Southern Cross Care (WA) Community Services

Performance Report

15 Rowe Avenue
RIVERVALE WA 6103
Phone number: 1300 669 189

**Commission ID:** 500071

**Provider name:** Southern Cross Care (WA) Inc

**Assessment Contact - Site date:** 21 September 2020

**Date of Performance Report:** 12 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 8 Organisational governance** |  |
| Requirement 8(3)(c) | 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
* the provider’s did not submit a response to the Assessment Teams report.

# STANDARD 8 Organisational governance

### 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

The Assessment Team assessed Requirement 8 (3) (c) in this Standard, all other Requirements in this Standard were not assessed. An overall assessment of this Standard was not completed at this Assessment Contact.

The Assessment Team has recommended Requirement 8 (3) (c) in this Standard as met. The Provider did not submit a response to the Assessment Team’s report.

Based on the Assessment Team’s report I find the provider, in relation to the service, compliant with this requirement. I have provided reasons for my decision below.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(c) 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.*

Overall consumers and representatives reported satisfaction with the services received, staff support and communication methods. There is a process of communicating feedback/concerns to the provider which demonstrated recently implemented actions to address feedback received relating to account management, staffing, scheduling of services and information provided to consumers and representatives.

Projects recently implemented include: improving the account management process, changes to workforce management including ensuring consistency of staffing and aligning staff skills with consumers; plus, regular communication between Wellness partners and consumers and ensuring consumer feedback is addressed in a timely manner.

Policies and procedures guide staff in relation to privacy, information management, regulatory compliance and complaints management.

Management personnel communicate updates to the Executive team and a strategic performance report is provided to the Board for oversight and review via regular meetings. Workforce governance systems and processes ensure workforce arrangements are aligned with regulatory requirements. A feedback register is maintained, and data is reported to the board on a regular basis.

Staff receive ongoing support, training, professional development, supervision and feedback to perform their roles and have clear responsibility and accountability in doing so. Staff have access to the information required to perform their role, knowledge of consumer’s needs and regulatory legislative requirements. Regular staff training occurs, and staff receive updates on regulatory changes and received required vaccinations in relation to the Covid-19 environment.

For the reasons detailed above, I find Southern Cross Care (WA) Inc, in relation to Southern Cross Care (WA) Community Services, is compliant with Standard 8, Requirement (3)(c).

# 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.