Geebung Meals on Wheels Inc

Performance Report

356 Robinson Road West   
GEEBUNG QLD 4034  
Phone number: 07 3263 6634

**Commission ID:** 700331

**Provider name:** Geebung Meals on Wheels Incorporated

**Quality Audit date:** 11 May 2022 to 13 May 2022

**Date of Performance Report:** 13 June 2022

# Performance report prepared by

S Bickerton, 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

**Commonwealth Home Support Programme** **(CHSP):**

* CHSP - Meals, 4-23SFFVQ, 356 Robinson Road West, GEEBUNG QLD 4034

# 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 | |

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| --- | --- | --- | --- | --- | --- | --- |
| Standard 3 Personal care and clinical care | | | CHSP | Not Assessed | | |
| Requirement 3(3)(a) | | CHSP | | | Not Assessed |
| Requirement 3(3)(b) | | CHSP | | | Not Assessed |
| Requirement 3(3)(c) | | CHSP | | | Not Assessed |
| Requirement 3(3)(d) | | CHSP | | | Not Assessed |
| Requirement 3(3)(e) | | CHSP | | | Not Assessed |
| Requirement 3(3)(f) | | CHSP | | | Not Assessed |
| Requirement 3(3)(g) | | CHSP | | | Not Assessed |
| 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 | | Compliant | |
| Requirement 4(3)(g) | CHSP | | Compliant | |
| Standard 5 Organisation’s service environment | | | | | | |
|  | | | CHSP | Not Assessed | | |
| Requirement 5(3)(a) | CHSP | | Not Assessed | |
| Requirement 5(3)(b) | CHSP | | Not Assessed | |
| Requirement 5(3)(c) | CHSP | | Not Assessed | |
| 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 Assessed | |

# 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 considered 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

# 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

The assessment team interviewed consumers and their representatives about the way the service treats them, and interviewed staff and volunteers asking them to explain how they provide services and treat consumers with dignity and respect. Relevant documentation was also reviewed to evidence findings.

Consumers and their representatives described in different ways that they felt they are treated with dignity and respect by the service. Staff and volunteers use consumers preferred names, knock before entering homes and rooms, and choices are offered to accommodate different cultural requirements and preferences.

Interviews with service management and staff, combined with supporting documentation demonstrated that the service takes a consumer-centred approach to service delivery.

* One consumer, who has been with the service for over 27 years provided positive feedback and felt like the service treated them with dignity and respect.
* One consumer with a cultural preference for certain meal types explained the service always accommodates their request. This consumer shared positive feedback.
* One consumer representative described the service as very responsive and explained that the service always returned contact and appeared to run smoothly.
* One consumer representative described that the service enhances consumers independence, respects people’s dignity of risk and enables the consumer to remain in their own home for as long as possible.
* One consumer described a time when the service provided them with relevant information on how to make a complaint.

The Quality Standard for CHSP 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.*

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| Requirement 1(3)(b) | CHSP | Compliant |

### *Care and services are culturally safe.*

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

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| Requirement 1(3)(d) | CHSP | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

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| 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.*

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| 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

The assessment team interviewed consumers and their representatives about their experience, and interviewed staff and volunteers asking them to demonstrate and evidence how consumer services are assessed and planned in partnership. Supporting service documentation was also assessed.

Overall, consumers and their representatives described in different ways they are satisfied with the service they receive, citing involvement in the planning and assessment processes of the service.

Service documentation evidenced embedded processes drive the delivery of safe services addressing each consumer’s needs, goals and preferences. Service records evidenced compliance with this standard.

* One consumer reported being able to order preferred meals without requiring a menu, and explained meals are delivered twice per week and sometimes delivered to a neighbour in their absence, as arranged and preferred.
* Service staff explained two consumers aged 100 and 102 are empowered to reside in their own homes independently aided by the meal service.
* One consumer with a preference for vegetarian meals receives extra vegetables after making a request through the service. This consumer described the service as economical and feels ‘papered’ as there is not much washing up to be done.
* One consumer described how service staff assist in placing meals in the fridge and help with reorganising things if it is required.
* One consumer described being able to order additional meals around public holidays and expressed satisfaction in receiving uninterrupted services.

The Quality Standard for CHSP is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

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| 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.*

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| 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.*

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| 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.*

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| 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.*

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| 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 Assessed

### 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 Quality Standard for CHSP is not assessed as the service does not provide personal care or clinical care.

**Assessment of Standard 3 Requirements**

|  |  |  |
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| Requirement 3(3)(a) | CHSP | Not Assessed |

*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.*

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| Requirement 3(3)(b) | CHSP | Not Assessed |

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

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| Requirement 3(3)(c) | CHSP | Not Assessed |

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

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| Requirement 3(3)(d) | CHSP | Not Assessed |

*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.*

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| Requirement 3(3)(e) | CHSP | Not Assessed |

*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.*

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| Requirement 3(3)(f) | CHSP | Not Assessed |

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

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| Requirement 3(3)(g) | CHSP | Not Assessed |

*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

The assessment team interviewed a range of consumers to assess their customer experience and interviewed the service staff to establish how supports optimise consumer independence and well-being.

Overall sampled consumers shared experiences of a positive nature and explained how they receive services for daily living that are important for their health and well-being and that enable them to live as independently as possible. For this service, this means consumers are delivered meals according to their needs, goals and preferences.

Service documentation evidenced imbedded policies and procedures designed to support service staff in delivering meals according to the consumer’s preferences. Consumer meal choice and the delivery details are recorded and made available to all service staff.

* One consumer described flexible service delivery when explaining personal circumstances, including being delivered frozen meals if required.
* One member of service staff explained it was recently noticed that a consumer was upset and wanted to talk. This staff member spent 20 minutes with the consumer, reassuring and comforting them. Subsequent impacts of service delivery to other consumers were managed and acknowledged.
* One consumer described service staff always having a smile and chatting with them.
* One consumer described being very happy with the service staff being willing to have a chat.
* One consumer explained being able to maintain medical care through the hospital and this service simultaneously through flexible service delivery practises.

The Quality Standard for CHSP is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
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| 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.*

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| Requirement 4(3)(b) | CHSP | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

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| 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.*

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| 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.*

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| Requirement 4(3)(e) | CHSP | Compliant |

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

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| Requirement 4(3)(f) | CHSP | Compliant |

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

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| Requirement 4(3)(g) | CHSP | Not Assessed |

*Where equipment is provided, it is safe, suitable, clean and well maintained*

# STANDARD 5 Organisation’s service environment

# CHSP Not Assessed

### 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 Quality Standard for CHSP is not assessed as the service does provide a service environment for consumers to physically attend.

## Assessment of Standard 5 Requirements

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| Requirement 5(3)(a) | CHSP | Not Assessed |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

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| Requirement 5(3)(b) | CHSP | Not Assessed |

*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 | Not Assessed |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

# CHSP Compliant

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### 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

The assessment team interviewed several consumers and their representatives who explained in different ways they considered the service encourages and supports them to give feedback and make complaints. Overall consumers and their representatives expressed satisfaction with the service and described not needing to raise complaints but expressed feeling comfortable and safe if they needed to do this.

Service documentation demonstrated the presence of imbedded processes and policies to guide service staff when things go wrong. Apologies are issued by the service, and actions are taken to address causes and reduce recurrences. Open disclosure is practised as part of the services usual business.

The service evidenced through policy and staff interviews, that it seeks input and feedback from consumers and their representatives. Service management uses this information to inform continuous improvement activities.

* One consumer said they would have ‘no hesitation to raise any issues with the service’ and felt empowered to do so.
* One consumer said they felt comfortable to raise any issues or concerns with the service. Additionally, they described the service volunteers as being ‘very supportive, helpful and friendly’
* The service demonstrated knowledge and process around contacting external supports to enhance accessibility should they need to.

The Quality Standard for CHSP is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

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| Requirement 6(3)(a) | CHSP | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

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| 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.*

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| --- | --- | --- |
| 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

The assessment team interviewed several consumers and representatives who overall described similarly how they felt the service delivery is well planned. Service staff where described to be competent, kind and caring. Consumers have meals delivered respectfully.

The organisation demonstrated an adequate workforce, comprised of paid staff and volunteers. The assessment team evidenced appropriate skills and knowledge levels to support safe and quality services, meeting the Aged Care Quality Standards.

Service staff described feeling like they have enough time and information to do the job properly and efficiently. Service management explained several current vacancies are planned to be filled with recruitment. The service demonstrated sourcing assistance in ensure meals are delivered according to the schedule through effective human resource management.

* One consumer representative said the volunteers are always ‘very helpful, accommodating and friendly’.
* One consumer representative said the ‘meals have always been delivered on time’ and ‘the staff and volunteers are very kind, friendly and helpful’.
* One consumer said, ‘the volunteers are fantastic’ and expressed gratitude that the volunteers continued to deliver meals throughout the COVID-19 pandemic.

Service management evidenced recent process streamlining during the covid-19 pandemic to circumvent impacts and drive efficiencies. It was also evidenced that the service provides all required protective personal equipment to its staff, and monitors mandatory staff vaccinations, personal licencing and the criminal history of its workforce.

* Service management evidenced volunteer orientation processes including training new staff with buddy shifts. Experienced staff support new staff.
* Service volunteers said they receive training and guidance and are supported to undertake the meal delivery service safely and efficiently.
* Service documentation evidenced service volunteers completing induction processes and accepting the services ‘Code of Conduct’.
* The service provided evidence that police checks are undertaken for staff and volunteers. The assessment team noted all police checks were current.
* The service evidenced volunteers being able to commence only after police clearances are received.

The Quality Standard for CHSP is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

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| 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.*

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| Requirement 7(3)(b) | CHSP | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

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| 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.*

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| --- | --- | --- |
| Requirement 7(3)(d) | CHSP | Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

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| --- | --- | --- |
| 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

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### 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

Through interviews with several consumers and representatives, the assessment team gleaned that overall, the organisation was considered well run.

Interviews with service management corroborated by service documentation, evidenced and demonstrated policies, procedures and guidelines embedded to support service delivery according to consumer preferences. The assessment team identified some of the service’s policies and procedures are under review in line with the services plan for continuous improvement.

The service’s governing body has established processes, evidencing accountability for governing the service through systems to support the delivery of safe and quality services that meet the Aged Care Quality Standards.

The service has an effective risk management system in place to manage risks associated with delivery of meals to consumers.

The services board meeting minutes for December 2021 and February 2022 reflected the governing body’s ongoing engagement with the service in relation to the COVID-19 pandemic.

The service’s plan for continuous improvement included the governing body’s involvement in reviewing and finalising position descriptions for committee members and confidentiality agreements to be signed by committee Members. The assessment team noted this project was in process at the time of quality audit.

The service evidenced using complaints as opportunities to improve and refine service delivery, for example: designing and issuing magnetic service cards in large print to consumers who at times could not recall the contact details of the service.

Through interviews with service management and service staff, the assessment team evidenced the services workforce has a shared understanding of the systems and processes in place for delivering a safe and reliable meal service to consumers. While the service does not provide personal care and clinical care to consumers, there is an incident management system imbedded with a supporting incident register. The assessment team noted the service had few reported incidents for the 2021-2022 period.

The Quality Standard for CHSP is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

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| 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.*

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

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

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| 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.*

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| Requirement 8(3)(e) | CHSP | Not Assessed |

*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 to remain compliant with the Quality Standards.