**Performance**

**Report**

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name: | Biripi Aboriginal Corporation Medical Service |
| Commission ID: | 200047 |
| Address: | 151 Manning River Drive, TAREE, New South Wales, 2430 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 1 October 2024 |
| Performance report date: | 6 November 2024 |

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.

# Services included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 7 Biripi Aboriginal Corporation Medical Service  
Service: 17379 Biripi Home Care Packages  
  
Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7849 Biripi Aboriginal Corporation Medical Centre  
Service: 23823 Biripi Aboriginal Corporation Medical Centre - Care Relationships and Carer Support  
Service: 23824 Biripi Aboriginal Corporation Medical Centre - Community and Home Support

**This performance report**

This performance report has been prepared by M.Wyborn, 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 services it operates, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment contact (performance assessment) – site report was informed by a site assessment, observations at service outlets, review of documents and interviews with staff, consumers/representatives and others.

# Assessment summary for Home Care Packages (HCP)

|  |  |
| --- | --- |
| Standard 7 Human resources | Not applicable as not all requirements were assessed |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| Standard 7 Human resources | Not applicable as not all requirements were assessed |

A detailed assessment is provided later in this report for each assessed Standard.

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Standard 7

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

Findings

The service demonstrated effective continuous improvement actions, including introducing a new staff performance management framework, new templates to guide staff in the assessment of their competencies and manual handling, new supervision templates for performance management, and regular 3, 6, and 12 month performance review templates for new starters. The service introduced a new rostering system to allow for auditing and monitoring of staff performance, and developed a revised independent contractor template which clearly outlines the responsibilities of third-party providers. The service also introduced a new human resources electronic system to allow for tracking of staff compliance and performance.

The service demonstrated that management is guided by their human resource policy and procedures to monitor and review staff performance. The service demonstrated regular monitoring and review of staff performance and this is integrated in their new electronic platform to streamline the formal processes for performance review. The service demonstrated that new staff undertake 3 monthly, 6 monthly and yearly performance appraisals, and staff performance is reviewed in response to consumer and staff feedback, investigation of incidents, review of clinical data, staff meetings, and observations by management.

Care workers advised they are supported in their performance reviews and advised they receive feedback from management and are encouraged to actively participate in their performance appraisals. Staff performance review documentation demonstrated identification, investigation and consultation about complaints or incidents and minimising and managing strategies are routinely considered and discussed with staff. Consumers advised they are comfortable providing feedback to management and staff.

With these considerations, I find the service compliant in Requirement 7(3)(e).

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