Alamein Neighbourhood and Learning Centre Incorporated

Performance Report

49 Ashburn Grove   
ASHBURTON VIC 3147  
Phone number: 03 9885 9401

**Commission ID:** 300535

**Provider name:** Alamein Neighbourhood and Learning Centre Incorporated

**Quality Audit date:** 10 May 2022 to 12 May 2022

**Date of Performance Report:**17 June 2022

# Performance report prepared by

M Murray, 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

**CHSP:**

* Social Support Group, 4-B5LT78W, 49 Ashburn Grove, ASHBURTON VIC 3147
* Transport, 4-B5LT7DF, 49 Ashburn Grove, ASHBURTON VIC 3147

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 3 Personal care and clinical care | | | HCP | Not Applicable | | |
|  | | | CHSP | Not Applicable | | |
| Requirement 3(3)(a) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(b) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(c) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(d) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(e) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(f) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(g) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 4(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(f) | HCP | | Not Applicable | |
|  | CHSP | | Not Applicable | |
| Requirement 4(3)(g) | HCP | | Not Applicable | |
|  | CHSP | | Not Applicable | |
| Standard 5 Organisation’s service environment | | | | | | |
|  | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 5(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 5(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 5(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 6 Feedback and complaints | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 6(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 7 Human resources | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 7(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 8 Organisational governance | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 8(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Not Applicable | |

# 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 he Quality Audit; the Quality Audit 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

# HCP Not Applicable CHSP Compliant

### 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

All consumers sampled expressed satisfaction with the way they are treated with dignity and respect and valued as individuals with their own identity and culture. Staff gave examples of demonstrating respect day to day, including acknowledging and hearing each consumer and appreciating individual differences. Respectful care documentation shows social and cultural background information for each consumer and what is important to them. The service has established systems for promoting consumer dignity and respect, including informing consumers about their rights. Organisational documentation and website information outlines a commitment that the Alamein Neighbourhood and Learning Centre will be an open, inclusive service that supports and empowers individuals.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Not Applicable |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Consumers reported service conducts assessments to understand their needs. Assessment documentation considers individual risk and strategies to deliver safe and effective services. Staff described assessment and planning processes to inform safe and effective services.

Consumers described the ways the services help them to meet their needs and preferences.

The service demonstrates assessment, planning and review of the consumer’s care and services are based on ongoing partnership with the consumers and others, including other organisations, individuals and service providers involved in the care of the consumer.

The outcomes of assessment and planning are communicated to the consumer in a goal directed care and service plan. Consumers receive a copy of their care plan and return a signed copy to the service.

Consumers reported they can make changes to their service delivery when their circumstances change. All sampled care files evidenced reassessment and evaluation in response to changed circumstances. Staff confirmed care plans are reviewed on an annual basis and updated to reflect changes in circumstances.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Complaint as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

*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.*

# STANDARD 3 Personal care and clinical care

# HCP Not Applicable CHSP Not Applicable

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

The service does not have any Home care packages.

Standard 3 for the Commonwealth home support programme service is not applicable as there is no personal care or clinical care being delivered.

# STANDARD 4 Services and supports for daily living

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers sampled described how the service helps them to maintain their independence and contributes to their wellbeing and quality of life. Staff demonstrated an understanding of what is important to each consumer and the types of support required to optimise their well-being and independence.

Consumers reported how the service supports their emotional or psychological wellbeing. Care planning documents reflect the spiritual needs of consumers and progress notes evidence how staff provide emotional and psychological support to consumers.

Consumers described how the service facilitates their community participation within different settings, supports them to maintain their social relationships and pursue their interests. Staff and management described how the organisation’s facilitates various community groups and programs to support consumers to connect within their community.

Consumers were satisfied their services are consistent and staff know how to deliver their services. Staff said they have access to consumer information.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Complaint as all applicable requirements have been assessed as Complaint.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | CHSP | Not Applicable |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Not Applicable |
|  | CHSP | Not Applicable |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

Consumers provided positive feedback in relation to the welcoming atmosphere of the newly constructed service environment. Management described the design inputs to optimise independence, interaction, function and inclusivity for the whole community.

The service environment was observed to be safe, clean, well maintained and comfortable. Consumers, staff and other visitors were observed moving freely, inside and outside, of the service centre. Staff described maintenance or safety issues are alerted to Management. The service manager advised all maintenance, including repairs, pest control and routine maintenance, is conducted by the council in accordance with maintenance schedules or in response to maintenance requests.

Consumers reported having access to suitable and safe equipment when they need. Staff described the processes to monitor and maintain clean, safe and suitable equipment, furniture and fittings. Management advised the new furniture has been selected to suit mobility needs. Maintenance records evidence regular monitoring and cleaning of furniture, fittings and equipment.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Complaint as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives interviewed said in various ways they are comfortable to provide feedback and make complaints. Management and staff gave examples of the supports available for consumers and others to provide feedback including supporting consumers to make written complaints as needed, and the availability of advocacy services. Staff described how they actively encourage feedback on services through discussions, document this feedback to inform service planning and listen to consumer voices. The feedback and complaint system includes feedback forms, an organisational feedback and complaint register, procedures and documented information on how to raise a complaint.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Consumers interviewed said staff are good at their jobs. Staff explained how their qualifications, experience and knowledge enable them to confidently perform their roles. The organisation has processes to ensure the workforce is competent with the qualifications and knowledge for effective performance. Management monitors staff qualifications and uses information from observation, feedback and ongoing staff supervision and support to identify staff knowledge.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Complaint as five of the five specific requirements have been assessed as Complaint.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 Organisational governance

# HCP Not Applicable CHSP Compliant

### 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 service demonstrated they support the involvement of consumers and representatives in the planning, delivery and evaluation of care and services. Consumers interviewed are satisfied their views about the programs are sought and said staff ask them what they would like to do and where they would like to go.

The service demonstrated the governing body, a voluntary committee of management, promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. The governing body guides strategic planning, including key result areas, in alignment with the organisation’s vision, mission and purpose that promote safe, inclusive, quality care. The governing body regularly receives reports on safety and quality from management to enable oversight of care and service delivery. When asked, all consumers and representatives said the service is well run.

The service has effective organisation wide governance systems to monitor information systems, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints. The committee of management has leadership and accountability roles to ensure care and service delivery to consumers receiving services through the Commonwealth Home Support Programme.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all relevant requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP | Not Applicable |
|  | CHSP | 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.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP | Not Applicable |
|  | CHSP | Not Applicable |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# 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.