Bankstown City Council Food Service

Performance Report

Civic Tower 66-72 Rickard Road   
BANKSTOWN NSW 2200  
Phone number: 02 9707 9646

**Commission ID:** 200632

**Provider name:** Canterbury-Bankstown Council

**Quality Audit date:** 14 January 2022 to 18 January 2022

**Date of Performance Report:** 9 March 2022

# Performance report prepared by

C.Athanasiou, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2038.

# Services included in this assessment

**CHSP:**

* Meals, 4-7XVCEJR, Civic Tower 66-72 Rickard Road, BANKSTOWN NSW 2200

The service does not provide Home Care Packages (HCP) therefore HCP is not applicable and was not assessed.

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Not Assessed | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Not Assessed |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Not Assessed | | |
|  | | | CHSP | Not Compliant | | |
| Requirement 2(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Not Assessed | |
|  | CHSP | | Not Compliant | |
| Standard 3 Personal care and clinical care | | | HCP | Not Assessed | | |
|  | | | CHSP | Not Assessed | | |
| Requirement 3(3)(a) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(b) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(c) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(d) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(e) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(f) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Requirement 3(3)(g) | | HCP | | | Not Assessed |
|  | | CHSP | | | Not Assessed |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | HCP | Not Assessed | | |
|  | | | CHSP | Compliant | | |
| Requirement 4(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(d) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(e) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(f) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(g) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Standard 5 Organisation’s service environment | | | | | | |
|  | | | HCP | Not Assessed | | |
|  | | | CHSP | Not Assessed | | |
| Requirement 5(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| Requirement 5(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| Requirement 5(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Not Assessed | |
| Standard 6 Feedback and complaints | | | HCP | Not Assessed | | |
|  | | | CHSP | Compliant | | |
| Requirement 6(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(d) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Standard 7 Human resources | | | HCP | Not Assessed | | |
|  | | | CHSP | Compliant | | |
| Requirement 7(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(d) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(e) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Standard 8 Organisational governance | | | HCP | Not Assessed | | |
|  | | | CHSP | Compliant | | |
| Requirement 8(3)(a) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(b) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(c) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(d) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(e) | HCP | | Not Assessed | |
|  | CHSP | | Compliant | |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* The Assessment Team report for the Quality Audit; the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 1 Consumer dignity and choice

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Consumers and representatives provided positive feedback relating to preferences of care, and service delivery. Consumers and representatives spoke positively regarding volunteers and felt that their privacy and backgrounds were respected. Consumers confirmed that staff support them to make decisions in relation to services they receive whilst maintaining their independence.

Staff spoke about consumers respectfully and demonstrated an in-depth understanding of their identity and background.

Staff demonstrated their knowledge of consumer services and their preferences and how consumers and/or representatives are involved in making decisions about the services they receive. Staff explained the importance of supporting consumers to take risks. Consumers expressed that they felt comfortable communicating to staff to regarding their services and choices. Staff could demonstrate the importance of confidentiality and how their information is kept confidential.

The service has access to resources such as the diversity and inclusion team to obtain further information and supports to respond to the cultural diversity of its consumer cohort.

Staff, including volunteers, demonstrated how culturally safe care and service delivery is part of their daily operations and gave examples of how they communicated to consumers in a culturally appropriate manner.

The service has policies and procedures in place to inform code of conduct and respectful workplaces including a Diversity and Safeguarding policy.

Overall consumers expressed satisfaction with how the service supports them to live the best life they can to enable them to exercise choice and maintain independence.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of the Standard have been assessed as Compliant

The service does not provide Home care package service. This program has not been assessed.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |

### *Care and services are culturally safe*

### *.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP | Not Assessed |
|  | CHSP | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Not Assessed CHSP Not Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Consumers confirmed that assessment and planning to deliver safe and effective care and services are carried out effectively and that a referral pathway was in place. Consumers confirmed that processes were in place and followed during Covid restrictions. Documentation reviewed supported that choices and preferences including assessment outcomes are documented.

Consumers confirmed that they feel like partners in the ongoing assessment and planning of their care and services. For example:

* Consumers/representatives confirmed they are involved in assessment and planning processes and said they feel their individual preferences are considered.
* Consumers/representatives confirmed they received written notification of services they had agreed to receive and that they could change services at any time.
* Consumers stated they felt supported by the service to make decisions in partnership regarding their services.

Although there were assessment and planning processes in place and services were responsive to changes requested by consumers/representatives, the Assessment Team identified that the service does not have a formal process in place for conducting regular annual reviews of care and services or reviewing care and services if circumstances had changed or when incidents occurred which were not directly identified by consumers or their representatives.

Therefore Requirement 2(3)(e) is Not Compliant in relation to this standard.

The Quality Standard for the Commonwealth home support programme service is assessed a Not Met as one of the five specific requirements is assessed as Not Met.

The service does not provide Home care package service. This program has not been assessed.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Not Assessed |
|  | CHSP | Compliant |

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Not Assessed |
|  | CHSP | Compliant |

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Not Assessed |
|  | CHSP | Not Compliant |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

Findings

The Assessment Team found that the service does not have a process in place to ensure that care and services are reviewed and assessed on a regular basis.

The service demonstrated that services are emended when consumer and/or their representatives request it, however there is no process in place to regularly assess and review care and services for effectiveness, including if circumstances had changed or incidents occurred which were not directly identified by consumers or representatives

Consumers confirmed that services are targeted to their needs and amended in line with their specific requests.

Consumers confirmed that the service does seek feedback from consumers through surveys and direct feedback however regular assessment and reviews do not occur.

A review of documentation confirmed that there was no evidence of regular reviews taking place apart from one file which identified a review in 2018. Other files reviewed did not contain any review documentation.

Staff confirmed that there is no process in place to ensure services are reviewed regularly.

During the Quality Audit management advised they would work on a process immediately to ensure consumer reviews will occur as soon as possible.

Based on the information reviewed, Requirement 2(3)(e) I find this requirement Not Compliant.

# STANDARD 3 Personal care and clinical care

# HCP Not Assessed CHSP Not Assessed

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

This service does not provide personal and clinical care and therefore Standard 3 is not applicable and has not been assessed.

# STANDARD 4 Services and supports for daily living

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers confirmed they receive services and supports for daily living that are important for their health and well-being which enables them to do the things they want to do. For example:

* Consumers interviewed confirmed that they are independent and able to keep in touch with people who are important to them.
* Consumers expressed that they are enjoying accessing the community independently or with assistance from providers or other services, such as a home care package.
* Consumers expressed that they felt supported to live their life the way they choose and felt they were able to express their preferences and that their choices were respected by staff and volunteers. Consumers said volunteers know them well and what their preferences are.
* Consumers interviewed were satisfied with the food provided and said their individual needs and preferences were considered regarding food choices and type of meal and delivery day. Consumers confirmed that they are provided with menus and details of costs of meals and this helped guide them when choosing their orders.

Documentation supported policies and processes in place including food safety documentation, training and rotating meal plans.

Meal preparation environments including kitchen and storage areas were observed to be clean and in good working order. Staff were observed to be following food safety practices when preparing food.

Referrals are made to external providers for additional services when required. The service advised that generally they liaise with consumers and representatives when changes occur, and family usually prefer to manage themselves.

Examples were provided by coordination staff and volunteers of how consumers’ individual needs are met and how they are supported to live the life they want. Assessment and service planning documentation included consumer needs and preferences.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of the Standard have been assessed as Compliant

The service does not provide Home care package service. This program has not been assessed.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

# HCP Not Assessed CHSP Not Assessed

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The service does not operate a service environment. Standard 5 does not apply to the Commonwealth home support programme services. This Standard has not been assessed.

The service does not provide Home care packages services. This program has not been assessed

# STANDARD 6 Feedback and complaints

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumer confirmed that they are encouraged to provide feedback and make complaints.

Staff know how to support consumers and/or their representative to make a complaint or provide feedback.

The service has a complaints policy in place. Staff explained that complaints can be made through several channels including a feedback form, or in person.

The service records complaints through a complaints management system which incorporates an escalation function. Actions and outcomes are recorded in the register and consumers are involved in the complaint process.

The service has processes in place to identify, record and liaise with an advocate if the consumer requests one.

Consumers have access to interpreter services when required.

Signage and promotional material are readily available to consumers regarding advocacy and interpreter services.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of the Standard have been assessed as Compliant

The service does not provide Home care package service. This program has not been assessed.

## Assessment of Standard 6

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Consumers and representatives interviewed confirmed that:

* staff are kind, caring and respectful to their identity, culture and diversity.
* volunteers who deliver the meals are always respectful.
* office staff are knowledgeable, capable and caring and always addressed their concerns, and
* meals are always delivered on time.

Representatives interviewed said that the service is ‘*more than a just a meal service’* as staff look out for their loved ones. Representatives said that their loved ones look forward to volunteers dropping of their meal, and that they felt secure. Consumers said that they can call the office staff at any time and that someone checks on them daily and to confirm meal preferences.

Consumers and representatives confirmed that their meals are delivered as per their agreement, and that the delivery occurs at the specified time requested.

Staff confirmed that adequate staff in various roles are employed to complete all tasks. Staff stated adequate hours are provided to staff to ensure they have adequate time to complete their work. Management has confirmed that there are processes in place to ensure an adequate number of staff and volunteers are available to ensure meals are prepared and delivered on time.

Consumers indicated staff and volunteers were competent. Staff and volunteers described their role and referred to their job description and the code of conduct, volunteer handbooks, communication diaries, and daily checklists, policies and procedures and operating procedures that underpinned their daily work practices.

Recruitment processes in place assess volunteer and staff credentials. Performance management processes are in place. Training documentation was sighted and demonstrated that induction, on-going training, mandatory training and safe food handling training is delivered.

The service has processes in place to assess, monitor and review staff performance. Staff confirmed that they participate in performance development and mandatory training relating to, but not limited to, PPE use, safe food handling, manual handling, elder abuse and neglect.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of the Standard have been assessed as Compliant

The service does not provide Home care package service. This program has not been assessed.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP | Not Assessed |
|  | CHSP | Compliant |

*The workforce is competent, and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP | Not Assessed |
|  | CHSP | Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

# HCP Not Assessed CHSP Compliant

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Consumers interviewed were very satisfied with the services provides. They indicated that the management liaises with the office staff to ensure the service provided meets their needs. Consumers and representatives provided examples of being involved in the development and evaluation of their services.

Management demonstrated there are systems and processes relating to governance that are regularly reviewed by the Council management that support the safe and effective operating procedures of the service. The operating procedures guide staff regarding their daily processes, management of the centre, preparation, and delivery of meals and services.

Management demonstrated through processes relating to continuous improvement, financial governance, workforce governance, regulatory compliance, feedback and complaints underpins and supports the daily operations of the service.

Risk management processes are in place to manage risk and support consumers live they best life they can. Consumers provided positive feedback and complimented the responsiveness of the service to feedback and complaints.

Consumers indicated that they are satisfied with the level of commination by the organisation through different channels including phone, email and regular meetings.

Management oversee expenditure and have processes in place to ensure daily operations and purchases are undertaken in accordance with financial governance policies.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of the Standard have been assessed as Compliant

The service does not provide Home care package service. This program has not been assessed.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP | Not Assessed |
|  | CHSP | Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# Areas for improvement

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) |  |  |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

Implement a process to ensure:

* care and services are reviewed regularly for effectiveness, and to identify when circumstances change or when incidents impact on the needs, goals or preferences of the consumer; and
* that there is a process in place to monitor the effectiveness of the review process.