Banyule City Council

Performance Report

3rd Floor, 1 Flintoff Street   
GREENSBOROUGH VIC 3079  
Phone number: 03 9457 9993

**Commission ID:** 300550

**Provider name:** Banyule City Council

**Quality Audit date:** 16 March 2022 to 18 March 2022

**Date of Performance Report:** 11 May 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:**

* Home Maintenance, 4-B5VAEZL, 3rd Floor, 1 Flintoff Street, GREENSBOROUGH VIC 3079
* Home Modifications, 4-B5VAFEI, 3rd Floor, 1 Flintoff Street, GREENSBOROUGH VIC 3079
* Meals, 4-B5Y176D, 3rd Floor, 1 Flintoff Street, GREENSBOROUGH VIC 3079
* Other Food Services, 4-B5Y17IZ, 3rd Floor, 1 Flintoff Street, GREENSBOROUGH VIC 3079
* Social Support Group, 4-B5YIU99, 3rd Floor, 1 Flintoff Street, GREENSBOROUGH VIC 3079
* Social Support Individual, 4-B5YIUG0, 3rd Floor, 1 Flintoff Street, GREENSBOROUGH VIC 3079

# 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 | | Compliant |
| Requirement 4(3)(g) | HCP | | Not Applicable |
|  | CHSP | | Compliant |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Standard 5 Organisation’s service environment | | | | |
|  | | HCP | Not Applicable | |
|  | | CHSP | Not Applicable | |
| Requirement 5(3)(a) | HCP | | Not Applicable |
|  | CHSP | | Not Applicable |
| Requirement 5(3)(b) | HCP | | Not Applicable |
|  | CHSP | | Not Applicable |
| Requirement 5(3)(c) | HCP | | Not Applicable |
|  | CHSP | | Not Applicable |
| 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 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

Consumers/representatives interviewed provided feedback that they are treated with dignity and respect and staff know what is important to them. Consumers said they are encouraged to maintain their independence and feel supported by staff who know their choices, preferences and needs. Consumers/representatives interviewed said the consumer’s personal privacy is respected and their personal information is kept confidential.

Support workers were aware of each consumer’s background, culture and identity. Service delivery occurs in the way that is individualised to consumer’s specific needs and supports consumers to live the life they choose. Management and staff demonstrated an understanding of supporting each consumer’s decision making, including their right to take risks.

The organisation has policies and procedures to enable support workers to deliver services in a way that supports each consumer’s independence. The service’s processes along with staff practices support ongoing engagement and communication with consumers/representatives.

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) | 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/representatives said they get the care and services they need and were satisfied with the care and services delivered by staff. All consumers interviewed stated that they had taken part in assessment and planning, completed in partnership with the consumer and others the consumer wishes to involve, including other organisations involved in their care.

Consumers/representatives interviewed confirmed being involved in an assessment process and having been provided with a support plan. Staff were able to explain the consumer assessment and review process and that reviews are monitored via a review date in the consumer’s electronic file. Support workers interviewed receive information on the consumer’s needs through the support plan in the consumer’s home or social support group centre and are familiar with consumers’ care needs.

Nutrition and hydration assessments are undertaken and the consumer’s preferences are updated on a monthly basis when they submit their menu choices. Property maintenance, modification and spring cleaning services are managed through one-off job requests.

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) | 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 are receiving effective supports for daily living and support workers demonstrated a good understanding of individual consumers. Information about their needs and preferences relating to supports for daily living are consistently detailed in support plans and related care documentation. In general support plans sampled included information regarding consumers’ interests and what is important to them day to day. Support workers stated the care planning documents include sufficient details on how to support a consumer maintain their lifestyle and social interactions.

Most consumers felt the service enabled them to do the things they wanted to do and that they participate in the community. The service provides provides meals, spring cleaning, property maintenance/modifications and social support programs.

Support workers interviewed described how they deliver services and supports that promote consumers’ well-being.

Information about a consumer’s condition, needs and preferences is shared with internal programs and other relevant services.

Referrals for individuals are made when required and in a timely manner.

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) | 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)(f) | HCP | Not Applicable |
|  | CHSP | Compliant |

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

# STANDARD 5 Organisation’s service environment

# HCP Not Applicable CHSP Not Applicable

### 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

The service does not have any Home care packages.

Standard 5 for the Commonwealth home support programme service is not applicable as the service does not operate a location where consumers receive services.

## Assessment of Standard 5 Requirements

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

*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 | Not Applicable |

*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 | Not Applicable |

*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/representatives demonstrated an awareness of how to raise a concern with the organisation and commented that actions would be taken in response. Consumers/representatives demonstrated an awareness of external avenues and supports available for them to raise concerns and resolve complaints.

Complaints and feedback are monitored through meetings, logged in the complaints register and improvements are identified. The complaints register details information on the complaint raised and follow actions undertaken.

Staff and management were able to describe how they would assist consumers with cognitive or communication difficulties to raise complaints or provide feedback.

The organisation follows open disclosure principles. Staff interviewed could not recall receiving training in open disclosure but had heard of the term.

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) | 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/representatives commented that support workers are kind and caring.

Support workers are familiar with consumers and spoke about them in a respectful way. Consumers/representatives said staff know what they are doing.

Staff, including maintenance and social support workers, indicated their abilities to perform effectively in the role. Staff discussed initial orientation, processes, staff meetings and training processes.

Management discussed supervision and annual performance of all staff.

The service has enough staff available to deliver scheduled care and services.

The organisation regularly reviews the skills, qualifications and competencies of the workforce when there are changes in the consumer’s care and preferences to ensure there is adequate skilled staff to deliver safe, respectful and quality care and services.

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) | 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

Consumers/representatives interviewed, and documentation confirmed consumers are engaged in the development, evaluation and improvement of care and services in consultation with the organisation.

The service demonstrated that the organisation’s governing body has established processes to show it is accountable for providing governance systems which deliver safe, inclusive and quality care and services to consumers. There are organisational wide governance systems to monitor processes such as information systems, regulatory compliance, financial management, workforce governance, feedback and complaints.

The organisation has an effective risk management system for the management of high impact and high-prevalence risks associated with the care of consumers. Staff and management were able to describe how these policies operate in practice to support the consumer to live the best life they can. Complaints and incidents are reviewed by management and an open disclosure process is undertaken to resolve the issues.

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) | 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.*

This Requirement is not applicable 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.