New Aged Care

Performance Report

63 Urquhart Street   
WOODEND VIC 3442  
Phone number: 03 5427 2002

**Commission ID:** 301037

**Provider name:** New Aged Care Pty Ltd

**Quality Audit date:** 14 December 2021 to 16 December 2021

**Date of Performance Report:** 7 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:**

* New Aged Care Pty Ltd, 26983, 63 Urquhart Street, WOODEND VIC 3442

# 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 provided positive feedback about how they are treated by staff. Many consumers interviewed described they feel comfortable having care staff in their home, similar to having friends or close family members over.

Consumers, or representatives on their behalf, reported staff to be easily contactable and responsive which supports their decisions and choices

Staff confirmed they have received training in delivering culturally safe care and demonstrated their understanding of partnering with consumers and respecting their preferences.

Care planning documentation reflects the uniqueness of every consumer, using respectful language and describing the person in a meaningful way.

Organisational policies and procedures reflect the organisation’s consumer-centric focus to care and service delivery.

The 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 service demonstrated initial and ongoing assessment and planning for care and services are undertaken in partnership with consumers. Sampled consumers and representatives considered they are partners in initial assessment on commencement of services and ongoing, and planning of care and services.

Care planning documents demonstrated consumers are assessed during the admission process, and their health, condition, wellbeing and risks are identified and assessed. Care planning is based on partnership with consumers and/or their representative, and includes their needs, goals and preferences for delivery of care and services. Advanced care planning and end of life care is addressed and planned.

The service has policies and processes to guide staff in relation to assessment and planning, including for referrals and involvement from other organisations. Care and services are reviewed annually as needed.

Staff interviewed were knowledgeable about care planning and assessment process, including re-assessment, and confirmed care planning documents are readily accessible on the service’s electronic system. Staff interviewed showed knowledge about consumers’ needs and risks.

The 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 service demonstrated that consumers receive safe and effective personal and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise their health and well-being. Sampled consumers considered that they receive personal care that is safe and right for them and they have access to other health care professionals when they need it.

Assessments are completed on admission and annually, and as required when consumer’s condition changes. Care planning documents are developed in consultation with consumers and/or representatives, including their needs, goals and preferences in relation to the personal care they receive. Information about consumers’ care planning is generally communicated with those responsible for care provision.

The service has systems and processes to maintain appropriate infection prevention and control and minimise the risk of COVID-19.

The 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 service demonstrated that consumers receive safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life. Sampled consumers considered that they receive services for daily living that optimises their independence, wellbeing and quality of life, and that enable them to do things they want to do.

Care planning documents are developed in consultation with consumers and/or representatives, including their needs, goals and preferences in relation to the services of daily living they receive. Information about consumers’ care planning is generally communicated with those responsible for care provision.

Services and supports for daily living provided by the service cover a range of options for consumers including home care (domestic assistance), home maintenance and gardening, transport, social support and equipment.

The service recognised consumers were at risk of isolation and loneliness, due to COVID-19 pandemic isolation, and have implemented the Wellbeing Program provided to promote consumer’s emotional and psychological wellbeing.

The 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 oprerate a service environment. Standard 5 does not apply to the Home care packages service.

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 reported feeling safe to raise issues with staff and prefer to provide feedback to case managers.

Staff confirmed they understand open disclosure principles and demonstrated a knowledge of different types of advocacy groups and the functions of these organisations.

Staff have access to feedback forms but indicated consumers preference for feedback is via case managers.

Management provided evidence of improvements made following consumer feedback in relation to improved communication, simplified agreements and additional mental health services.

Management amended the feedback system to better reflect consumer input in response to feedback provided by the Assessment Team.

The 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

Consumer feedback confirmed staff are competent in their roles and provide personalised care and services tailored to their needs. Consumer interviews reported positive feedback in relation to staff interactions and practices.

Staff confirmed the training and reporting structure supports them to feel capable to perform their role safely and effectively.

The organisation has obsoleted annual formalised performance reviews and implemented a continual process to monitor and support performance

Training schedules evidence role specific training requirements. Training records are monitored by management.

Subcontract agreements identify training and certificates required in relation to the service provided.

The 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 reported input provided to service delivery with a focus on how feedback has shaped their own services, consumers could not identify areas of improvement and confirmed the service is well run.

The organisation demonstrated proactive responses to the pandemic to educate staff on infection control, mandate training and PPE prior to health directives.

Management provided evidence of actions taken to support vulnerable consumers during severe weather events.

Clinical governance is underpinned with clear roles and responsibilities, supported by staff with clinical backgrounds to identify and recognise changes to consumer care needs.

The 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.