**Performance**

**Report**

**1800 951 822**

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| Name of service: | Community Care Services Victoria Pty Ltd - EMR |
| Service address: | 356 Boundary Road DINGLEY VILLAGE VIC 3172 |
| Commission ID: | 300270 |
| Home Service Provider: | MyHomeCare Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 6 October 2022 |
| Performance report date: | 26 October 2022 |

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 Community Care Services Victoria Pty Ltd - EMR (**the service**) has been prepared by M Balukovska, 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:**

* Community Care Services Victoria (Southern Region EACH), 18761, 356 Boundary Road, DINGLEY VILLAGE VIC 3172
* Community Care Services Victoria (Southern Region EACHD), 18762, 356 Boundary Road, DINGLEY VILLAGE VIC 3172
* Community Care Services Victoria Pty Ltd, 18763, 356 Boundary Road, DINGLEY VILLAGE VIC 3172
* Community Care Services Victoria Pty Ltd - EMR, 19430, 356 Boundary Road, DINGLEY VILLAGE VIC 3172

**CHSP:**

* Domestic Assistance, 4-82VRMEK, 356 Boundary Road, DINGLEY VILLAGE VIC 3172

# 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

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | 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 2**

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| --- | --- | --- |
| Ongoing assessment and planning with consumers | | CHSP |
| Requirement 2(3)(e) | 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. | Compliant |

Findings

At the time of the performance report decision the service is:

* Reviewing all CHSP consumer care plans annually unless consumer circumstances change, which may prompt an earlier review.
* Utilising reports from a consumer management system that alerts staff when a CHSP consumers care plan is due for review.

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)