**Performance**

**Report**

**1800 951 822**

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| Name: | Goulburn Meals on Wheels |
| Commission ID: | 200452 |
| Address: | 60 Clifford Street, GOULBURN, New South Wales, 2580 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | on 9 September 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

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 8055 Goulburn & District Meals on Wheels Service Inc  
Service: 24641 Goulburn & District Meals on Wheels Service Inc - Community and Home Support

**This performance report**

This performance report has been prepared by Katrina Platt, 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) – non-site report was informed by review of documentation
* the provider’s response, received on 6 September 2024, to the s 67 request for additional information.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 1 Consumer dignity and choice | Not Compliant |

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

# Areas for improvement

Areas have been identified in which **improvements must be made to ensure compliance with the Quality Standards**. This is based on non-compliance with the Quality Standards as described in this performance report.

* Requirement 1(3)(e) – the approved provider ensures information provided to each consumer is current, accurate and timely and communicated to the consumer in a way that is clear, easy to understand and facilitates their right to exercise choice.

# Standard 1

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| --- | --- | --- |
| Consumer dignity and choice | | CHSP |
| Requirement 1(3)(e) | 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. | Not Compliant |

Findings

This Requirement was found Not Compliant following a Quality Audit conducted from 4 October 2023 to 6 October 2023 and an Assessment Contact conducted on 27 February 2024. An Assessment Contact (non-site) was conducted on 9 September 2024 to reassess the Requirement.

Consumers were consulted about their individual needs and preferences on commencement of services, which included any special or culturally appropriate dietary requests. Alternate communication measures which captured changes in needs and preferences were not identified, other than limited complaint mechanisms. A consumer handbook provided limited information to support consumer choice and communication about meal planning was inconsistent with services supplied. Consumers were not involved in the development of information-based resources and limited information was provided about the Quality Standards.

The approved provider did not provide a response to the Assessment Team report.

In making a decision on Requirement 1(3)(e), I have considered the intent of the Requirement which is to ensure consumers are provided with relevant, timely and easily understood information to make informed choices. Organisations are expected to clearly communicate with consumers and supply resources about the services provided which are accurate and timely, and outline their commitment and obligations.

Consumer choice is enabled by communication and the lack of information or provision of incorrect information, impacts on their ability to make informed choices. Whilst I acknowledge the communication efforts made with consumers on commencement of services, there was limited evidence provided which demonstrated that relevant, timely and easily understood information was subsequently provided to consumers about services they are receiving.

Consumer meal choice is guided primarily by available ingredients, and not by the needs and preferences of consumers and their communicated and informed decisions. Meal choices are limited and generic. Consumer choices captured in meal labelling examples included food dislikes, however no information about the served meal is communicated to the consumers prior to meal consumption. Mechanisms for consumer feedback are limited and continuous improvement actions to improve communication was not demonstrated. There was no evidence to support that consumers were involved in consultation about their communication needs.

I therefore, find Requirement 1(3)(e) is Not Compliant.

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)