**Performance**

**Report**

**1800 951 822**

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| Name of service: | Auspire Care - VIC |
| Service address: | Shop 2, 398 Sydney Road COBURG VIC 3058 |
| Commission ID: | 301029 |
| Home Service Provider: | Hoori Group Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 28 June 2023 |
| Performance report date: | 09 August 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 Auspire Care - VIC (**the service**) has been prepared by M Franco, 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.

# Services included in this assessment

**Home Care:**

* Auspire Care, 26179, Shop 2, 398 Sydney Road, COBURG VIC 3058

# 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 staff, consumers/representatives.

# Assessment summary for Home Care Packages (HCP)

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| Standard 1 Consumer dignity and choice | Not applicable as not all requirements have been assessed |
| **Standard 8** Organisational governance | **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 1

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| --- | --- | --- |
| Consumer dignity and choice | | HCP |
| Requirement 1(3)(e) | 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. | Compliant |

Findings

Evidence analysed by the Assessment Team showed service was able to demonstrate that information provided to consumers is current, accurate and timely, and communicated clearly, easy to understand and enables them to exercise choice. The Assessment Team sighted the Plan for Continuous Improvement evidenced by the team that has been updated to include the review and update of the Consumer Handbook. The Consumer Handbook has been updated by the service to include the introduction and implementation of a two-hour minimum shift because of the changed conditions for Support Worker in the Social, Community, Home Care and Disability Services (SCHADS) awards.

The service demonstrated it has reissued the Consumer Handbook to all consumers and undertook various meetings and discussions to provide education and support to consumers. Documentation sighted by the Assessment Team demonstrated the service in various ways, has ensured consumers are kept up to date regarding fees and charges that may be changing, and their service delivery changes. The Assessment Team sighted the services’ welcome pack that captures information relating to the Department of Health and Ageing and Home Care Package inclusion and important information regarding Understanding fees and charges relating to Home Care Packages. Staff interviewed by the Assessment Team advised processes are in place to provide consumers with information at the entry of the service and on, on-going basis to ensure appropriate consultation is undertaken with relevant parties regarding their care, services, and funding packages. Consumers in various ways are encouraged to exercise choice and empowered to make independent decision regarding the care and services they receive.

Consumers and representatives interviewed expressed satisfaction with how information is provided to them and the support they receive to make their own decision regarding the care and services provided to them. Consumers stated they are consistently informed by management and staff of changes made to their package, care or services.

Based on the evidence summarised above I find the service compliant with Requirement 1(3)(e) of the Aged Care Quality Standards.

# Standard 8

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| --- | --- | --- |
| Organisational governance | | HCP |
| Requirement 8(3)(c) | 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. | Compliant |

Findings

Evidence analysed by the Assessment Team showed the organisation was able to demonstrate effective organisation wide systems and processes are in place to support staff in their roles or to meet the outcomes required by the Quality Standards.

**Information management**

The service has established information systems and processes in place. When interviewed by the Assessment Team, Management advised due to the small number of staff employed it is efficient for the service to hold formal meetings with the director, management, case managers and team leaders, clinical staff, and administration staff. The service has an established mobile phone application that enables support workers and case managers to communicate regarding consumer care, share important information, key changes to consumer care or condition deterioration.

**Continuous improvement**

The service evidenced a plan for continuous improvement. Improvements are initiated through feedback and complaints, consumer representative discussions with case managers, staff, and management. Consumer satisfaction surveys also form part of Continuous Improvement.

**Financial governance**

The service demonstrated an effective financial governance systems and processes. Financial oversight is undertaken by various members of service. Financial reporting is undertaken frequently, and a report is generated to senior management.

**Workforce governance**

Management plans the workforce to ensure there are sufficient staff to provide services to consumers and to support operational and administrative functions. Management advised that allocation of support workers has been implemented to ensure when consumers are onboarded, or additional shifts require coverage the service undertakes an exercise to group consumers with support workers who are within the closest geographical distance to the consumer. Staff interviewed advised they work in collaboration with consumers to meet the consumers preferred days and times for service delivery taking in consideration cultural and gender preferences as well as the location of consumers.

**Regulatory compliance**

The service demonstrated they understand their responsibilities and accountabilities as a service provider under the Commonwealth Home Support Programme and as an Approved Provider of Home Care Packages under the Aged Care Act 1997. Policies and procedures are reviewed to schedule or as required in response to changes. Records sighted show monitoring of staff compliance with specific requirements.

**Feedback and complaints**

The services’ feedback and complaint system support consumers and their representatives to safely raise matters that affect them. Documentation sighted by the Assessment Team demonstrated that complaints are documented, reviewed, investigated, and actioned. An open disclosure process is used, and complaints are discussed at meetings.

Based on the evidence summarised above I find the service compliant with Requirement 8(3)(c) of the Aged Care Quality Standards.

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)