**Performance**

**Report**

**1800 951 822**

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| Name: | ACRO Community Connection and Maintenance |
| Commission ID: | 700352 |
| Address: | 536 Sandgate Rd, CLAYFIELD, Queensland, 4011 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 30 May 2024 |
| Performance report date: | 5 June 2024 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

# Service included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7386 ACRO Australian Community Safety and Research Organisation Inc.  
Service: 23874 ACRO Australian Community Safety and Research Organisation Inc. - Community and Home Support

**This performance report**

This performance report for ACRO Community Connection and Maintenance (**the service**) has been prepared by E Blance, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Material relied on

The following information has been considered in preparing the performance report:

* the Assessment team’s report for the Assessment contact (performance assessment) – non-site report was informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Assessment team’s report received 4 June 2024
* other information known by the Commission

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 2 Ongoing assessment and planning with consumers | Not fully assessed |
| **Standard 7** Human resources | **Not fully assessed** |

A detailed assessment is provided later in this report for each assessed Standard.

# 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 required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Standard 2

|  |  |  |
| --- | --- | --- |
| Ongoing assessment and planning with consumers | | CHSP |
| Requirement 2(3)(e) | 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. | Compliant |

Findings

Consumers provided feedback to the Assessment team that staff discuss their needs and preferences with them to ensure information is contemporary. Consumer files demonstrated reviews are undertaken and information is current and relevant. The service’s electronic care management system prompts the service to undertake reviews for consumers following an incident or where a consumer is identified as not receiving a service for a two year period. The service has other information systems available to support the review of consumers including a change of details form and newsletters to communicate and encourage consumers to notify the service of any changes to their needs and preferences. The service has systems in place to guide staff in ensuring sufficient information is collected to ensure safe services are provided.

Based on the information summarised above I find the Requirement compliant.

# Standard 7

|  |  |  |
| --- | --- | --- |
| Human resources | | CHSP |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The service has effective systems and processes for the regular assessment, monitoring and evaluation of performance of management, staff, and contractors. Staff are engaged in annual professional development and felt the performance review is an important aspect of their role. Information systems are utilised by the service to monitor performance including feedback and complaints, and direct engagement with contacted services. Contractors are subject to annual performance reviews. Consumers provided positive feedback about the performance of staff and contractors. Documentation demonstrated the service’s systems for undertaking performance reviews are effective.

Based on the information summarised above I find the Requirement compliant.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)