**Performance**

**Report**

**1800 951 822**

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| Name: | Quambie Park Waroona Inc. Community Services |
| Commission ID: | 500020 |
| Address: | Lot 29 Eastcott Street, WAROONA, Western Australia, 6215 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | 21 May 2024 |
| Performance report date: | 20 June 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.

# Service included in this assessment

Home Care Packages (**HCP**) included:  
Provider: 938 Quambie Park Waroona (Inc)  
Service: 19172 Pam Corker House  
Service: 19173 Pam Corker House EACH

**This performance report**

This performance report for Quambie Park Waroona Inc. Community Services (**the service**) 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 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.

# 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 was informed by review of documents and interviews with consumers, staff and management; and
* a performance report dated 26 February 2024 for a quality audit undertaken from 4 January 2024 to 5 January 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 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

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| Human resources | | HCP |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |
| Requirement 7(3)(e) | Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken. | Compliant |

Findings

Requirements (3)(d) and (3)(e) were found non-compliant following a quality audit undertaken in January 2024 as staff were not trained and supported to deliver care and services, and processes and practices of performance assessment, monitoring and review were not effective. While not outlined in the assessment team’s report, the provider was found to have successfully implemented improvement actions to address the deficits identified.

At the assessment contact in May 2024, all consumers interviewed were satisfied with staffs’ skills and knowledge, stating they feel safe when receiving assistance from staff and volunteers. The service has human resources and related policies to guide management in initial selection and the onboarding process, an annual mandatory schedule of training based on job roles, and regular staff meetings to provide information and support. Documentation shows staff training is monitored and staff are supported to undertake their roles through induction processes, staff meetings, standard operating procedures, and service specific and organisational policies and procedures. Staff confirm they have participated in a corporate orientation program and either completed mandatory education or are currently enrolled to complete this in the near future. Furthermore, staff said they feel supported in their roles and confident to seek help from management and other support workers if necessary.

Regular assessment, monitoring and review of staff performance is undertaken. Performance reviews occur annually and new support workers who have commenced employment in the last six months have probation meetings scheduled in line with the organisation’s process. Management spoke of the ongoing engagement with staff after recruitment, including informal and formal feedback sessions for continuous monitoring and oversight, including for contracted employees. Most staff said they have had a performance review in the last few months, which identifies strengths, areas of improvement and goals. Staff confirm they are supported in the performance review process, and any identified needs are addressed.

Based on the assessment team’s report, I find requirements (3)(d) and (3)(e) in Standard 7 Human resources compliant.

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)