**Performance**

**Report**

**1800 951 822**

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| Name of service: | Illawarra Disability Trust - Queanbeyan |
| Service address: | 23 Shropshire st QUEANBEYAN NSW 2620 |
| Commission ID: | 200522 |
| Home Service Provider: | The Disability Trust |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 27 July 2023 |
| Performance report date: | 20 September 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 Illawarra Disability Trust - Queanbeyan (**the service**) has been prepared by M Abjorensen, 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:**

* Community and Home Support, 24464, 23 Shropshire st, QUEANBEYAN NSW 2620
* Care Relationships and Carer Support, 24465, 23 Shropshire st, QUEANBEYAN NSW 2620

# 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 1 Consumer dignity and choice | Not Applicable |
| **Standard 2** Ongoing assessment and planning with consumers | **Not Applicable** |
| **Standard 3** Personal care and clinical care | **Not Applicable** |
| **Standard 4** Services and supports for daily living | **Not Applicable** |
| **Standard 5** Organisation’s service environment | **Not Applicable** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements have been assessed** |
| **Standard 7** Human resources | **Not Applicable** |
| **Standard 8** Organisational governance | **Not Applicable** |

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 6

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| Feedback and complaints | | CHSP |
| Requirement 6(3)(a) | Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | Not applicable |
| Requirement 6(3)(b) | Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | Compliant |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Non-compliant |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Not applicable |

Findings

Consumer reported they are aware of alternative methods for resolving complaints, advocacy and language services. Management advised of actions to raise awareness with consumers of advocacy and complaints resolution avenues through a review of information provided to consumers via information pack resources and communication during scheduled services.

Documentation contained evidence of communication with consumers through shift notes contained in five consumer care files and consumer handbooks with relevant resources. The service has revised policies and procedures with reference to advocacy, language services and other methods of raising complaints.

Based on the information summarised above, I find the provider, in relation to the service, compliant with (3)(b) in Standard 6, Feedback and complaints.

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)