Armenian Community Welfare Committee

Performance Report

10 Macquarie Street
CHATSWOOD NSW 2067
Phone number: 02 9419 6394

**Commission ID:** 200579

**Provider name:** Armenian Community Welfare Committee

**Quality Audit date:** 15 March 2022 to 18 March 2022

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

# Performance report prepared by

A Grant 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:**

* Centre Based Respite, 4-G1RQPD5, 10 Macquarie Street, CHATSWOOD NSW 2067
* Domestic Assistance, 4-GE5ZXOM, 10 Macquarie Street, CHATSWOOD NSW 2067
* Social Support - Group, 4-FHKAP9R, 10 Macquarie Street, CHATSWOOD NSW 2067
* Social Support - Individual, 4-FHKAPG3, 10 Macquarie Street, CHATSWOOD NSW 2067

# Overall assessment of Service/s

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

#  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

Consumers and representatives interviewed provided positive feedback around care and service delivery. Consumers and representatives interviewed confirmed staff treat them respectfully and support them to make informed choices. Consumers and representatives interviewed provided examples of how they are assisted to live the life they choose. Consumers and representatives interviewed stated the service responds to their cultural backgrounds and staff protect their privacy. Consumers and representatives interviewed confirmed that the service supports them to take risks and to live their best life.

Consumers and representatives interviewed confirmed that they are provided information that is clear and easy to understand and enable them to make choices. Consumers and representatives interviewed demonstrated their understanding of the services available to them. Consumers and representatives interviewed stated they received an information book and are aware of the fees for each of the service. Consumers and representatives interviewed also stated if they had any questions the staff always explained things to them

Direct care staff interviewed demonstrated their knowledge of the consumers wishes and how they preferred to receive services. Coordination staff interviewed also described how consumers and/or representatives are involved in making decisions about the services they receive and how they ensure consumer information is kept confidential.

All staff are guided by a code of conduct that requires that services are provided respectfully in an inclusive manner. Review of organisational documents including a consumer handbook and information kit, policies, procedures, provided evidence that consumer are supported to exercise choice and independence.

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 requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | CHSP | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | 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) | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | 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) | CHSP  | Compliant |

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

# STANDARD 2 Ongoing assessment and planning with consumers

#  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 and representatives interviewed indicated they were satisfied with the care and services they received and stated aligned with their goals and preferences. Consumers and representatives interviewed confirmed they were involved in the assessment and planning process. Consumers and representatives interviewed stated this was completed in partnership with other parties when they wished them to be involved.

Assessment and planning documentation identified the current needs, goals and preferences of the consumer. Documentation sighted by the assessor shows guides for delivery of care and services in accordance to the different service types.

The outcomes of the assessment and plan are communicated to the consumer through a documented care plan that, with consumer consent it’s maintained in a folder in the consumer’s home. Care and services are reviewed regularly and more often if the need arises due to a change in circumstances, condition of the consumer and/or following incidents that may change the goals/ preferences of the consumer.

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 requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | 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) | 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) | 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) | 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) | 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

#  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

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

#  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 and representatives interviewed felt that their services help them to do the things they want to do and can meet their goals. Consumers and representatives interviewed said that socialising with others from their community was paramount and they can do this by attending the group. Consumers and representatives interviewed said that the transport service provided assisted them to maintain their independence, undertake their shopping and attend medical appointments.

Consumers and representatives interviewed feel they have opportunities to do things that are meaningful to them, including participating in religious ceremonies, attending social outings, liaising with other communities, and visiting places of interest to them.

Consumers and representatives interviewed were satisfied the service has communication systems in place to ensure staff knew their needs and preferences and were advised when changes occurred in their care and services. Consumers and representatives interviewed confirmed that they can relay a concern to their direct care staff and that the office staff will follow-up.

Consumers and representatives interviewed described how the service assists them to access other services if required. Consumers and representatives interviewed provided examples of receiving assistance to contact “My Aged Care” for lawn mowing, personal care, home maintenance and modifications and home care package services.

Consumers and representatives interviewed were satisfied with the food provided and said their individual needs and preferences were considered regarding food choices. Consumers and representatives interviewed said the meals were prepared in accordance with their cultural background and that they have no issues. Consumers and representatives interviewed confirmed that there is always plenty of food and the chef accommodates their individual preferences. Consumers and representatives interviewed stated the service conducts surveys with the consumers and responds to their requests.

Consumers and representatives interviewed were satisfied with the equipment provided at the centre. Consumers and representatives interviewed stated the social support venues are kept clean and that the seating and tables are safe and well maintained.

Consumers and representatives interviewed in receipt of social support services said that these services contributed to their overall emotional, spiritual and psychological well-being.

Direct care staff interviewed said that they provided services to consumers on a regular basis and were able to identify if they were feeling low and knew what to do in this situation. They described how they recited poems, discussed their grandchildren, read passages from the bible, took them to church or to the cemetery.

Care staff and volunteers interviewed described how they help consumers to stay connected and participate in the community. Care staff and volunteers interviewed described how they assist them to visit relatives in residential facilities, take them to church, arrange for them to attend social support groups and respond to their request to take them shopping.

Care staff and volunteers interviewed advised they were satisfied with the information they received to provide in home services. Care staff and volunteers interviewed advised they receive an individualised support plan and have clear instructions in relation to the services they need to provide. Care staff and volunteers interviewed also stated the coordinator provides them with a verbal handover when allocated a new consumer. Care staff and volunteers interviewed stated they get to know the consumers well and tend to be allocated to the same consumers. Care staff and volunteers interviewed outlined processes in place to relay information about consumers to coordinators, including immediate phone call, progress notes, meetings and incident report. Care staff and volunteers interviewed confirmed that the coordinator acts on their communications and provided examples of feedback provided to them.

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 requirements of this Standard which apply to the service have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | 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) | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | 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) | 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) | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | CHSP  | Compliant |

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

# STANDARD 5 Organisation’s service environment

#  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 and representatives interviewed provided positive feedback about the centre environment. They felt it was generally comfortable and easy to get around independently. Consumers and representatives interviewed said they always feel they belong at the centre and the staff and volunteers make them feel welcome whenever they come.

Consumers and representatives interviewed stated the service was clean and well maintained. Consumers and representatives interviewed stated they have free access to the outdoors, with some seats under cover, when they wish to have some fresh air.

Documents showed environmental safety checks are carried out on a regular basis and any hazards identified are followed up through the hazard/incident reporting system at the service. Documents showed maintenance is carried out by the maintenance person employed on site who also manages the church and surrounds.

Assessors sighted hazard reports where preventative actions were taken to address concerns. For example putting tape on steps in the centre and putting non-slip rubber mats in the kitchen to reduce the risk of slipping, as recommended by the chef.

Staff and volunteers interviewed advised they have observed the environment is easy for the consumers to get around independently. Staff and volunteers interviewed stated because of the size of the hall, there are no mobility hazards for consumers regarding small spaces.

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 requirements of this Standard which apply to the service have been assessed as Compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | 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) | 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) | CHSP  | Compliant |

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

# STANDARD 6 Feedback and complaints 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 confirmed they are able to provide feedback and suggestions at any time through a range of mechanisms such as verbal, email and through surveys. Consumers and representatives interviewed stated feedback and suggestions are sought throughout the course of care and service provision. Consumers and representatives interviewed stated they are informed of their right to make a complaint and are provided information on what they can expect from the service in response to a complaint. Consumers and representatives interviewed stated they are provided with information and assisted if required to access an advocacy service or contact external complaints mechanisms. Consumers and representatives interviewed stated they feel comfortable in providing feedback and suggestions or making a complaint should they wish to do so.

Staff and volunteers interviewed stated they encourage consumers to provide feedback at every opportunity. Where a consumer indicates dissatisfaction with any aspect of their care and services, this is reported to management for action. Management and members of the Board are actively engaged in seeking individual consumers’ opinions and suggestions for improvement. All feedback, positive and negative, is analysed and feeds into the continuous improvement processes. Open disclosure is practiced when the service has not met the consumer’s expectations.

Management interviewed stated the coordinator will usually handle any complaints or feedback and pass on information about necessary actions to them and the management committee. If complaints were of a more serious nature management can assist with resolution, although they noted this had not happened to date as no serious complaints have been received.

Coordination and management interviewed demonstrated an awareness of open disclosure and advised they would always apologise to consumers that were not happy with anything regarding their services. Coordination and management interviewed stated any issues are addressed promptly and ensure they keep consumers informed regarding any actions or outcomes of their feedback.

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 requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | 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) | 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) | CHSP  | Compliant |

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

# STANDARD 7 Human resources 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 and representatives interviewed confirmed they get services delivered by their regular care staff. Consumers and representatives interviewed stated If they are not available they can have services from other available staff, but most indicated they preferred to wait and have their normal staff. Consumers and representatives interviewed all felt staff and volunteers treated them with kindness and respected them as an individual. Consumers and representatives interviewed advised they are satisfied with the knowledge and skills of staff.

Care and volunteer staff interviewed stated there was usually enough time on their shift to complete the consumers’ services adequately. Care and volunteer staff interviewed stated said usually they don’t need extra time but if there is the need, they can call the office to discuss.

Staff and management interviewed spoke about consumers in a respectful manner and were familiar with the diverse needs of their consumers.

Staff interviewed confirmed they receive initial and ongoing training, both face-to-face and online. Staff interviewed stated said they feel well supported by management, through regular meetings and the provision of ongoing training and information. Staff interviewed stated they would feel comfortable asking for training if they felt they needed it and said the Management and Coordinator were very approachable in this regard.

Management interviewed stated they have recruitment and onboarding processes to ensure staff have the appropriate skills to deliver services as per the aged care standards. Information is provided to staff on the aged care standards and all receive a formal orientation to the organisation and to the service type they are involved in.

Management interviewed stated all staff and volunteers have first aid certificates in addition to receiving an induction to their role, with centre-based staff also being oriented to the centre environment and any consumers who may need assistance while at the centre. Management interviewed stated all paid staff complete a four month probationary period and at the end of each financial year they all also complete a staff appraisal with the Coordinator or Manager.

Management interviewed stated although volunteers do not participate in the annual appraisal process, they will also provide them with training they may like to access, for example free online training such as the Dementia MOOC from the University of Tasmania. Management interviewed stated if any issues were identified with volunteers support and supervision would also be provided to ensure adequate performance in their role.

Management interviewed stated they did not have any unfilled shifts at the service in the last month, where they were unable to provide care. Some consumers did choose to cancel or reschedule services when their regular care worker was unavailable but alternative staff were available to provide these services.

Management interviewed described how the organisation uses feedback from consumers and performance reviews to identify staff training needs, and improvement plans could be raised for the staff member if needed, however advised this had not been needed recently, as no issues had been raised. Management clearly articulated the processes for monitoring and reviewing staff performance.

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 requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | 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) | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | 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) | CHSP  | Compliant |

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

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | CHSP  | Compliant |

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

# STANDARD 8 Organisational governance

#  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

Consumers and representatives interviewed stated they can provide feedback at any time and are encouraged to provide input on day to day activities, provide feedback on the performance of their in-home care staff and provide suggestions for activities or outings at the centre. Interviewees stated they are kept up to date with any service improvements verbally through staff and through regular newsletters. Interviewees stated they receive monthly invoices for their services and are encouraged to raise any questions or concerns with coordination staff regarding these.

Consumers and representatives interviewed stated the centre received ongoing verbal information, those receiving in-home services confirmed they receive regular newsletters. Interviewees stated they understand they can call at any time and will be provided with any information they request.

Staff and volunteers stated they think the service is well run and coordination and management staff are reactive to consumer and representative requests and implement any changes quickly.

Staff and volunteers interviewed stated management/coordination are always careful about the safety of consumers and staff/volunteers and do regular work health and safety checks on the centres and in the consumers’ homes to ensure safety for all. Interviews confirmed they were aware of the incident and hazard reporting processes at the service and the need to complete reports when observing any concerns or an incident.

Management advised the board receives information through meetings and regular management reports on an ongoing basis to enable them to monitor the safe delivery of care and services. The board are provided with information on any complaints or incidents at the service, management stated although these are mostly resolved at the coordination level, as they have not been of a serious nature to date, the board could be involved in resolving these if needed. This would include feedback or incidents regarding subcontracted services in addition to those provided by their staff and volunteers.

Opportunities for continuous improvement are identified through a range of mechanisms such as consumer complaints, surveys, the suggestion box and informal feedback received. Staff and volunteers can provide verbal feedback at any time. Management said they are always keen to receive feedback of any nature from consumers/representatives and staff/volunteers.

The board also provides financial oversight for the organisation and reviews information through management reports and discussion at board meetings. These were sighted by the assessment team. Any suggestions for improvement are assessed for financial viability for the organisation before implementation.

Management receives regular updates from government bodies on regulatory information and implements changes as needed. Information is fed down to relevant staff through regular staff meetings. Information on COVID requirements for the last two years has also been provided on a regular basis to staff, volunteers and consumers/representatives through verbal information at the centres and regular newsletters sent to all consumers/representatives.

The service does not have any Home care packages.

The service does not provide clinical care.

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

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | 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) | 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) | 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) | 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) | 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.*

This Requirement has not been assessed as the service does not provide clinical care.

# 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.