**Performance**

**Report**

**1800 951 822**

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| Name: | Yeronga Meals on Wheels |
| Commission ID: | 700351 |
| Address: | 17 School Road, YERONGA, Queensland, 4104 |
| Activity type: | Assessment contact (performance assessment) – non-site |
| Activity date: | 18 December 2023 |
| Performance report date: | 22 January 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: 8105 Yeronga Meals on Wheels Incorporated  
Service: 24484 Yeronga Meals on Wheels Incorporated - Community and Home Support

**This performance report**

This performance report for Yeronga Meals on Wheels (**the service**) has been prepared by L. Malone, 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) – non-site report was informed by review of documents and interviews with staff, consumers/representatives and others

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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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

|  |  |  |
| --- | --- | --- |
| Human resources | | CHSP |
| Requirement 7(3)(d) | The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. | Compliant |

Findings

The service was found non-compliant with Requirement 7(3)(d) following a Quality Audit on 24 to 28 June 2022 as the service did not demonstrate the workforce are adequately trained and staff had not completed food handling training.

At the Assessment Contact (performance assessment) – non-site on 18 December 2023, the Assessment Team found actions had been taken to improve workforce training. Management described the training provided to staff including modules in Code of Conduct for Aged Care, Food and Safety Hygiene, Food Transport, Harassment and Discrimination, Kitchen Training, Serious Incident Response Scheme (SIRS), Workplace Bullying, and Work Health and Safety and this was supported by documented evidence of staff participation. Staff felt confident the training supported them in their role and consumers provided positive feedback to the Assessment Team about the service staff provide to them.

I have considered the evidence, as summarised above, and I find Requirement 7(3)(d) to be Compliant.

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)