**Performance**

**Report**

**1800 951 822**

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| --- | --- |
| Name of service: | Trilogy Care Pty Ltd |
| Service address: | Terrace Office Park, North Tower, Level 3, 527 Gregory Terrace FORTITUDE VALLEY QLD 4006 |
| Commission ID: | 701080 |
| Home Service Provider: | Trilogy Care Pty Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 4 July 2023 |
| Performance report date: | 12 September 2023 |

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.

**This performance report**

This performance report for Trilogy Care Pty Ltd (**the service**) has been prepared by M Franco, 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.

# Services included in this assessment

**Home Care:**

* Trilogy Care Pty Ltd, 27804, Terrace Office Park, North Tower, Level 3, 527 Gregory Terrace, FORTITUDE VALLEY QLD 4006

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff.
* the provider’s response to the assessment team’s report received 14 July 2023.

# Assessment summary for Home Care Packages (HCP)

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| Standard 8 Organisational governance | 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 8

|  |  |  |
| --- | --- | --- |
| Organisational governance | | HCP |
| Requirement 8(3)(b) | The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. | Compliant |

Findings

The Assessment Team interviewed management at the service, undertook a review of documentation to evidence how the service has increased their oversight of the care and services provided by brokered services. In response to the non-compliance identified during a Quality Audit undertaken in January 2023 the service has implemented various strategies to ensure to ensure the service has oversight and monitors the effectiveness of care provided by brokered services.

* Review of documentation undertaken by the Assessment Team evidenced the service has a brokerage agreement that sets the understanding and expectation through requirements that brokered services adhere to.
* Management advised if a brokered service fails to meet the criteria in the initial quality assessment or concerns are identified the service does not proceed with the agreement.
* Upon the service engaging a brokered service various meetings are scheduled to discuss the agreement, expectations, training requirements to ensure its effectiveness and completion.
* The service evidence a comprehensive brokered service onboarding procedure to ensure the safe and effective onboarding of new consumers.
* Upon feedback and complaints being raised with the service appropriate audit and performance management procedures are in place to review and improve services.

The service was able to demonstrate the implementation of systems to monitor the quality of care provided by brokered services.

Based on the evidence summarised above I find the service compliant with Requirement 8(3)(b) of the Aged Care Quality Standards.

1. The preparation of the performance report is in accordance with section 68A of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)