**Performance**

**Report**

**1800 951 822**

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| Name: | Randwick City Council |
| Commission ID: | 200573 |
| Address: | 30 Frances Street, RANDWICK, New South Wales, 2031 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 25 June 2024 |
| Performance report date: | 15 July 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

Commonwealth Home Support Programme (**CHSP**) included:  
Provider: 7624 Randwick City Council  
Service: 24063 Randwick City Council - Community and Home Support

**This performance report**

This performance report for Randwick City Council (**the service**) has been prepared by M.Wyborn, 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 (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| Standard 8 Organisational governance | Not Applicable as not all requirements were 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

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| --- | --- | --- |
| Organisational governance | | CHSP |
| Requirement 8(3)(d) | 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. | Compliant |

Findings

In response to an Assessment Contact undertaken on 25 June 2024, Randwick City Council demonstrated effective risk management systems. The service provides home maintenance and home modification services which pose a low risk of harm to the safety and wellbeing of consumers. The service utilises one subcontractor who mows the nature strip at the front of consumers’ properties and maintains little to no contact with the consumer. The service employs a home maintenance officer, who is a qualified carpenter, and predominantly installs handrails, grab rails and ramps in consumers’ homes in accordance with recommendations provided by occupational therapists which are organised through hospitals and other third party health providers. The management team highlighted after the home maintenance officer installs the items in the consumers home, no further contact is made with the consumer and no ongoing assessments are undertaken other than the referring occupational therapist inspecting the work to ensure it meets the consumer’s requirements. Management explained that the maintenance officer provides their phone number to consumers if there are any concerns and they will attend the consumers home and rectify any issue. The maintenance officer and the management team highlighted that there have been no consumers who have reported safety or other issues with their home modifications in the past 6-12 months.

The management team also highlighted that the home maintenance officer has received training in relation to identifying abuse and neglect and has previously made referrals to Randwick City Council’s Community Development Officer, Disability and Ageing Specialist. Documentation confirms training and education is up to date and the maintenance officer reinforced the training received that the referral process.

Consumers reiterated their satisfaction in the home maintenance and home modification services provided by Randwick City Council. The service routinely mows the nature strip outside consumers’ homes and consumers do not require ongoing care or services after the mowing has been completed. The subcontractor performing the home maintenance mowing service has little or no contact with the consumer during the completion of the service and is not required to enter the consumers’ property. The service demonstrates effective processes to follow up welfare concerns and the home maintenance officer demonstrates an appropriate understanding of how to take appropriate action in identifying and escalating suspected abuse or neglect.

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)