**Performance**

**Report**

**1800 951 822**

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| Name of service: | Holiday Explorers |
| Service address: | 1 Brand Street BEULAH PARK SA 5067 |
| Commission ID: | 600233 |
| Home Service Provider: | Holiday Explorers Incorporated |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 16 January 2023 |
| Performance report date: | 10 February 2023 |

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 Holiday Explorers (**the service**) has been prepared by G. McNamara, 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

**CHSP:**

* Care Relationships and Carer Support, 24353, 1 Brand Street, BEULAH PARK SA 5067
* Community and Home Support, 24352, 1 Brand Street, BEULAH PARK SA 5067

# 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, consumers/representatives and others.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 8 Organisational governance | 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 8

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| Organisational governance | | CHSP |
| Requirement 8(3)(c) | 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. | Compliant |

Findings

The service has demonstrated effective organisation-wide governance systems relating to information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints.

The service is using a human resource information management system that allows each staff member’s details to be entered along with their certified requirements and the dates of expiry for these. It alerts the Chief Executive Officer (CEO) and the individual employee when a certificate is due. It applies to Board member as well.

The service has brokerage agreements with other services. Management advised there are frequent informal meetings with each of the brokerage services, as well as mandatory annual reviews. The service’s regulatory compliance policy has been updated to include the Aged Care Act 1997 and the Quality Standards.

In relation to the other components of this requirement, management advised:

Information Management:

Paper documents are filed and locked in a cabinet. Electronic information is password protected in an electronic information management system. Only relevant and appropriate information is given to volunteers to ensure they are delivering safe and effective services as evidenced in consumer briefing documents.

Continuous Improvement:

Incidents are trended to identify opportunities for continuous improvements as identified on the service incident register with this information being presented to the board every 6 months. The Assessment Team reviewed the Full Risk Assessment Report which identified areas for improvement. Examples of other continuous improvements both planned and initiated by the service were identified.

Financial Governance

Consumers have now been given the option for payments including EFTPOS and payWave enabling them to pay in the office or over the telephone, in addition to the current cash and cheque options. The service has changed financial accounting systems.

Workforce Governance

Management described a robust induction process, enhanced training opportunities to support volunteers and provided the Assessment Team with position descriptions.

Feedback and Complaints

The Assessment Team reviewed the service’s complaints register. With minimal complaints, management demonstrated appropriate action, documentation and follow up processes for the complaints received.

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)