

MINUTES OF THE CEACA INC MANAGEMENT COMMITTEE MEETING HELD IN AT THE MERREDIN REGIONAL COMMUNITY & LEISURE CENTRE, BATES STREET, MERREDIN ON MONDAY, 23RD AUGUST 2021 COMMENCING AT 1.00PM

1. MEETING OPENING

1.1 Presentation by Helen Morton (Pingelly Somerset Alliance)

The Chairman opened the meeting at 1.05pm, thanked all those present for attending and advised that Helen Morton, representing the Pingelly Somerset Alliance was running late, and would be presenting later in the meeting.

1.2 Apologies

Jamie Criddle - Shire of Westonia, Peter Clarke - Shire of Yilgarn, Tony Sachse - Shire of Mt Marshall, Jannah Stratford - Shire of Koorda

1.3 Declaration of Quorum

The Chairperson advised a quorum was present.

1.4 Record of Attendance

Terry Waldron – Chairperson, Gary Shadbolt - Deputy Chairperson, Richard Marshall - Interim CEO, Jo Trachy - Operations Manager, Darren Mollenoyux - Shire of Bruce Rock, Stephen Strange - Shire of Bruce Rock, Raymond Griffiths - Shire of Kellerberrin, Rod Forsyth - Shire of Kellerberrin, Darren Simmons - Shire of Koorda, Mark Dacombe - Shire of Merredin, Julie Flockart - Shire of Merredin, John Nuttall - Shire of Mt Marshall, Dirk Sellenger - Shire of Mukinbudin, Leonard Long - Shire of Nungarin, Eileen O’Connell - Shire of Nungarin, Louis Geier - Shire of Westonia, Peter Klein - Shire of Wyalkatchem, Quentin Davies - Shire of Wyalkatchem, Wayne Della Bosca - Shire of Yilgarn, Nic Warren - Shire of Yilgarn.

1.5 Conflicts of Interest

There were no declarations of conflicts of interest.

2. MATTERS FOR DECISION

2.1 Approval of CEACA Inc Management Committee Meeting Minutes – 25 May 2021

The Member for Koorda referred to the last paragraph of Item 2.1 “*All Shires except for Koorda and Nungarin agreed*” and advised that whilst they had questions in relation to the Strategy Plan for FY22, they did not disagree with it. The minutes of the 25 May 2021 meeting will be amended accordingly.

It was resolved to accept the Minutes of the CEACA Management Committee Meeting held on the 25 May 2021.

3. MATTERS FOR NOTING

3.1 CEACA Executive Committee Meeting Minutes – 30 July 2021 (via Zoom) were noted.

3.2 Action Items and closed items were noted.

4. MATTERS FOR DISCUSSION

4.1 Interim Chief Executive Officer Update

The Interim CEO spoke to his report and made the following additional comments:

FINANCIAL REPORT

Income & Expenditure

- Some expenses are higher due to items in the Balance Sheet being written off or cleaned up.
- \$70k surplus from ILUs is a pleasing result given a lot of the units were not occupied for the full year.
- Overall net surplus is \$137k and will be subject to external audit in 2 weeks' time. The proposal is that we would allocate \$100k into a refurbishment reserve for future refurbishment of units.
- Financial Statements will be presented for approval at the AGM, date to be arranged for October or November.
- Shire of Yilgarn is in the process of transferring their land to CEACA. Awaiting Transfer of Land document.

Questions/Comments

- o The Treasurer asked why the cost of building the ILU's is not shown as a fixed asset. The Interim CEO advised that the costs of building are currently on the Shire of Merredin's Balance Sheet and would remain so until the project is finalised ie. defects rectified and signed off. The Member for Mt Marshall responded to that by saying it would therefore be up to the Shire of Merredin or a combination of Shires, not CEACA, as to whether they lodged court action against Pindan.
- o The Member for Merredin referred to the \$100k planned for a refurbishment reserve and recommended that a policy be written for its future management, given that CEACA Members may change in future. The Interim CEO responded that there would be no need for a policy if the decision is included in the Minutes.
- o The Member for Yilgarn wanted it noted that Title Deeds were sent to Landgate 2 weeks ago.

NOTE: HELEN MORTON ARRIVED AT 1.25PM AND GAVE A PRESENTATION (SUMMARY BELOW). THE MEETING CONTINUED AT 2.30PM AND THE INTERIM CEO CONTINUED WITH HIS REPORT.

- o In relation to ongoing membership, the Member for Nungarin read out the letter from the Shire to CEACA and advised that they would be happy to remain as a Member on the condition that the item relating to expansion of ILU's in the list of Strategic Priorities is moved to the top.
- o The Chairperson responded by saying the Strategic Priority items currently numbered 1-6 were not an indication of priority and all were of equal importance to CEACA. We have demonstrated this by arranging meetings with the State Government to discuss possible funding for future ILU's and joining Minister Carey today for a tour of the Merredin units. Both are keen to assist CEACA with funding, on the understanding that we conduct research into the requirements for the region and can demonstrate a real need.
- o The Committee discussed the issue of numbering verses dot points and moving the ILU's to the top and were happy with dot points. The Chairman has concerns that if we move expansion of the ILU's to the top, there may be an assumption by Nungarin down the track that we were making it our top priority when they are all equal.
- o The Member for Nungarin wanted it noted that the Shire was considering withdrawing as a Member until the Member for Kellerberrin and Member for Wyalkatchem presented to a full Council meeting, which made all the difference. The Chairman thanked the Members for their input and time to meet with the Shire.
- o The CEO, Shire of Nungarin wanted it noted that strategic plan items were presented in a definite order of 1-6 by the Chairman and Interim CEO at their earlier meeting and were not advised that they were of equal importance.

RESOLVED

It was agreed that CEACA Inc advises the Shire of Nungarin that the agreed strategies are in no particular order; they are of equal importance.

REVIEW OF CEACA OPERATIONS

- The Executive Committee had recently expressed concern in relation to duplication of roles between operations and agency, as well as the future role of the Interim CEO and requested a review. The Deputy Chairperson met with the Chairperson, Interim CEO and Operations Manager in the Perth office on 9 August 2021.
- The report tabled at that meeting indicated that there are some items that Elders had been working on that were now being done by the Operations Manager and that work had been carried out by the Interim CEO and Operations Manager to simplify systems eg. billing and sub-meters swaps that saved time and travel for Elders.
- It is proposed to attempt to negotiate a better deal with Elders now that CEACA does more, the Interim CEO to continue with a two-month notice period, to engage an aged care consultant and for the Operations Manager to remain full-time.

Questions/Comments

- o The Interim CEO advised that he has been meeting with possible consultants who will be able to advise how best to proceed in relation to the development of care services.
- o The Interim CEO explained the rationale for the draft budget for FY22, which includes an allocation for consultants.

It was resolved that the draft FY22 Budget presented to Members and discussed at the meeting be adopted on the basis that it can be amended in future by Members if deemed necessary.

CARE SERVICES UPDATE

The Interim CEO and Chairperson had attended meetings with several aged care providers, and it is apparent there is no shortage of help or ideas. The proposal is to engage a consultant to facilitate a workshop for the Shires to work out exactly what is required and make a recommendation on direction for the future. We need the skill of an Aged Care Consultant to write the proposal to gain funding and launch a pilot program. The engagement of a consultant will happen over the next month or so.

PROPERTY MANAGEMENT

Elders are doing a good job and a licensed Agent is needed to ensure compliance with the *Residential Tenancies Act*. There is an option to reduce inspections from quarterly to 6 monthly to reduce fees. The Interim CEO's initial reaction to the \$32.50 weekly fee per unit was that it was high, however when we consider that Elders conduct 284 inspections p.a. alone, it puts into perspective the expense and time incurred by their agency. We will endeavour to negotiate a lower rate and if they are not willing to, we will approach other agencies. We have taken on other cost control measures such as streamlining processes and sorting out billing. A meeting has been set with Elders Bunbury Finance team to discuss processes and discussions will be held with the Drew Carey, State Manager regarding the fees.

Questions/Comments

- o The Treasurer commented that any agency running a car around the Wheatbelt that often will undoubtedly spend \$80k on travel and therefore understands that their fees are higher, however does believe Elders' fees are too high as in his opinion, the CEACA Operations Manager is doing much of the work.
- o The Deputy Chairman added that we do have the option to conduct less inspections. The Chairman agreed, however feels that 6 monthly is not enough to protect the CEACA assets. The Operations Manager agreed with the Chairman and advised that in her opinion 3 per annum would be sufficient.

BUILDING DEFECTS

- Pindan Construction went into administration in May and CEACA has not received correspondence from them.
- CEACA has lodged a Proof of Debt for the preliminary estimate of cost of fixing the defects. CEACA has been using project funds via the Shire of Merredin to rectify urgent defects and drafted a letter for the Shire of Merredin to send on its letterhead demanding payment of the bond monies.
- The Superintendent and Building Inspector conducted a final check of all units and confirmed approx. 750 items were listed as defects. The Operations Manager is packaging items to obtain quotes for rectification.
- The Chairperson wanted it noted that he had met with the Department and the Minister and both are happy for CEACA to use the project funds and retention bond to rectify the defects.

Questions/Comments:

- The Member for Merredin thanked the Interim CEO for his very thorough report.
- The Treasurer recommended that we use the Expression of Interest (EOI) data from the Summary of Applications as evidence when applying for future ILU funding as this shows a real need for accommodation in the region.
- The Member for Bruce Rock asked for caution when referring to EOI received for planning of further ILU's as we do not want to create a social housing issue in the region and attract those who simply want to escape the City temporarily due to the rental crisis and have no intention of making a positive contribution to the Shire.
- The Chairperson acknowledged these concerns, but also reminded those present that CEACA use their Allocations Matrix for selection and this will ensure that we have the right mix of people entering the units.
- The Operations Manager also acknowledged the Member's concerns, but wanted it noted that the EOI's were also from locals, not just from those wishing to leave the City. There are young people and families in the region with children and pets who are seeking suitable accommodation in their chosen area. It is further acknowledged that care and proper planning would need to take place when considering future ILU's.
- The Chairperson also recommended that CEACA keep an eye on the market prior to building any further units as things can change quickly and we do not want to build more only to have them sit empty.

PRESENTATION BY HELEN MORTON – PINGELLY SOMERSET ALLIANCE

The following key points were made:

- Shire of Pingelly submitted a request for Government funding to help develop a virtual village and were awarded \$377k over 3 years.
- Service providers will not service 'thin' markets and therefore Shires must come up with our own strategy.
- Median age from the last census was 50 and it has been increasing by 5 every year. The virtual village is heavily weighted towards people 50 and over and is therefore a good solution for the region.
- Funding will assist with establishing a virtual village as well as a home-grown, capable workforce. This means building a community capability to support locals until the end of life, building a paid workforce and utilising the skills of people living in the Shire.

Virtual Village Explained

- A virtual village utilises existing community members, infrastructure, services and available technology to support those in need of assistance and offers a supportive retirement community. People want to stay in their own communities and if supported will stay until end of life.
- There are approximately 400 virtual villages worldwide and they all focus on healthy body, mind, friendships and connect people to locally funded services and personal care services.
- People also want security, connections and safety, which are the main reasons why they move into a retirement village. A virtual village environment can provide this and keep them close to family and friends.

Pingelly Virtual Village

- Pingelly virtual village will be open to all ages. Most services will be applicable to those over 50.
- There will be a membership fee (far less than fees charged by retirement villages).
- No need to build additional buildings and the CRC will be utilised for the concierge.
- A digital platform to support the program will be required.
- Services and skills can be swapped eg. Electrician may change a light bulb in return for another service.
- Buddy system emerging so if we have someone on their own and are at risk of isolation, they will be supported to attend activities and if need be, transport will be arranged to get them to the activities.

Funding allocated will be utilised as follows:

- Establish a Concierge – A service made up of multiple people who will welcome people to village, let them know what services are available to them and assist with accommodation.
- Ensure there are place-based solutions e.g. there is an option of re-purposing the existing hostel building for palliative care services. Locals have also offered their homes for respite services.

- Dementia Care – they will investigate solutions locally and worldwide and assist people to remain in town.
- SPARK software –Option from UWA and is being tailored for Pingelly. This app enables a person to log a request for locals to action eg. if they are unwell and unable to leave the home, they log a request for someone to collect something for them, another user sees the request and actions it if they are in town.
- Intelicare – Maps the normal movements of a person and stores it. If that person deviates from their ‘normal’ routine, a warning would be issued to a family member.
- A virtual village takes time to develop and Shires must build community willingness and culture. Pingelly started the process 2 years ago and conducted a 12-month trial which showed high levels of community support.
- CEACA can support Leading Aged Services Australia (LASA) in their bid to secure funding to develop services in the region (\$8m Federal Government funding offered). If accepted, organisations such as CEACA can go to LASA and ask for funding to trial a virtual village concept in their Shire. There are other communities who have expressed a desire to trial the concept (eg. Lake Grace, Donnybrook and Chittering) however, it most suits the smaller outlying Shires.
- The economic, social and financial return by putting this in place is minimum 2.5%.
- There are options of volunteering and buddy systems, but also to grow the local workforce.
- Social Connector – Technology ‘Genie’ sponsored by UWA to Pingelly for those people who may be at risk. This technology ensures that people do not lose connections (eg. family overseas or in another town). Genie works that out and gives feedback to the Concierge.

Steps to get working

- ✓ Application for funding
- ✓ Establishment of a committee.
- ✓ Digital platform put in place.
- ✓ Employing the right people for concierge.
- ✓ Marketing/promotion.
- ✓ Starting membership drive
- ✓ Providing those people with the services available.
- ✓ We will support people into services already in place, won’t be starting them.

Questions/Comments

- The Treasurer asked if the virtual village will be sustainable when the initial funding runs out. Helen said a membership fee charged, further grants applications will be submitted, expos will be organised and charged for and options for sponsorship and bequeaths will be investigated.
- The Member for Bruce Rock asked who the Members of the Pingelly Somerset Alliance were. Helen advised that David Freeburn (retired farmer) is the Chairperson, Lee Steele is Treasurer and the others are made up of a previous Shire President, Kay Watts (retired farmer), an ex-Teacher, Evan Hodges (local business owner and runs bus service), Shire President Bill Maroney, Lesley Page (activities) and Helen as a volunteer.
- The Deputy Chairman asked how Pingelly will convince older people to use the technology (eg. Spark). Helen responded that it will not be easy, however younger people and others can help with this.
- The Member for Wyalkatchem advised that he could see the benefit of the village as they are currently experiencing the issue of people residing in The Lodge showing signs of dementia or similar and having no other option but to send them directly to a nursing home.
- The Member for Mt Marshall expressed concerns in relation to the reliance on volunteers, given not all Shires have the high numbers to rely on. Helen advised that if communities utilise everyone ie. family, friends, neighbours, businesses etc it will work and reminded the Member that not all work would be done by volunteers.
- The Member for Nungarin said they have volunteers in their Shire who are elderly at present and asked what the plan would be to encourage younger locals to take over their roles. Helen believes it is how it is presented and promoted. Not all young people want to help with care services but may be willing to do some manual labour. It is more about promoting the benefits for everyone and without help they wouldn’t be able to keep those members, including family in the area.

CEACA Chairperson’s comments:

- It is important to train people locally who can make money by helping. There are undoubtedly a lot of under-utilised skills available locally and prior learning can also be used. A core group is needed in the community to drive it. If they have no drive, it will not work. The Chairperson and Interim CEO will try and access funding with Helen Morton’s assistance, however this will only be done if a Shire or community are really interested in it.

The Chairperson thanked Helen Morton for the presentation at 2.25pm and was followed by a short break.

4.2 OPERATIONS REPORT

The Operations Manager provided the following additional comments to her report:

SOLAR

- Installations have begun. 6 units completed in Bruce Rock on 18 and 19 August and the remaining 2 units + 4 in Kellerberrin are scheduled for 25 and 26 August. Feedback from tenants has been very positive.
- More Green Energy were asked to provide photographic evidence for each installation and this has been done.
- Completion of the 71 units expected by end of September, however, depend on supplies and availability of crew.

DEFECTS

- Review of the Inspector's final defect report conducted. All defects categorised into High, Medium or Low priority and the remaining general maintenance items which will become part of a long-term maintenance plan. The high priority items have been sent to a local builder with a request for a quote to rectify and another two builders will be asked to quote. The high priority items related to:

- ✓ Leaks of any kind.
- ✓ Major cracks.
- ✓ Uneven tiling/flooring.
- ✓ Tie-down of roof sections.
- ✓ HWS
- ✓ Gaps in cladding/flashings.
- ✓ Side gate access.
- ✓ Roads not finished properly.
- ✓ Sinks/handrails coming away from the walls.

PROPERTY MANAGEMENT

The existing Elders' Property Manager (PM) will send correspondence out to all tenants 2-3 weeks prior to her departure to introduce the new PM and reinforce the roles of CEACA/Elders to avoid future confusion.

OTHER BUSINESS

None

NEXT MEETING

The next meeting will be held on the 8th or 9th November 2021 in Kellerberrin. Date will be finalised and communicated to all Members soon. It is intended that the AGM will be on the same date as the next meeting.

MEETING CLOSURE

There being no further business the meeting closed at 3.30pm.