire of Yilgarn
John Nuttall - Shire of Mt Marshall
Julie Flockart - Shire of Merredin
Eileen O'Connell - Shire of Nungarin
Stephen Strange - Shire of Bruce Rock
Freda Tarr - Shire of Trayning
Louis Geier - Shire of Westonia

Observers

Dirk Sellenger - Shire of Mukinbudin
Darren Mollenoyux - Shire of Bruce Rock
Peter Clarke - Shire of Yilgarn
Tony Sachse - Shire of Mt Marshall
Jamie Criddle - Shire of Westonia
Raymond Griffiths - Shire of Kellerberrin
Mark Dacombe - Shire of Merredin

Apologies

Ricky Storer - Shire of Koorda
Taryn Dayman - Shire of Wyalkatchem
Adam Majid - Shire of Nungarin

ITEM 1.2 CONFLICT OF INTEREST

Julie Flockart advised that her gardening business has been contracted to CEACA Merredin and she is also a Board Member of Merritville.

Terry Waldron reminded those in attendance that he was on the Board of the WACA and the Board of the Regional Development Authority.

ITEM 1.3 PREVIOUS MINUTES

RECOMMENDATION

That the Minutes of the Management Committee Meeting held on the 12th November 2019 as circulated be accepted as a true and accurate record of proceedings.

Comments

Gary Shadbolt referred to Item 5.3 and questioned why it was referring to end of February when he believed it had to be done in December. Nick Hopkin responded by saying that the original agreement was that by the end of February, CEACA could expect answers from all Shires. Raymond Griffiths agreed and added that December was when the Members were to take the discussion item to Council.

RESOLUTION

It was resolved by the Committee that the Minutes of the Management Committee Meeting held on the 12th November 2020 be accepted as a true and accurate record of proceedings.

CARRIED

RECOMMENDATION

That the Minutes of the Special General Meeting held on the 9th January 2020 as circulated be accepted as a true and accurate record of proceedings.

Comments

- Stephen Strange commented that although he had asked before, he wanted to make sure that the changes to the Constitution would not impact on the possibility of selling units to individuals in future and asked if a sale had to be made to a Not For Profit (NFP) organisation. Nick Hopkin responded by confirming that the changes would not affect the future sale of units. In relation to being able to sell the unit to NFP organisations, the item in the Constitution was not referring to general day to day sales of the units, but rather in the case of CEACA going out of business. If this were the case, they would not be able to sell the units to any of the Shires or a For Profit Organisation.
- Nick Hopkin took the opportunity to give the attendees an update on the new Constitution:
 - A teleconference was held in January 2020 to discuss the item to be amended and these are the Minutes from that meeting.
 - The new Constitution was adopted and is now in force.
 - The Constitution will now be forwarded in support of the Charitable Status application.
- Julie Flockart asked why the Constitution makes no mention of the Executive Committee or who should be elected and asked why it was omitted.

- Nick Hopkin advised that it does refer to a Sub-Committee and that covers the Executive Committee.
- Julie Flockart disagreed and does not believe they are the same. Julie said the document needs to describe exactly what Executive Committee do and preferably have a Charter.
- John Nuttall said the Executive Committee is a Sub-Committee formed under the Constitution and there was no limit on those (2 to 20 people).
- Julie Flockart commented that the Executive Committee has a lot of input into CEACA and their responsibilities must be highlighted and documented.
- Gary Shadbolt said there would only be an Executive Committee for another 3 years and then Executive Committee will disappear, and Management Committee would take control.
- Julie Flockart still believes that the Executive Committee should be mentioned in the Constitution.
- Nick Hopkin suggested that CEACA could have a separate Charter to avoid further changes to the Constitution which would undoubtedly result in further delays in applying for Charitable Status. We had already made multiple changes to the document and if we keep changing it, we will never progress operations.
- Eileen O'Connell said TAFE have Terms of Reference for groups who make decisions and believes this would be sufficient for the Executive Committee. Eileen does not believe that the Constitution should be changed again.
- Nick Hopkin to draft a Charter or Terms of Reference for the Executive Committee and circulate for comment.

ACTION ITEM

RESOLUTION

It was resolved by the Committee that the Minutes of the Special General Meeting held on the 9th January 2020 be accepted as a true and accurate record of proceedings.

CARRIED

ITEM 1.4 ACTION ITEMS

The Action Items as at 28th January 2020 were circulated prior to the meeting and there were no questions in relation to this document.

2. MATTERS FOR DECISION

2.1 Financial Forecast 12 months to 30 June 2020 – Operations and ILU's (circulated prior to meeting with a Paper).

Nick Hopkin summarised the points in the Agenda Item 2.1 Approval of Full Year 2020 Forecast Paper circulated to all attendees and added the following comments:

- Operations and Independent Living Units (ILU's) are reported separately.
- CEACA are now generating cash from the ILU's.
- Operations loss of \$72k worse than budget and ILU profit of \$37k better than budget.
- Operations covers everything except for ILU's.
- Cashflows in relation to ILU's until June 2020 will be overdrawn however Operations are covering that. By the end of the year that will be paid back to Operations.
- Main variances relating to \$72k loss are legal fees (for peppercorn leases etc) and the rest is for the Operations Manager role which has been required to establish systems and processes and drive occupancy.
- Forecast figure does not include surplus from project \$345k.

Comments

- Stephen Strange referred to the assumptions in occupancy and asked if the \$160 per week rent is a figure based solely on Merredin or across other towns and whether that figure is 75% of the median rent.
- Nick Hopkin advised that advice had been sought from Landmark, a local Real Estate Agency and REIWA and they had indicated that a figure of \$200-\$225 per week would be acceptable. We chose a figure in between and applied the 75% figure to get \$160 per week. Nick also advised that we are currently charging that figure in all Shires.
- Julie Flockart wanted to clarify that Force were taking \$50 per week out of that \$160 rent which was equal to 33% to Force. Nick Hopkin confirmed that was correct.
- Terry Waldron reminded the Committee that we engaged the services of Force Real Estate as a result of a Due Diligence process undertaken and the primary purpose was to get us through the first year of operations and to assist with bedding down systems and processes for the rental properties. This gave everyone the chance to review the service and at the same time ensure that the first tenants were moved in with minimal issues.
- Nick Hopkin commented that as part of the Due Diligence process, we did obtain two other proposals, one being from a local Real Estate agency. Neither of those proposals could compete with the one submitted by Force and therefore the decision was made to engage their services for a period of 12 months with a view to reviewing and possibly cancelling the contract prior the end of that term.
- Eileen O'Connell asked why the Cashflow refers to the hire of a hall in Merredin and asked why CEACA are hiring a hall in Merredin but not in other Shires.
- Nick Hopkin advised the Committee that he had been offered a space by Kellie Bartley (Deputy CEO Shire of Merredin) prior to her departure from the Shire and his plan was to use it for the benefit of the
 27 tenants on site as well as provide some office space for a part-time person with Property

Management experience, who would be employed at the end of this year to replace Force Real Estate. Nick advised the Committee that this would be covered in his CEO update.

- Eileen O'Connell said other towns have halls and CEACA can subsidise them. Eileen could not remember discussing the issue of office space in Merredin and was therefore surprised to see it in the Forecast.
- Nick Hopkin said it was merely an idea at this stage and an official agreement had not been signed with the Shire.
- Julie Flockart suggested that if CEACA are looking for office space, they could approach the local Community Resource Centre as they had office space for rent as well as other services on offer to the community (e.g. photocopying). She believed this could be more of a benefit to a future employee, as the equipment would be on site and they would have the support of other people around them.
- The Committee agreed that this was a good idea. Jo Trachy will contact the Community Resource Centre to discuss future options in Merredin.

ACTION ITEM

3. MATTERS FOR DISCUSSION

ITEM 3.1 CEACA MANAGEMENT REPORT

The CEACA Management Report was circulated to all attendees prior to the meeting.

Comments

Nick Hopkin summarised the Chief Executive Officer Report and the following additional comments or questions were raised:

Strategic Priorities

- All Shires have committed to progress with the Verso Report and with that comes a contribution from each. We have Independent Living Units (ILU) set up and now we must discuss what CEACA do next. Nick proposed at the Executive Committee Meeting that a Strategic Planning Workshop be held in March. The Executive Committee Members would review present and future operations and would present options to the Management Committee Members for consideration.
- Terry Waldron said CEACA Members need to decide what we do next as a business. Do we stay with ILU's or look at home care services. Terry said as long as we can get occupancy figures up and stable, the units can run themselves and return a profit. If we are going to be providing packages as per the Verso report, Terry wants to make sure that the Committee understands what that means, and the work involved. The Aged Care Sector is complicated, is highly regulated and comes with new risks and therefore the workshop with the Executive Committee Members will assess all future opportunities and their associated risks to present for consideration. At the same time, Terry advised that the Regional Development Association are also looking at aged care delivery for the Wheatbelt region and therefore there may be an opportunity for CEACA to work with them. Terry has spoken to Minister MacTiernan

and it may be that we have a role to play in the overall scheme and see what is best for the Shires and CEACA.

- Eileen O'Connell advised that they have new people in the Shire who are looking into the history of CEACA and are concerned that if Nungarin still have to keep putting money in, they may no longer be in a position to continue supporting it as they have their own units to support.
- Terry Waldron acknowledged Eileen's concerns and said that is why we are holding the workshop to come up with options and ascertain whether we will need future funding from the Members for new projects. Terry added that CEACA could just manage the ILU's however there has been a commitment to at least explore further services so that options can be put forward to Members for consideration.
- Raymond Griffiths said there may be 50 people in one town who need aged care services and therefore the Verso report does not relate specifically to the number of CEACA units in that town, but rather is an overall view of services required for the whole area. Raymond suggested to the Committee that they forget the CEACA units on their own when referring to the report, as they have nothing to do with the services required by the entire town or region. Raymond added that as CEACA representatives, we need to explain to any new Councillors what it will mean to their community as a whole and not just for CEACA.
- Terry Waldron agreed and added that we may have to approach the Government for extra funding if the Shires are unwilling or unable to assist, however we will not know this until the workshop has been held.

Risk Management Framework

- The draft Framework was presented to the Executive Committee and approved today. The draft was also distributed to all Management Committee Members prior to this meeting for noting.
- This framework was based on tried and tested Frameworks currently being used by other organisations.

Charitable Status Application

- A Special General Meeting was held in January 2020 and the revised Constitution was adopted. This document is effective from 29th January 2020 and will be sent to the Australian Charities and Not for Profit Commission (ACNC) this week. We have until 10th February to submit.

Amendment to Financial Assistance Agreement (FAA)

- Terry Waldron advised that he and Nick Hopkin met with the Department of Primary Industries and Regional Development (DPIRD) to put forward a recommendation that the FAA be amended from the construction of 72 units to 71 units on the basis of no demand.
- Terry and Nick also discussed the use of funds that the Department is currently holding (\$200k) and they advised the funds will be available to CEACA when the outstanding governance documents are presented.
- The Department has agreed in principle to amendment to the FAA and the use of funds for CEACA operations, however it must be discussed with Minister MacTiernan to obtain final approval. To date,

the Minister has not responded and therefore Terry and Nick will meet with the DPIRD again to keep them informed of progress and will also approach the Minister for a second time with a view to arranging a meeting.

- Now that the final governance documents have been drafted and approved by the Executive Committee in an earlier meeting today, they will be sent to the DPIRD to effect release of the \$200k.
- With regards to a CEACA Open day in Merredin, we are yet to receive a response from Minister MacTiernan's office so that a date can be set.

Stakeholder Engagement

- Nick Hopkin summarised Item 6 of his CEO report and advised that he had met with Mandy Walker, Director of the Regional Development Association to discuss CEACA's role in the development of a regional deal with the Federal Government for quality sustainable aged care and disability care service reform in the Wheatbelt. Mandy is looking to form a working party and Nick asked if he, as a representative of CEACA could form part of this working party as he has a considerable amount of experience in the aged care sector. Mandy advised that she consider his offer, but in the meantime would be happy for Nick to watch and observe proceedings for now until a decision had been made.
- Nick suggested that the CEACA Executive Committee discuss this as a possible future opportunity during their Strategic Planning Workshop.

Reputation - Concerns Raised by Merritville Village Regarding CEACA Units

- Merritville have voiced concerns in relation to CEACA's rent setting, specifically the weekly rent amount.
- Prior to agreeing on the figure of \$160 per week, the COO and CEO had liaised with a local Agent as well as REIWA and Merritville to gain accurate information on median rents for the region. The local Agent advised that \$200-\$225 per week would be achievable and although there was data for most areas from REIWA, they did not cover all Shires. We decided to go with a figure of \$213.00 and reduce it by 75%. This caused an issue for Merritville who are charging \$275 per week. The question arose as to whether CEACA were too cheap or Merritville were too expensive.
- Nick concluded that he was comfortable with the figure CEACA had set and the Committee had agreed to.
- Merritville raised it with Hon. Mia Davies as an issue as currently Merritville have lost 3 tenants to CEACA.
- Nick Hopkin and Terry Waldron met with Hon Mia Davies and are also open to meeting with Merritville if they wish to do so, however we are comfortable with that figure, as are the Department who approved our proposal to set the figure of \$160/week.
- CEACA do not wish to compete with Merritville and cause issues in the town and therefore Terry Waldron advised the Committee that he will organise a meeting between the two organisations.
- The Member for the Shire of Merredin was
- present at the meetings when the CEACA Committee discussed and approved this rental figure and did not offer any comment or objection.
- Eileen O'Connell asked if we charge the same rent in all Shires and Nick Hopkin confirmed that we do.

- Eileen O'Connell commented that some Shires are already charging a lot less than CEACA as a weekly rent and if we are considering increasing the figure of \$160k, we will struggle to secure new tenants.
- Julie Flockart commented that the \$275k per week charged by Merritville was approved by the Housing Authority and was not a figure that was simply made up. Julie also commented that they may have to review this figure in future.
- Quentin Davies asked if the tenants paying \$275 per week received rental assistance. Julie Flockart confirmed they do receive assistance.
- Rodney Forsyth advised that the units in Kellerberrin are charging the same as CEACA.
- John Nuttall commented that unless CEACA decides to assess each town and come up with a rental figure, there will be winners and losers. Mt Marshall is currently cheaper than CEACA. It is the nature of business and unless we are going to individualise, he suggests we stick to the figure set by CEACA for all.
- Raymond Griffiths said that once Government Assistance is applied, there is very little difference across the Shires. If we lower the current rate, the profits will reduce dramatically for CEACA.
- Stephen Strange recalled the Minister MacTiernan saying "if you do not fill those units I will" and therefore the onus is on the CEACA and the Shires to fill the units and keep them filled.
- Terry Waldron advised all Committee Members that he would be happy to talk to anyone in any town who had concerns.

Scheduled Completion of Sewerage Works in Bruce Rock

Completion Bruce Rock works are expected in late February 2020.

Status of Peppercorn Lease at Wyalkatchem

In relation to the Wyalkatchem peppercorn lease, there had been a dispute over strata plan with the Wyalkatchem Senior Citizens Home Trust Inc, however that will be sorted out and signed in the next couple of weeks. We expect occupancy to begin next month.

Management Accounts

- Prepared on accruals and not cash basis and more in line with how we are going to be audited this year.
- ILU's first month of trading Operations variance to budget \$12k adverse is made up of legal fees as we have had to change Constitution and Executive Officer handover. Doubled.

Project Status as at 31 December 2019

Cost to complete – meeting with Ralton Benning from Access Housing last week – costs to go are \$333k. Nick advised that a lot of this cost would probably not occur. In relation to the HIA insurance of \$98k, we held an Executive Committee Meeting last year and agreed to pay insurance and covers owners if Pindan became insolvent. Pindan have not purchased this insurance yet and Bresland said it is too late. The exposure to CEACA relates to any defects or issues we do not pick up in the first 12 months (normal defect rectification period), however, we are covered for the normal 6 years for the buildings. We have engaged the services of an Independent Building Inspector to mitigate risk for CEACA. He is checking the plans for 1 x Gold Unit and 1 x Platinum Unit against what has been built. He will be travelling to Merredin to conduct these checks and will submit a report to CEACA. The cost is \$1,650 for the two units including travel and production of a report.

- Julie Flockart asked for confirmation from Nick that CEACA do not have to take out HIA Insurance and therefore not use the \$98k for this purpose. Nick said that we may have to pay for insurance if we find issues with the two units.
- John Nuttall expressed concern regarding Access Housing's role as Project Managers and what they have delivered in return for the money paid by CEACA. As far as he can see, they have not conducted thorough inspections of the units or grounds, thereby forcing Jo Trachy to conduct an extensive review of defects. John asked if we are still paying them any money.
- Terry Waldron advised that the Project Manager, Ralton Benning, had travelled to the sites a reasonable amount of times and they have fulfilled their role, but to what extent is questionable. They were dealing with the Shire of Merredin CEO, Greg Powell with regards to the project and CEACA did not have any input into use or holding of any money. Nick Hopkin advised that CEACA have concerns that in the past they have asked for payments to be made but no detail on amount paid has been provided.
- Nick Hopkin said the extension of time was out of Access Housing's control and they had an original budget. Merredin Shire has a Purchase Order raised for all payments to Access Housing and Nick is meeting with Charlie Brown from Merredin Shire shortly to discuss further.
- Gary Shadbolt said Ralton Benn did come to some of the earlier meetings, however the CEACA Members did not have building experience and therefore were unsure that what they were getting was what they had paid for.
- With regards to Home Indemnity Insurance, Gary Shadbolt said the builder usually takes out the insurance and if they don't, they can be subjected to a substantial fine. Nick Hopkin advised that they had applied for an exemption based on the fact that CEACA were considering operating under the banner of a retirement village.
- Stephen Strange asked if CEACA owe any funds to Access Housing. Nick Hopkin advised that they are owed approximately \$10k and highlighted the fact that as Ralton Benn (Project Manager) was on leave in December, CEACA should not be invoiced for that month. Ralton no longer works for Access Housing and terminated employment with them in January 2020. Stephen Strange suggested that CEACA should withhold payment of the remaining \$10k as Jo Trachy did a lot of work on the defects and follow up prior to PC. Nick Hopkin agreed to follow up with Access Housing to discuss further.

Operational Report

Jo Trachy summarised the points contained in her Operational Report and added the following:

- One more application received for Koorda since the Summary of Applications was sent out to Members.
- 49% occupancy overall.
- One more application expected for Mt Marshall.

Titles

- Outstanding paperwork expected from Nungarin in order to effect settlement.
- Yet to receive update from Yilgarn. The CEO from Yilgarn, Peter Clarke advised that an update had been sent through just prior to the meeting.

- Kott Gunning waiting on instruction from Shire of Koorda re: Lot 123. Darren Simmons advised that he did not believe that Lot 123 was to be transferred to CEACA as it may be associated with land allocated to a unit that was not built. He would investigate further and provide Jo with an update.
- Wyalkatchem plan and lease currently being reviewed by the Wyalkatchem Senior Citizens Association and until finalised, we are unable to rent units. We expect this to be resolved shortly.

Defects

- Landscaping was identified as the major issue with trees placed in inappropriate areas near fencing, soil not prepared adequately prior to planting and reticulation leaks.
- Pindan requested photos and examples to review and therefore Jo has approached two local Landscapers and tenants to provide reports and photos.
- An independent Building Inspector has been engaged at a cost of just over \$1,600 to review 1 x Gold and 1 x Platinum unit against original plans. This will give CEACA an idea as to whether we will need further checks carried out and meetings held with Pindan to discuss prior to the end of the rectification period.
- Another issue of concern for Jo Trachy is road surfaces. Although not an expert in this area, Jo has concerns that the surfaces are not finished off properly in some areas such as Merredin.
- Jo acknowledged that the internal access roads and driveways are the responsibility of CEACA to maintain but asked all Members if they could offer assistance to CEACA in future if minor repairs were required due to normal wear and tear. The Members will discuss this with their Shires and will respond to Jo directly.
- Jo advised the Committee that if they wanted an independent review of the road surfaces and quality, they would need to approve the engagement of a contractor.
- It was agreed that the Committee Members would check any internal roads and would let Jo know of any concerns. These concerns would be discussed with Pindan.

Other Issues

- With regards to internal roads, a discussion was held regarding the naming of internal roads and responsibility for these roads, once named and gazetted by Shires. The only Shire that had done this to date was Merredin.
- Julie Flockart asked who gave the order from the Shire to name the roads as she was not aware of it. Jo responded that she had received a call from Kellie Bartley (previously Deputy CEO) advising her that CEACA had to name the two roads and if they did not, then emergency services and other providers would not recognise the roads to service them. Kellie advised Jo that it would have to be discussed at the Shire meeting and they would choose two names and let CEACA know what they were going to be. Kellie advised that CEACA would have to order the signs and the Shire would install them. When the signs were erected, Kellie advised Jo that she had spoken to Emergency Services and other relevant places around town such as the Post Office and they would now recognise the new addresses.
- Jo advised the Committee that this change caused a great deal of frustration for CEACA and the tenants who had already moved in and connected their new services to their unit numbers and at no time would CEACA have done this if it was not directed to do so by the Shire.
- CEACA had to pay for a contractor to remove all unit numbers and replace with the new street numbers.

- Julie Flockart confirmed that now that the roads had been named, they became the responsibility of the Shire and she would check if the relevant documentation had been sent to Landgate to formalise.

ACTION ITEM

Utilities

- Jo advised that she had been working on the issue of reading sub-meters with River Engineering and they were assisting with paperwork to be submitted to the Water Corporation to effect future readings.
- Jo advised that the applications had been submitted and the Water Corporation had advised that the sub-meters installed by Pindan were not compliant as they had changed their rules 2 years ago.
- If CEACA want to have their meters read, they have to take out the existing sub-meters and replace them with the approved WC meters.
- After some discussion the Committee gave their approval for the existing sub-meters to be replaced at a cost of \$265 each. Jo advised that not all sites would need them.
- Until this has been completed, Jo asked the Committee for their ongoing support with regards to reading sub-meters in order to bill tenants.
- Julie Flockart suggested that Jo approach the Community Resource Centre as they read the meters for Merritville and this would save the Shires from doing it. Jo will follow up with them this week.

ACTION ITEM

- If the Shire had not transferred the land to CEACA, the bill would still be in their name and they would have to pay it and invoice the tenants as CEACA would not be able to do it.
- Jo is currently working on transfer of all Synergy accounts (common/vacant units) from Pindan to CEACA.
 This is challenging due to the differences in locations given to Jo and what the providers have on their files.
- When all work is complete on both utilities (Water/Power) and we have received notification of a successful charitable status application, Jo will liaise with both providers to set all Shire accounts up on the discounted rates applicable to charities. This can only be done for accounts in the name of CEACA. As and when settlements go through, those accounts will be added to the discounted tariff.

NBN/Crisp

- Jo will be liaising with NBN contractors, Quantum Blue, to connect all remaining units in Kellerberrin and Merredin to the NBN network.
- This can only be done once the CEACA keys have been placed in the lockboxes for each unit.
- Jo will provide a key for each unit to each Shire at the end of the meeting to place in the lockboxes. Instructions have been included in the pack, as well as details of the PIN to be set for each Shire.
- Jo highlighted the importance of these keys being placed in the lockboxes and advised that it was not only for connection of the internet, but for Force to use for inspections and emergency services in the event that the tenant was locked inside their unit and required medical assistance.
- Rod Forsyth questioned why the tenants could not have the PIN codes to these boxes. Jo Trachy said the reason why we were doing this was to ensure that a key was always available to Force Real Estate for inspections or emergency services and if we gave the PIN out to the tenants, the danger is that they would remove the key and not put it back.

- Rod Forsyth said that his family member in one of the units had previously given their PIN code to their home care service provider so that they could respond to a medical emergency (eg. when pendant was used). Jo confirmed that the code could be provided to this agency as they were providing similar services to local Emergency Services personnel to his family member. Jo also confirmed that the code would be periodically changed for each Shire to protect the security of the tenants and the units.
- Julie Flockart questioned whether it would be a good idea to provide the PIN codes to Emergency Services workers. Jo Trachy and Eileen O'Connell both commented on the strict policies and checks that emergency workers must go through with regards to confidentiality and Police checks and therefore they had no concerns with regards to giving it to them.
- Jo advised that she had approached Crisp Wireless regarding options for connecting to those Shires who do not have access to NBN, and they will submit a proposal shortly for consideration.
- Rod Forsyth asked if CEACA tenants were entitled to a reimbursement for connection to NBN if they had already done so. Jo confirmed that there was a process in place to reimburse tenants for the one-off connection fee. Rod asked if CEACA had budgeted for this and Nick Hopkin confirmed that they had.

Plants and Reticulation

- Jo highlighted the fact that at no time should reticulation be switched off by any tenant. CEACA were aware of issues with dripping taps and reticulation, however, if we were to switch it off, it will void the warranty with Pindan.
- Jo was reporting all leaks and faults to Pindan and they had already authorised repairs on some.
- Pindan would only replace plants if the reticulation remained on.
- Jo recommends monthly spraying for weeds at most sites as they have a large number of weeds and saplings, as evidenced in Merredin.
- Eileen O'Connell asked what watering costs the tenants were responsible for. Jo confirmed that anything within their unit boundary was their responsibility and CEACA would pay for common areas.
- A quotation was received for installation of gutter guards and after some discussion, it was agreed by the Committee that they would be assessed on a case by case basis and installed wherever necessary. The Committee did not feel it would be necessary to install them to all units.
- Committee Members agreed to check their sites and report back to Jo on which ones would need them.

ACTION ITEM

Marketing

- Jo advised that Marketing would now be a focus in order to fill the remaining units.
- A meeting had been held between Jo and Market Creations to discuss Facebook and website updates, referral program, posters and updates in local papers.
- Jo advised the Committee that previous articles had been sent to the Phoenix newspaper.
- The Committee Members suggested that CEACA should advertise in other local papers, not just the Phoenix, as that did not cover all Shires. Jo will investigate and contact the appropriate offices to discuss.

ACTION ITEM

ITEM 3.2 OPERATIONAL RISK REVIEW

Nick Hopkin tabled the new CEACA Risk Register for Committee Members to review.

- Nick discussed how the Register worked and talked of the top risks identified for CEACA and said the key to sound risk management is that the controls can be relied upon.
- This Register had been tabled in the Executive Committee Meeting held prior to this meeting and John Nuttall suggested that a further risk be added relating to Local Government elections and the risk of CEACA Members leaving prior to conducting a handover.
- It was agreed by the Executive Committee Members that Nick Hopkin and Jo would review the new item, add it to the Register and send it out to the Members for review. This may include an orientation pack for all CEACA Members which requires them to sign an agreement that they will provide information on an ongoing basis to Council and participate in a handover process if they were not re-elected.

ACTION ITEM

- Nick raised concerns regarding Disaster Planning and highlighted the fact that to date only three Shires had sent through their Disaster Recovery Plan. This was an issue and of concern to CEACA as they needed these to dove-tail into the Shire plans.
- Nick asked for all Shires to send their Disaster Recovery Plans to Jo Trachy as soon as possible and to let Jo know if they do not have one.

ACTION ITEM

ITEM 3.3 COMMITMENT OF MEMBERS TO CEACA'S PROGRESSION OF THE VERSO REPORT

This has been deferred until such time as the Strategic Planning Workshop has been held.

ITEM 3.4 CEACA'S GOVERNANCE FRAMEWORK

- Processes and documentation had to be finalised to allow the Department to release the balance of the progress claim 6 of \$200k to CEACA.
- CEACA have used the Governance Framework established by the Australian Institute of Company Directors for the Not for Profit community to report against.
- All remaining documents have been tabled at both the Executive Committee Meeting and the Management Committee Meeting held today and they were all accepted and adopted by the Executive Committee Members.
- The documents will be sent to the Department for processing in the next week.

4. MATTERS FOR NOTING

ITEM 4.1 DELEGATION OF AUTHORITY

Changes made and tabled at Special General Meeting in January 2020. Adopted by all Members and finalised.

ITEM 4.2 RISK MANAGEMENT FRAMEWORK

- The Framework was approved by the Executive Committee Members and circulate to all Members of the Management Committee prior to the meeting.
- Nick gave an overview of the Framework for the Management Committee Members.

- Nick advised that the Risk Register will be tabled at future Management Committee Meetings.
- Jo has reported on Incidents and Accidents. If our incidents start to rise, we need to review controls and will subsequently increase the risk rating.
- John Nuttall suggested an additional risk regarding Local Government Elections and the risk of departing CEACA Members with no notice be added. Jo Trachy will review process with Nick and add to the Register.
- Julie Flockart advised the Committee that Page 2 of the CEACA Management Committee Minutes (Item 2.3) refers to CEACA Executive when it should read CEACA Management Committee. Jo Trachy to review and make the correction to the Minutes.

ACTION ITEM

ITEM 4.3 DATA PROTECTION POLICY

- Tabled at the earlier Executive Committee Meeting and adopted.
- This policy is primarily based on our Provider, Market Creations' policies, who manage CEACA internet, email and Sharepoint.
- Jo Trachy advised that the CEACA domain and hosting went down last week and both were with a third-party provider set up by Helen Westcott. Jo is working with Market Creations to transfer the domain and hosting to them to reduce further risk of downtime and loss of information.

ITEM 4.4 ASSET MANAGEMENT PLAN

- Assumption is that we run 71 ILU'S on a stand-alone basis.
- The contract with Force ends in November 2020. We are proposing to employ a part-time Property Manager in the Merredin area to assist with managing the properties.
- Forecast for June 20 and next year shows Force being removed as Property Managers and introduction of an Operations Manager and part time Property Manager.
- If we see 94% occupancy at \$160/week we should have \$154k per annum surplus cash generated from just ILU's.
- Fees for Terry Waldron and Nick Hopkin would reduce if the Operations Manager was employed on a full-time basis.
- The Plan was based on worst case scenario in relation to refurbishment of units and it may not be necessary for all to be done at once or at all.
- Executive approved the Plan on the basis that Nick Hopkin give updated figures on 70%, 80% and 90% occupancy rates. Nick will conduct this exercise and will report back to the Committee Members.

ITEM 4.6 UPDATED CONSTITUTION

The updated Constitution was sent to all Management Committee Members prior to the meeting for their information and no further comments were made.

ITEM 4.7 ANY OTHER BUSINESS

Terry Waldron advised the Management Committee that a discussion had been held at the Executive Committee Meeting this morning and the Members had agreed to employment of Jo Trachy as Operations Manager for CEACA on a full-time basis. They also agreed to replace Force with a part time Property Manager who would be based in Merredin to assist with management of the 71 units. Terry felt that local knowledge is important, and many tenants have been saying that they need someone out

there who knows the region. Nick Hopkin and Jo Trachy will research options for Property Manager shortly.

ACTION ITEM

- Terry Waldron advised that the Committee would be monitoring these changes carefully and the CEO's level of involvement in CEACA will depend on whether CEACA progress home care services. Nick Hopkin reminded the Committee that the Forecast numbers included these two positions. All Committee Members were happy with that result.
- Eileen O'Connell asked if Nick Hopkin or Jo Trachy could send updates to the Committee Members when to hand with regards to hiring of halls or office space. Jo Trachy confirmed that this would be done.

ACTION ITEM

5. **NEXT MEETING**

Nick Hopkin would send out details of the next meeting to all Members shortly.

6. MEETING CLOSURE

There being no further comments, the Chairman declared the meeting closed at 1.25pm

DECLARATION
These minutes were confirmed by the Central East Aged Care Alliance Inc at the Management Committee Meeting held Tuesday, 12 th November 2019.
Signed
Person presiding at the meeting at which these minutes were confirmed