Eastern Volunteer Resource Centre Inc

Performance Report

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| --- | --- |
| **Address:** | Suite 1a, 36 New StreetRINGWOOD VIC 3134 |
| **Phone:** | 03 9870 7822 |
| **Commission ID:** | 300590 |
| **Provider name:** | Eastern Volunteer Resource Centre Inc |
| **Activity type:** | Quality Audit |
| **Activity date:** | 3 June 2022 to 7 June 2022 |
| **Performance report date:** | 25 July 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:**

* CHSP Transport, 4-B4J5X5K, Suite 1a, 36 New Street, RINGWOOD VIC 3134
* Flexible Respite - Care Relationships and Carer Support, 4-B4J5WKN, Suite 1a, 36 New Street, RINGWOOD VIC 3134
* Social Support Individual, 4-B4J5WWA, Suite 1a, 36 New Street, RINGWOOD VIC 3134

# 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 | CHSP | 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 | Not Applicable |
| Requirement 4(3)(g) | CHSP | Not Applicable |
|  |  |  |
| Standard 5 Organisation’s service environment | CHSP  | Compliant |
| Requirement 5(3)(a) | CHSP | Not Applicable  |
| 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)  | 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
* the provider’s response to the Quality Audit report received 03 July 2022

# 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 reported they are always treated with dignity and respect by their driver and staff in the office. Volunteers and staff could discuss how they understand each consumers’ culture and diversity to inform service delivery.

Consumers/representatives interviewed said, in various ways, the services provided are culturally safe and driver volunteers know them to the extent they would expect for transport services. Culturally safe service delivery is supported through consumer feedback, staff and volunteer training and organisational policies.

Consumers/representatives interviewed are satisfied with how the service supports them to make choices and decisions about how services are delivered and who is involved. They described how the service assists them to connect with others. Staff and volunteers interviewed described how they support consumer choice, independence and decision making, including asking them about their priorities for service provision and being flexible to do what consumers choose.

While consumers and representatives did not provide examples of risk taking, they are satisfied the service supports consumers to live well. Staff and volunteer drivers described support and assistance measures to ensure consumers are as safe as possible during service delivery. Volunteer drivers receive individual consumer directives to inform the strategies required to mitigate identified risks and support service participation.

Information is provided to consumers including a service information handbook, quarterly newsletters, emails, letters, texts, phone calls and the organisation’s website. Volunteers provide consumers with brochures, surveys and other service relevant documentation.

Consumers and representatives interviewed are satisfied consumer privacy and confidentiality are respected. Staff and volunteers sampled gave examples of ways they protect consumer privacy and confidentiality.

The Quality Standard for the Commonwealth home support programme is assessed as Compliant as six of the six specific requirements 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/representatives interviewed indicated they get the services they need and were satisfied with the transport delivered by the service.

Consumers/representatives confirmed taking part in assessment and planning, where the consumer’s needs, goals and preferences are discussed. In relation to advanced care planning and end of life wishes, the consumers/representatives did not recall discussions about the same.

Consumers/representatives and staff confirmed assessment and care planning of consumers’ services is completed in partnership with the consumer and others the consumer wishes to involve, including family and friends.

Consumers/representatives confirmed they received a copy of the care plan. Management and staff stated that a copy of the care plan is mailed to consumers initially and ongoing if needs change.

Consumers/representative interviewed confirmed participation in service reviews. Staff interviewed stated consumer reviews are conducted annually or as needs change. Management discussed how deterioration or change in the ability of the consumer to get on and off the vehicles triggers a review of the consumer and a reassessment.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 1 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

The organisation does not provide personal or clinical care. This Standard does not apply.

**Assessment of Standard 3 Requirements**

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) |   |  |
|  | CHSP  | Not Applicable |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) |   |  |
|  | CHSP  | Not Applicable |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) |   |  |
|  | CHSP  | Not Applicable |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) |   |  |
|  | CHSP  | Not Applicable |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) |   |  |
|  | CHSP  | Not Applicable |

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

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) |   |  |
|  | CHSP  | Not Applicable |

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# 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/representatives provided feedback about how consumers receive services that allow them to do the things they want to do and maintain their independence. Services include transport and sometimes assisted shopping to promote consumers’ independence.

Consumers/representatives felt supported by the service. Staff described how they recognise when a consumer is feeling low and how they support them. Care planning documents provided details as to what was important to the consumer.

Consumers/representatives described being supported to maintain contact with the people important to them, and to continue to do the things of interest. The service supports consumers to maintain social relationships and participate in activities of interest to them in the community by transporting them to the activities of their choice.

The service communicates the condition, needs and preferences of the consumer within the organisation and with others where care is shared. Volunteer drivers confirmed having access to consumer information via manifests and rosters.

Consumers/representatives when asked if the service is supportive in connecting them with other services stated that they only need transport as they cannot drive any more. The service demonstrated a review and appropriate referrals occur for consumers to My Aged Care if the service is unable to meet the consumers transport needs to support their quality of life and wellbeing.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all relevant requirements 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  | Not Applicable |

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

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) |   |  |
|  | CHSP  | Not Applicable |

*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

The service is only funded to provide transport under the CHSP programme. The service does not provide programs onsite.

Consumers/representatives reported that the vehicles are clean. Observations by the Assessment Team identified the vehicles used to transport consumers were clean, sanitized and well maintained.

Consumers interviewed did not raise any concerns in relation to this Requirement and advised the vehicles used to transport them are always clean and well maintained. Management, staff and volunteers described processes to arrange for maintenance of organisational vehicles. Observations evidenced the vehicles used to transport to be well maintained, suitable for the consumer, clean and safe.

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

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) |   |  |
|  | 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) |   |  |
|  | 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 reported feeling encouraged and supported to provide feedback in various ways including face to face with their driver, written feedback forms, telephone call, letters and via the organisation’s website. Staff and volunteers provided examples of how they support consumers to provide feedback. Documentation defines the complaints process and evidences the services’ approach to encourage consumer feedback.

Consumers/representatives interviewed reported they feel safe to raise complaints and they could ask the service for assistance if additional support is required. Staff described their role in advocating for consumers in various ways and identified organisations available to consumers for support with advocacy.

Consumers/representatives did not provide feedback in relation to this Requirement. Management, staff and volunteers were able to explain how open disclosure is used when something goes wrong. Incident and feedback registers evidence takes appropriate action to support consumers and inform continuous improvement strategies.

Consumers/representatives reported they are satisfied the service listens to feedback and responds as necessary. Consumers provided positive feedback regarding the conduct of volunteers and staff; and the services they receive. Staff interviews and continuous improvement documentation evidences how feedback is used to inform quality service improvements.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four specific requirements 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/representatives reported their services to run to schedule, they are never rushed by drivers and they are provided with adequate notice where any changes arise. Staff and volunteer drivers described feeling supported by the organisation to manage busy periods.

Consumers/representatives reported staff and volunteers to be kind, caring and respectful. Staff and volunteers described the ways they incorporate each consumers’ identity, background and culture during service delivery. Staff training records, organisational policies, consumer files and observations of staff speaking to, or about, consumers evidence the organisation’s promotion and delivery of kind, caring workforce interactions respectful of each consumer’s identity, culture and diversity.

Consumers/representatives interviewed are satisfied staff are appropriately skilled to meet consumer needs. Staff and volunteer drivers explained how their qualifications, experience and knowledge enables their effective role performance.

Consumers/representatives interviewed reported they had confidence that staff are trained to deliver consumer transport and shopping support services. Staff and volunteer drivers described how they are trained and equipped to deliver the outcomes required by these standards and described being satisfied with the support provided to them by management.

Staff interviewed said their performance is monitored in an ongoing capacity, and formal appraisals occur annually, although COVID-19 lockdowns disrupted the usual schedule.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five specific requirements 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

The service demonstrated how they engage consumers to evaluate services to inform the development and delivery of services. The service has established a consumer panel to gather feedback and inform service delivery improvements.

The organisation demonstrated effective governance systems, however, some areas of improvement were identified for example, an upgrade information systems.

The organisation has effective risk management systems and practices to manage high impact or high prevalence risks, to identify and respond to abuse and neglect of consumers, to support consumers to live their best life and to manage and prevent incidents.

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

## Assessment of Standard 8

|  |  |  |
| --- | --- | --- |
| 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.*

The Assessment Team reported the service did not demonstrate oversight of transport services delivered by a subcontracted provider.

The approved provider’s response outlines that they have received some growth funding in a joint funding agreement with a provider in the next suburb. However, the organisations have not entered into mutual subcontracting arrangements as a consequence of receiving the growth funding. Separate contracts to make this clear were requested from the funding body but this did ot occur.

Based on the evidence (summarised above), I am satisified that the approved provider is not in a subcontracting arrangement, and complies with all aspects of Requirement 8(3)(b).

|  |  |  |
| --- | --- | --- |
| 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.*

# 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.