



# Minutes

Hearing of Submissions Committee  
Tuesday, 12 June 2018

Held in the  
Council Chambers  
1 Merrijig Drive, Torquay  
Commencing at 5.00pm

**Council:**

Cr David Bell (Mayor)  
Cr Libby Coker  
Cr Martin Duke  
Cr Clive Goldsworthy  
Cr Rose Hodge  
Cr Carol McGregor  
Cr Brian McKiterick (Leave of Absence)  
Cr Margot Smith  
Cr Heather Wellington

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MINUTES FOR THE HEARING OF SUBMISSIONS MEETING OF SURF COAST SHIRE COUNCIL  
HELD IN THE COUNCIL CHAMBERS, 1 MERRIJIG DRIVE, TORQUAY  
ON TUESDAY 12 JUNE 2018 COMMENCING AT 5.00PM

**PRESENT:**

Cr David Bell (Mayor)  
Cr Libby Coker  
Cr Martin Duke  
Cr Rose Hodge  
Cr Carol McGregor  
Cr Margot Smith

**In Attendance:**

CEO – Keith Baillie  
General Manager Governance & Infrastructure – Anne Howard  
General Manager Environment and Development – Ransce Salan  
General Manager Culture & Community – Chris Pike  
Manager Aged & Family - Bronwyn Saffron  
Business Improvement Officer - Trevor Britten

14 members of the public  
1 member of the press

**APOLOGIES:**

Cr Clive Goldsworthy  
Cr Heather Wellington

**Committee Resolution**

**MOVED Cr Margot Smith, Seconded Cr Libby Coker**

That an apology be received from Cr Clive Goldsworthy.

CARRIED 6:0

**Committee Resolution**

**MOVED Cr Carol McGregor, Seconded Cr Libby Coker**

That an apology be received from Cr Heather Wellington.

CARRIED 6:0

**CONFIRMATION OF MINUTES**

**Committee Resolution**

**MOVED Cr Margot Smith, Seconded Cr Carol McGregor**

That the Hearing of Submissions Committee note the minutes of the meeting held on 5 June 2018 as a correct record of the meeting.

CARRIED 6:0

**CONFLICTS OF INTEREST:**

Cr Margot Smith declared an indirect conflict of interest for Item 1.1 - Positive Ageing Service Review under Section 78B of the Local Government Act 1989 - conflicting duty. Cr Margot Smith is a Director of Community Chef.

**SUBMITTERS HEARD**

1. Laurel Adams
2. John Bartlett, representing U3A
3. Margaret Forer
4. Stephen Blake
5. Kerry Cronan
6. Suzanne Marubu, representing Baptistcare
7. Rod Lingard
8. Christine Brooks
9. Kate Gillan, representing Lorne Community Hospital
10. Janice Lane
11. Jamie Overend
12. Tony White

**BUSINESS:**

<b>1. OTHER MATTERS .....</b>	<b>4</b>
1.1 <i>Positive Ageing Service Review .....</i>	<i>4</i>

## 1. OTHER MATTERS

### 1.1 Positive Ageing Service Review

**Author's Title:** Business Improvement Officer

**General Manager:** Chris Pike

**Department:** Business Improvement

**File No:** F16/1233

**Division:** Office of the CEO

**Trim No:** IC18/783

**Appendix:**

- Order of Speakers - Positive Ageing Service Review - Hearing of Submissions - 12 June 2018 (D18/67737)

**Officer Direct or Indirect Conflict of Interest:**

**Status:**

In accordance with Local Government Act 1989 – Section 80C:

Information classified confidential in accordance with Local Government Act 1989 – Section 77(2)(c):

Yes

No

Yes

No

**Reason:** Nil

**Reason:** Nil

**Purpose**

The purpose of this report is to hear submissions relating to the Positive Ageing Service Review.

**Summary**

At its meeting held on 27 February 2018, Council resolved to publicly exhibit the Positive Ageing Service Review Options Paper and a summary Discussion Paper, and invite submissions according to the project Community Engagement Plan.

**Summary of Submissions**

One hundred and thirty three written submissions were received by the extended closing date. One hundred and eighteen of those submissions were either from clients, or family (or friends) representing clients. Two hundred and forty two people (including 60 clients) provided feedback at community group meetings. The findings are summarised as follows:

- Council is a respected and trusted provider of in-home supports for older people and people with a disability.
- Most respondents would prefer no change and for Council to remain their service provider.
- If change is unavoidable, 40% of respondents would still prefer Council to remain their service provider even if it costs a bit more, whilst 35% would prefer Council to carefully relinquish services via an extended exit plan – there is no support for a compressed exit plan.
- Clients are concerned about:
  - access to services
  - a possible increase in the cost of services
  - a possible reduction in the quality of services
  - navigating a complex service system alone.

A summary of the speakers' submissions is provided below:

No.	Status	Position	Summary of Submission
1	Client	Extended exit plan	Accept extended exit plan, but wish things could stay as they are (but not with higher fees).
2	Community organisation	Not stated	Critique of consultation process provided. Concerns raised regarding safeguards and guarantees (how will it work).
3	Client	Remain a service provider	Strongly stand by Council continuing all services as currently provided.
4	Service provider	Extended exit plan	An extended exit plan supported by sub-contracting in the short term, will allow Council to maintain oversight and ensure sufficient time for the market to mature.
5	Family/friend of client	Remain a service provider	Council exists to provide public services; this should be budgeted for no matter what the cost. Put people first

## 1.1 Positive Ageing Service Review

No.	Status	Position	Summary of Submission
			and don't abandon the elderly because of cost. Not enough consultation with the elderly.
6	Client	Not stated	Whichever path is taken, it's important that services remain comprehensive, flexible and affordable. Reassured by 'maintaining level of care promise'.
7	Service provider	Extended exit plan	Staying ahead of the reform is important to minimise a rushed ad-hoc transition later, focus on continuity of care and a flexible transition plan. Council has a significant future role in advocacy and community strengthening.
8	Client	Extended exit plan	Sub-contracting is the least worst option. Privatisation rarely achieves anticipated benefits, it often results in higher costs, lower quality, and lower wages.
9	Family/friend of client	Remain a service provider	The existing service system is complex and difficult to navigate; who will represent, support, manage finances, and advocate for the elderly if not Council? Critique of engagement process - one on one with community members required.
10	Service provider	Extended exit plan	Sub-contract as appropriate. An extended exit plan provides security and ensures that ratepayers are not subsidising services in the long term.
11	Community member	Not stated	Critique of review process. Proposals are only aligned with economic benefits. The Discussion Paper leads the reader to a foregone conclusion and is lacking detail.
12	Community member	Not stated	A revolution is required.
13	Family/friend of client	Remain a service provider	Alternatives are not well regulated. Happy for rates to go to this service if it means friends and family receive quality care. The future is not settled, so it's too soon for a Council decision.

The issues raised in the submissions will be considered in detail in a report to be presented to the 24 July 2018 Council meeting.

### Recommendation

That the Hearing of Submissions Committee receive and note the submissions relating to the Positive Ageing Service Review and forward to Council for consideration at the 24 July 2018 Ordinary Council Meeting.

### Committee Resolution

#### **MOVED Cr Margot Smith, Seconded Cr Martin Duke**

That the Hearing of Submissions Committee receive and note the submissions relating to the Positive Ageing Service Review and forward to Council for consideration at the 24 July 2018 Ordinary Council Meeting.

CARRIED 6:0

**1.1 Positive Ageing Service Review**

**APPENDIX 1 ORDER OF SPEAKERS - POSITIVE AGEING SERVICE REVIEW - HEARING OF SUBMISSIONS - 12 JUNE 2018**



Hearing of Submissions  
12 June 2018  
5PM  
Council Chambers  
1 Merrijig Drive, Torquay

**ORDER OF SPEAKERS**

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**Other matters**

**Culture and Community**

**1.1 Positive Ageing service review**

	<b>Submission author</b>
1	Laurel Adams
2	John Bartlett, representing U3A
3	Margaret Forer
4	Michele Lewis, representing mecwacare
5	Stephen Blake
6	Kerry Cronan
7	Suzanne Marubu, representing Baptcare
8	Rod Lingard
9	Christine Brooks
10	Kate Gillan, representing Lorne Community Hospital
11	Janice Lane
12	Jamie Overend
13	Tony White

**Close:** There being no further items of business the meeting closed at 6.04pm.