RFBI Goulburn Masonic Village

Performance Report

10 Long Street
GOULBURN NSW 2580
Phone number: 02 4822 1881

**Commission ID:** 0433

**Provider name:** Royal Freemasons' Benevolent Institution

**Assessment Contact - Site date:** 15 October 2020

**Date of Performance Report:** 22 October 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)(a) | 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 - Site; the Assessment Contact - Site 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

**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 Requirements

### Requirement 1(3)(a) Compliant

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

Overall consumers sampled said they feel respected and valued as an individual at the service. They said staff speak to them respectfully and feel staff know them and understand their needs and preferences.

Staff consistently refer to consumers in a way that indicated they knew their needs and preference and used language that was respectful and caring. They also confirmed consumers rights to be cared and assisted in a way that is personal to them.