Performance

Report

**1800 951 822**

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| Name of service: | Loreto |
| Service address: | 20 Fulham Road Pimlico QLD 4812 |
| Commission ID: | 5912 |
| Approved provider: | Mercy Community Services North Queensland Limited |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 6 January 2023 |
| Performance report date: | 10 January 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 Loreto (**the service**) has been prepared by Ms S Turner, 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.

# 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 a review of documents and interviews with staff
* the provider’s response to the assessment team’s report received 10 January 2023
* the performance report dated 12 October 2022.

# Assessment summary

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| --- | --- |
| Standard 7 Human resources | 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 7

|  |  |  |
| --- | --- | --- |
| Human resources | |  |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

The performance report dated 12 October 2022 found the service non-compliant with requirement 7(3)(e) as the service was not able to demonstrate that regular assessment and review of staff performance occurred.

The Assessment Contact-Desk report includes information the approved provider has taken action to improve performance in relation to the assessment, monitoring and review of staff performance. Actions included:

* A plan was implemented to formalise the performance appraisal process within a designated timeframe.
* Memoranda were sent to staff advising of the performance appraisal process and the requirement to book an appointment for this to be completed.
* Staff were provided with education and training to encourage active participation during the performance appraisal process.
* The service provided a copy of performance appraisal records dated 6 January 2023 that demonstrated:
  + performance appraisals had been scheduled and completed by management staff
  + forty-seven staff had completed their performance appraisal
  + staff on leave were scheduled for an appraisal following their return to work.
* An external vendor has been contracted who will implement and manage a new electronic human resource management system across all services within the organisation in 2023. The system will:
  + identify staff who have completed performance appraisals
  + notify management when appraisals are due
  + schedule reviews in advance
  + regularly send reports to service managers and senior/executive managers advising of outstanding performance appraisals.

I am satisfied the organisation has implemented processes to ensure assessment, monitoring and review of the performance of each member of the workforce is undertaken.

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)