**Performance**

**Report**

**1800 951 822**

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| Name of service: | Warramunda Village Inc |
| Service address: | 5 Warramunda Drive KYABRAM VIC 3620 |
| Commission ID: | 301023 |
| Home Service Provider: | Warramunda Village Inc |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 11 May 2023 |
| Performance report date: | 1 June 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 Warramunda Village Inc (**the service**) has been prepared by M Cooper, 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:**

* Wurramunda Village Inc, 26443, 5 Warramunda Drive, KYABRAM VIC 3620

# 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, consumers/representatives and others
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Home Care Package Program operational manual a guide for home care providers Version 1.3 – January 2023

# Assessment summary for Home Care Packages (HCP)

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| Standard 6 Feedback and complaints | Not applicable as not all requirements have been assessed |
| **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 6

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| Feedback and complaints | | HCP |
| Requirement 6(3)(d) | Feedback and complaints are reviewed and used to improve the quality of care and services. | Compliant |

Findings

The Assessment Team reports that the Provider was able to demonstrate that it is utilising feedback mechanisms to review services and improve the quality of care as follows. In November 2022, a new electronic feedback management system was implemented to streamline processes and support end to end management of feedback and complaints. This system (MANAD+) includes the following beneficial features, staff enter complaints and feedback in real time, this includes whilst providing services to consumers, complaints and feedback data to feed directly into management reporting to the board and continuous improvement plans, efficient data collation to assist with identifying trends and the ongoing management of feedback. A review of feedback and complaints register and several consumer files demonstrated that complaints are managed appropriately and are used by the service to improve services.

Section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for the Approved Provider to comply with the Aged Care Quality Standards. Section 56-4(1)(a) of the Aged Care Act 1997 creates a legal obligation for the Approved Provider to establish a complaints resolutions mechanism.

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this Standard.

The Quality Standard for the Home Care Packages service is not applicable as not all requirements have been assessed, one of the four specific requirements that was previously assessed as non-compliant is now assessed as compliant.

# Standard 8

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| --- | --- | --- |
| Organisational governance | | HCP |
| Requirement 8(3)(c) | 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. | Compliant |

Findings

A previous desktop assessment in November 2022 found that the Provider was compliant in relation to this requirement for all points with the exception of (vi) feedback and complaints. This assessment therefore is only assessing compliance for this outstanding matter.

The Assessment Team reports that the Provider was able to demonstrate effective organisation wide governance systems relating to feedback and complaints as follows: the implementation of a new electronic feedback and complaints system (MANAD+) has streamlined processes and supports end to end management of feedback and complaints, data from the feedback and complaints register now feeds directly into the service’s continuous improvement plan, which is reviewed monthly in management meetings at the service, data from the feedback and complaints system now feeds directly into management reports to the board. A review of these documents confirms this is taking place, board meeting minutes demonstrate that feedback and complaints are now discussed at individual level at board meetings where previously only an overview of feedback and complaints was discussed.

Section 54-1(d) of the Aged Care Act 1997 creates a legal obligation for the Approved Provider to comply with the Aged Care Quality Standards.

Having regards to the Assessment Team’s report, comments from the Approved Provider at the time of the audit, the Approved Provider’s obligations under the Aged Care Act and the Aged Care Quality Standards I have reasonable grounds to form the view that the Approved Provider has complied with this Standard.

The Quality Standard for the Home Care Packages service is not applicable as not all requirements have been assessed, one of the five specific requirements that was previously assessed as non-compliant is now assessed as compliant.

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