Polish Welfare Office

Performance Report

22-24 New Town Road   
NEW TOWN TAS 7008  
Phone number: 03 6228 6258

**Commission ID:** 300335

**Provider name:** Polish Association In Hobart Inc.

**Quality Audit date:** 2 May 2022 to 4 May 2022

**Date of Performance Report:** 16 June 2022

# Performance report prepared by

M Murray, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Services included in this assessment

**CHSP:**

* CHSP Transport, 4-7XND265, 22-24 New Town Road, NEW TOWN TAS 7008
* Domestic Assistance, 4-7XND1WO, 22-24 New Town Road, NEW TOWN TAS 7008
* Meals, 4-7XND20L, 22-24 New Town Road, NEW TOWN TAS 7008
* Social Support - Group, 4-7XND23E, 22-24 New Town Road, NEW TOWN TAS 7008
* Social Support - Individual, 4-7XND2BO, 22-24 New Town Road, NEW TOWN TAS 7008

# Overall assessment of Service/s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard 1 Consumer dignity and choice | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 1(3)(a) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(b) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(c) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(d) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(e) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Requirement 1(3)(f) | | HCP | | | Not Applicable |
|  | | CHSP | | | Compliant |
| Standard 2 Ongoing assessment and planning with consumers | | | | | | |
|  | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 2(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 2(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 3 Personal care and clinical care | | | HCP | Not Applicable | | |
|  | | | CHSP | Not Applicable | | |
| Requirement 3(3)(a) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(b) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(c) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(d) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(e) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(f) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Requirement 3(3)(g) | | HCP | | | Not Applicable |
|  | | CHSP | | | Not Applicable |
| Standard 4 Services and supports for daily living | | | | | | |
|  | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 4(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(f) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 4(3)(g) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 5 Organisation’s service environment | | | | | | |
|  | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 5(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 5(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 5(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 6 Feedback and complaints | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 6(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 6(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 7 Human resources | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 7(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 7(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Standard 8 Organisational governance | | | HCP | Not Applicable | | |
|  | | | CHSP | Compliant | | |
| Requirement 8(3)(a) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(b) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(c) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(d) | HCP | | Not Applicable | |
|  | CHSP | | Compliant | |
| Requirement 8(3)(e) | HCP | | Not Applicable | |
|  | CHSP | | Not Applicable | |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Quality Audit the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.
* the approved provider’s response received 24 May 2022

# STANDARD 1 Consumer dignity and choice

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The Assessment Team’s report provides evidence that the approved provider delivers consumer centred services.

Consumers reported they are always treated with dignity and respect by staff and volunteers, they have access to information to make informed choices and are supported to keep in touch with people important to their wellbeing.

Staff have received training in how to deliver culturally safe care and consumers are satisfied with the way care is tailored to their needs.

Many staff speak English and Polish which reduces any language barrier and helps support Polish speaking consumers to have their goals, preferences and choices to be better understood.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

*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.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Consumers are involved in planning their care to the extent they wish, this has resulted in tailored care plans which reflect the goals of the consumer in how they wish to live their life and what support they wish to receive from the service.

Consumers are free to change their minds on what they receive and care plans are updated accordingly. Care plans are also reviewed if the consumer’s circumstances or health changes.

The service offers individual and group social support, a wellness exercise program, weekly book and movie clubs, a walking group and transport to various sites of interest. Consumers are assessed for their needs and preferences regarding participating in these programs.

Consumers are provided with a copy of their care plan.

Referrals to other support services are made when required.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

The Assessment Team found some deficits in information management noting periodic reviews of care plans were not attended to by the service, descrepancies between the consumers’ care needs and their care plans were not significant. Management stated the dealy in formal reviews occuring was the prioritisation of other work during the COVID-19 pandemic. I am satisfied while information in care plans could be more precise, the information currently in care plans is sufficient and current. Evidence in other Requirements of the Assessment Team’s report notes incidents are managed appropriately.

Based on all the evidence available (summarised above), I am satisfied the approved provider complies with this Requirement.

# STANDARD 3 Personal care and clinical care

# HCP Not Applicable CHSP Not Applicable

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

The service does not have any Home care packages.

Standard 3 for the Commonwealth home support programme service is not applicable as no personal care or clinical care being is being delivered.

# STANDARD 4 Services and supports for daily living

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

All consumers interviewed said they receive supports to meet their needs and preferences. The service has processes and procedures to capture activities of interest to support consumer daily living and to optimise their independence and quality of life. Staff and volunteers demonstrated an understanding of consumer needs and preferences.

Staff and volunteers described how they adjust the delivery of activity programs to meet the individual needs of consumers, for example speaking in both Polish and English, where required.

The Assessment Team observed activities occurring at the day centre and noted staff supported and encouraged consumers to engage with whatever was occurring at the time.

The approved provider is discontinuing its day centre activities and is actively working with individual consumers who may require additional or special support and/or referral to other providers who can provide programs to support their needs. New options to maintain social engagement such as a lunch club are being developed.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard which apply to the service have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The Assessment Team’s report states consumers and representatives said the service is safe, clean and well maintained. Consumers find the environment welcoming and were observed by the Assessment Team participating in various activities and navigating the environment easily and safely.

Observations included the service environment is accessible to all consumers using mobility devices and a wheelchair lift is available to help consumers access the main hall area.

Consumers said in various ways they find the environment welcoming and were observed by the Assessment Team participating in various activities and navigating the environment easily and safely. Staff were observed providing directions to consumers in Polish and English when helping them get from place to place in the building.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard which apply to the service have been assessed as Compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers reported feeling encouraged and supported to provide feedback in various ways including face to face, written feedback forms or via a telephone call.

Consumers described instances where they’ve sought translation services through the service. Staff described their role in advocating for consumers in various ways and identified organisations available to consumers for support with advocacy.

Management, staff and volunteers were able to explain how open disclosure is used when something goes wrong and that feedback, concerns and complaints are responded to in a timely manner.

Consumers are satisfied the service listens to feedback and takes action as necessary. Staff interviews, meeting minutes and continuous improvement documentation evidences how feedback is reviewed and used to inform service improvements.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP | Not Assessed |
|  | CHSP | Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Consumers reported staff and volunteers to be kind, caring and welcoming to everyone.

Consumers said staff/volunteers know what they are doing in relation to the various activities and services delivered. Many staff are bilingual and support consumers who have Polish as a first language to participate in the various activities and outings to their full ability.

Staff/volunteer files reflect relevant training and education is delivered in line with the scope of individual roles.

Staff and volunteer performance is monitored informally day to day and more formally during scheduled performance appraisals.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken*

# STANDARD 8 Organisational governance

# HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

The Assessment Team found governance systems adequately reflect the complexity of the services that are being delivered by the approved provider.

As evidenced by information throughout this report systems consumers are encouraged to participate in the development, delivery and evaluation of services via annual surveys, feedback forms and evaluations of social group activities

Three consumers hold positions on the Advisory Committee.

The Advisory committee reports support the Board to understand the quality of the service being delivered and consider any opportunities for improvement. Meeting minutes, management interviews and strategic plan documentation evidences the Board’s engagement in consumer centred service delivery improvements

The organisation knew its risk profile and acts of incidents. Staff readily identify vulnerable consumers and management demonstrated a planned approach to managing risk.

The service does not have any Home care packages.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as all relevant requirements of this Standard have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP | Not Applicable |
|  | CHSP | Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP | Not Applicable |
|  | CHSP | Compliant |

*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.*

The Assessment Team noted some deficits in the organisation’s information management system. I have considered the feedback from consumers, staff and management throughout the Assessment Team’s report and consider the gaps identified do not reflect a systemic failure of Governance.

The approved provider’s response notes a commitment to improve aspects of documentation which had lapsed in part due to the service’s focus on direct consumer service delivery during the COVID-19 pandemic.

I am satisfied that information governance systems are in place. The Assessment Team found satisfactory evidence for all other sub-requirements.

Based on the evidence (summarise above) the approved provider complies with this Requirement.

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP | Not Applicable |
|  | CHSP | Compliant |

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP | Not Applicable |
|  | CHSP | Not Applicable |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

This Requirement has not been assessed as the service does not deliver clinical care.

# 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, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.