Tangentyere Aged and Community Services

Performance Report

4 Elder Street   
ALICE SPRINGS NT 0870  
Phone number: 08 8951 4222

**Commission ID:** 600253

**Provider name:** Tangentyere Council Incorporated

**Assessment Contact - Desk date:** 30 March 2022

**Date of Performance Report:** 1 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**

**Home Care:**

* Tangentyere Aged and Community Services, 17948, 4 Elder Street, ALICE SPRINGS NT 0870

**CHSP:**

* Allied Health and Therapy Services, 4-7XAOO0O, 4 Elder Street, ALICE SPRINGS NT 0870
* CHSP Transport, 4-7XAYJE1, 4 Elder Street, ALICE SPRINGS NT 0870
* Other Food Services, 4-7XAYJPI, 4 Elder Street, ALICE SPRINGS NT 0870
* CHSP - Personal Care, 4-22C8YVS, 4 Elder Street, ALICE SPRINGS NT 0870
* Social Support - Individual, 4-7XBJVLZ, 4 Elder Street, ALICE SPRINGS NT 0870
* Meals, 4-7XAYJLV, 4 Elder Street, ALICE SPRINGS NT 0870
* Domestic Assistance, 4-7XAYJII, 4 Elder Street, ALICE SPRINGS NT 0870

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | **Complaint** |

# Detailed assessment

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 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 Assessment Contact - Desk; the Assessment Contact - Desk report was informed by a review of documents and interviews with staff and management.

# STANDARD 2 Ongoing assessment and planning with consumers

### 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

One Requirement of Standard 2 was assessed at this assessment of performance, see below for details on compliance.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) 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.*

The Assessment Team found the service demonstrates that 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. The service draws on a range of strategies to raise the awareness of the community and to facilitate discussion with consumers and representatives in the area of advance care planning and end of life planning. These strategies include prompts in assessment tools, policies and procedures, staff education and various culturally appropriate resources and communication processes (including audio visual, message cards and graphics) to raise the awareness of community members. The service demonstrated partnerships with other services such as medical guardians, hospital staff and medical practitioners, in order to meet the consumers’ current needs including, where relevant, advance care planning and end of life planning.

Based on the evidence (summarised above) I am satisified the service complies with this Requirement

# 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.