Just Better Care Melbourne Bayside

Performance Report

Shop 2/94 Nepean Highway
MENTONE VIC 3194
Phone number: 03 9596 2444

**Commission ID:** 301048

**Provider name:** Just Better Care Australia Pty Ltd

**Assessment Contact - Desk date:** 29 October 2020

**Date of Performance Report:** 10 November 2020

# Publication of report

This Performance Report **may be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 1 Consumer dignity and choice** |  |
| Requirement 1(3)(e) | Compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, 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 Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with management.

# STANDARD 1 Consumer dignity and choice

### 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

The service was found to be Non-Compliant in one of the six requirements under this Standard at the Assessment Contact on 6 February 2020. Since then management have reviewed and updated the monthly statements to ensure they meet the User Rights Principles 2014. Management noted consumers have provided feedback the new format of statements are easier to understand. The service now also has an electronic budget application available to consumers/representatives.

The service is now Complaint with Requirement 1(3)(e).

## Assessment of Standard 1 Requirements

### Requirement 1(3)(e) 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.*

# 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.