**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name: | Matthew Flinders Home Inc. |
| Commission ID: | 600102 |
| Address: | 61-63 Oxford Terrace, PORT LINCOLN, South Australia, 5606 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | 9 October 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

Home Care Packages (**HCP**) included:  
Provider: 1112 Matthew Flinders Home Inc  
Service: 18535 Matthew Flinders Home Inc. Home Care Packages Program  
  
Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7452 Matthew Flinders Home Inc  
Service: 23904 Matthew Flinders Home Inc - Community and Home Support

**This performance report**

This performance report has been prepared by M Glenn, 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.

# 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 documents and interviews with consumers, representatives, staff and management; and
* a performance report dated 21 June 2024 for a quality audit undertaken from 14 May 2024 to 15 May 2024.

The provider did not submit a response to the Assessment Team’s report.

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 8 Organisational governance | Not fully assessed |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

|  |  |
| --- | --- |
| Standard 8 Organisational governance | Not fully 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

|  |  |  |  |
| --- | --- | --- | --- |
| Organisational governance | | HCP | CHSP |
| Requirement 8(3)(a) | Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement. | Compliant | Compliant |

Findings

Requirement (3)(a) was found non-compliant following a quality audit undertaken in May 2024 as the organisation’s processes did not ensure consumers were effectively engaged in development, delivery and evaluation of care and services or supported in that engagement.

At the assessment contact in October 2024, the organisation was found to have shown a commitment to implement changes to improve the efficiency of their systems and processes to monitor and evaluate its performance and support consumers to provide input into the development, delivery and evaluation of care and services. Consumers and representatives described how they have input about services provided, including through feedback processes, surveys and meetings, with feedback received used by the organisation to influence delivery of services. A consumer advisory body has been formed, with the initial meeting held in July 2024. A Tell us what you think form has been created for consumers who attend the day care centres, with information received tracked, trended and analysed to improve care and services. Management recently held a meeting with the consumer panel, staff and board members, with management stating feedback from consumer panel members was very beneficial to the service, providing insight to the board about care and services provision. A continuous improvement plan is maintained and includes feedback and complaints data from recent surveys, communications and consumer feedback.

For the reasons detailed above, I find requirement (3)(a) in Standard 8 Organisational governance compliant for both HCP and CHSP.

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)