Benetas EACH Northern

Performance Report

Suite 1-2, 77-79 Ashley Street   
BRAYBROOK VIC 3019  
Phone number: 03 8371 2100

**Commission ID:** 300134

**Provider name:** Anglican Aged Care Services Group

**Quality Audit date:** 11 January 2022 to 13 January 2022

**Date of Performance Report:** 15 February 2022

# Performance report prepared by

M Murray, 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

**Home Care:**

* Benetas EACH Northern, 18680, Suite 1-2, 77-79 Ashley Street, BRAYBROOK VIC 3019
* Benetas EACH Western, 18682, Suite 1-2, 77-79 Ashley Street, BRAYBROOK VIC 3019

# Overall assessment of Service/s

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

# 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’s 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 Compliant CHSP Not Assessed

### 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 interviewed by the Assessment Team said they are treated with dignity and respect. Consumers and representatives said they receive information to enable them to make initial and on-going decisions about their care and services.

Staff demonstrated a clear understanding of what it means to be respectful and how they deliver dignified care and services. Staff said they have trained in delivering culturally safe care. The service has a Diversity and Inclusion Commitment Statement.

Management demonstrated how consumers are supported to balance risk, choices and quality of life in how care and services are delivered.

This Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 1 Requirements**

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

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

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

### *Care and services are culturally safe.*

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

*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 | Compliant |
|  | CHSP | Not Assessed |

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

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

*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 | Compliant |
|  | CHSP | Not Assessed |

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

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Compliant CHSP Not Assessed

### 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

The Assessment Team found ‘client information summaries’ and ‘partnership plans’ are developed with input from consumers and/or their representatives. Information from these documents is used to inform care staff on how to deliver care.

Assessments and planning processes identify the current needs, goals and preferences of the consumer. Advanced care planning is discussed during the initial assessment and documented in the consumer’s partnership plan. The plan also includes other organisations in the assessment process such as general practitioners, allied health professionals and nursing services.

Consumers interviewed said they have been provided with a partnership plan.

Care staff interviewed said they have relevant sufficient information to support them to deliver care.

The Assessment Team raised with client advisors that some assessments or reviews did not consistently identify risks. Client advisors said reviews are conducted face to face however during the COVID lockdown some reviews were conducted via telephone and there has been some delay. However, care staff are provided with feedback on changes to a consumer’s care needs via an ‘app’ on their mobile device, so they have an immediate update.

This Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 2 Requirements**

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

*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 | Compliant |
|  | CHSP | Not Assessed |

*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 | Compliant |
|  | CHSP | Not Assessed |

*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 | Compliant |
|  | CHSP | Not Assessed |

*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 | Compliant |
|  | CHSP | Not Assessed |

*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.*

# STANDARD 3 Personal care and clinical care

# HCP Compliant 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.

## Assessment of Standard 3

The Assessment Team found that each consumer that receives personal and clinical care has that care tailored to meet their individual needs.

Consumers are satisfied with the quality of the personal and clinical care they receive and gave examples of coordinated care that included the input of other health practitioners to support their optimal health.

Care staff have a good understanding of consumer care needs and could demonstrate safe and effective care.

Staff are confident in their infection control practices and consumers confirmed staff use good practices and wear personal protective equipment when required.

The Assessment Team found while some known risks for some consumers were not documented, this has not translated to deficits in the way care is delivered or the risk mitigated.

This Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 3 Requirements**

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

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

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

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

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

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

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

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

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

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

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

# HCP Compliant CHSP Not Assessed

### 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

The Assessment Team interviewed consumers who generally felt the service enabled them to do the things they wanted to do and supported their involvement in the community. Consumers are satisfied with the support to get to social events and appointments.

The Assessment Team’s report notes some limitations on service delivery due to the COVID-19 pandemic.

Staff interviewed knew the consumers they provided care for well and are alert to the importance of providing emotional support and escalating any concerns about a consumer’s well-being.

The organisation uses various forms of communication and staff and others have relevant information and opportunities to inform services and support the consumers’ health and well-being.

The organisation does not provide a meal service however staff do assist consumers in the preparation of meals in their home, consumers are encouraged to give feedback on meals provided by subcontractors.

This Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 4 Requirements**

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

*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 | Compliant |
|  | CHSP | Not Assessed |

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

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

*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 | Compliant |
|  | CHSP | Not Assessed |

*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 | Compliant |
|  | CHSP | Not Assessed |

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

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

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

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

*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 Home care packages service. The Standard has not been assessed.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

# STANDARD 6 Feedback and complaints

# HCP Compliant CHSP Not Assessed

### 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

Consumers and representatives said they are aware of ways to provide feedback and make complaints. They are comfortable raising matters and are encouraged to do so by the service.

Staff described how they have assisted consumers to provide feedback and raise complaints if they are asked to help by the consumer.

The consumer ‘information pack’, home care agreement and complaint registers identified the organisation has processes in place for consumers and representatives to provide feedback.

Management demonstrated how feedback and complaints have led to improved services for individual consumers and for others more broadly.

This Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 6 Requirements**

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

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

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

*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 | Compliant |
|  | CHSP | Not Assessed |

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

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

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

# STANDARD 7 Human resources

# HCP Compliant CHSP Not Assessed

### 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 are satisfied that there are enough staff to deliver quality care and services.

Management and staff explained, and documentation confirmed, the service has processes in place for the rostering and replacement of staff. Consumers are also supported by a range of subcontracted services including gardening, home maintenance, meals, allied health, nursing and direct personal care services.

Staff are required to complete compulsory education modules and tailored training is provided as required. New staff are supported through ‘buddy shifts’ until competent.

The service has processes and procedures to monitor staff compliance including professional registrations, driver licence and police certification. Staff performance monitoring and supervision processes occur initially and on an on-going basis.

This Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 7 Requirements**

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

*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 | Compliant |
|  | CHSP | Not Assessed |

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

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

*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 | Compliant |
|  | CHSP | Not Assessed |

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

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

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

# STANDARD 8 Organisational governance

# HCP Compliant CHSP Not Assessed

### 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 and representatives said they are satisfied the service is well run and their views and opinions regarding care and services are sought. The service demonstrated they involve consumers and representatives in the planning, delivery and evaluation of care and services.

Consumers and representatives are satisfied with their level of engagement.

The Board meets monthly and is provided with relevant information such as incidents, complaints and clinical data to support them in leading the organisation, identifying risk and managing any emerging issues.

The organisation has an effective governance framework which provides line of sight to contracted services and supports the Board to meet its obligation to comply with the Quality Standards.

This Quality Standard for the Home care packages service is assessed as Compliant as all the requirements of the Standard have been assessed as Compliant.

The service does not provide any Commonwealth home support programme services. This program has not been assessed.

**Assessment of Standard 8 Requirements**

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

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

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

*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 | Compliant |
|  | CHSP | Not Assessed |

*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 | Compliant |
|  | CHSP | Not Assessed |

*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 | Compliant |
|  | CHSP | Not Assessed |

*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

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.