Performance

Report

**1800 951 822**

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| Name of service: | AdventCare Yarra Ranges |
| Service address: | 5 Woods Point Road WARBURTON VIC 3799 |
| Commission ID: | 3045 |
| Approved provider: | Seventh-day Adventist Aged Care (Victoria) Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 22 June 2023 |
| Performance report date: | 13 July 2023 |

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.

**This performance report**

This performance report for AdventCare Yarra Ranges (**the service**) has been prepared by S Byers, 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 - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with management and staff.

# Assessment summary

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| Standard 7 Human resources | Not applicable as not all requirements have been 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 7

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

Findings

The service was found Non-compliant in Standard 7 in relation to Requirement 7(3)(e) following a site audit in October 2022 where it was unable to demonstrate:

* regular assessment, monitoring and review of workforce performance.

At the June 2023 assessment contact, the Assessment Team found the service had implemented improvements to address the deficits identified at the previous site audit.

The service demonstrated it has processes in place to regularly assess, monitor and review the performance of its workforce. The service has commenced a formal performance appraisal process for all staff to be completed annually. Documentation confirmed that more than half of staff have completed their appraisals for 2023 with the remaining appraisals scheduled for completion by end of year. Staff described the appraisal process and confirmed their performance appraisal has been scheduled. Management described informal processes in place for monitoring staff performance and how appraisals and informal discussions inform the development of training schedules.

Based on the available evidence, I find Requirement 7(3)(e) is Compliant.

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