Active Community Group

Performance Report

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| **Address:** | Shop 9, Level 4, 52 Montclair Avenue GLEN WAVERLEY VIC 3150 |
| **Phone:** | 03 8820 0000 |
| **Commission ID:** | 600608 |
| **Provider name:** | D.E.G Pty Ltd |
| **Activity type:** | Assessment Contact - Desk |
| **Activity date:** | 1 September 2022 to 2 September 2022 |
| **Performance report date:** | 24 September 2022 |

# Performance report prepared by

J ZHOU 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 2018.

**Services included in this assessment**

**Home Care:**

* Independent Care Home Care Packages, 27007, Shop 9, Level 4, 52 Montclair Avenue, GLEN WAVERLEY VIC 3150

# Overall assessment of Service/s

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| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP | Not applicable |
| Requirement 1(3)(e) | HCP | Compliant |
|  |  |  |
| Standard 8 Organisational governance | HCP | Not applicable |
| Requirement 8(3)(b) | HCP | Compliant |

# 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 Assessment Contact - Desk; the Assessment Contact - Desk report was informed by a review of documents and interviews with staff, consumers/representatives and others

# STANDARD 1 Consumer dignity and choice

# HCP

### 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

The overall analysis conducted by the Senior Quality Assessor (SQA) demonstrates that the service is adhering to this standard. the SQA’s audit methodology included consumer and management interviews, and review of evidentiary documents. Management was of the view they provide sufficient information to consumers and/or representatives which enables them to make choices about their Home Care Package (HCP). The SQA was able to substantiate this statement through a combination of consumer interviews and evidentiary documentation reviews.

Sampled consumers confirmed their overall satisfaction with the way the service provided information to them, including timely updates about changes to the Social, Community, Home Care and Disability Services (SCHADS) Award.

For instance, one consumer advised the SQA that they were provided with an abundance of information on commencement of their service. This consumer further elaborated to the SQA that the welcome pack included their HCP agreement, budget, care plan, services and preferences were explained to them in fine detail. The consumer also advised the SQA that they receive ongoing monthly statements and an itemised list of services and costs associated including any price increases.

During the SQA’s interview with Management, it was identified that they provide consumers with their HCP agreement, budget, care plan and a price list on engagement with their service. A copy is then provided to the consumer. As a preventitve measure, the SQA was advised by Management that despite their current HCP consumers not being impacted by the recent amendments to the SCHADS Award, the service demonstrated proactiveness by distributing information to their consumers regarding the SCHADS Award and how it it may affect them in the future. Evidentiary documents reviewed by the SQA corroborates the above statements. Further context on this point is provided under Standard 8 from the organisation’s governance perspective.The overall report and evidence collated by the SQA demonstrates that the service is adhering to section 3.6 – Your Home Care Agreement of the HCP manual and as such, complies with the Aged Care Quality Standard 1(3)(e).

As not all requirements were assessed during this assessment contact an overall rating for the Quality Standard is not provided.

**Assessment of Standard 1 Requirements**

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| --- | --- | --- |
| Requirement 1(3)(e) | HCP | 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.*

# STANDARD 8 Organisational governance

# HCP

### 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 overall analysis and evidence gathered by the SQA, demonstrates that the service promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. The SQA conducted an interview with Management and it was identified that the service governing body consists of a board of Directors including the Chief Executive Officer, a General Manager and a Business Manager who meets on a monthly basis to oversee their care and service delivery to consumers who are on HCP.

Their recent meetings also included the discussion of the recent changes to the SCHADS Award and how it may potentially impact the HCP program. During the interview conducted by the SQA, Management stated that the governing body conducts monthly meetings and discusses any legislative changes, financial report, staffing and the overall services provided to consumers. Management also advised that the service’s pricing structure are reviewed on an annual basis including any expenses which form part of their service delivery including the engagement of sub-contractors as well as a price increase to their services in accordance with the Consumer Price Index on 1 July 2022

Management stated to the SQA that they developed a methodology to track changes to legislative and regulatory requirements through information received from Peak Bodies, the Department of Health and Ageing and an external legal and human resources advisory provider (provider).

Pursuant to clause 10.5A of the SCHADS Award, Management stated that they are working in conjunction with their provider and developed strategies to continue to provide their service delivery to consumers with minimal disruptions. For example, Management stated they will be scheduling a cluster of services to be delivered to consumers living within close proximity to each other as this will allow them to deliver a more efficient service to consumers.

Management advised that consumers have yet to be impacted by the updated SCHADS Award because no current consumer have had a change in their care and services as a result of the SCHADS Award changes, including total hours of care, pricing, fees and/or charges. For consumers who are currently receiving services less than two continous hours, they are only charged for the time of service provided. However, consumers may be charged a minimum of two hours of service in the future despite any other arrangements in place. Management was referred by the SQA to the Department of Health and Ageing for guidance on the organisation’s responsibilities related to the impact of the SCHADS Award and the impact on the care and services provided to consumers who are on HCP.

The SQA analysed evidentiary documentations and verified that the organisation has an established framework to oversee care and services to consumers who are on HCP. For example, the SQA reviewed the Corporate Governance and Regulatory Compliance Policy and Terms and Reference which dictates the organisation and governance committiee’s responsibility. Further to this, the SQA reviewed various board and governance meeting minutes confirming discussions on continous improvements, human resources, contractors and changes to the SCHADS Award.

As not all requirements were assessed during this assessment contact an overall rating for the Quality Standard is not provided.

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| Requirement 8(3)(b) | HCP | Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

Findings

# 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.