



# Assessment Contact - Site Performance Assessment Report

## Service details

Service name: Rod Voller Care Centre  
Commission ID: 5246  
Provider name: Sundale Ltd  
Location: 98 Windsor Road BURNSIDE QLD 4560  
Phone number: 07 5441 1866  
Email address: ceo@sundale.org.au  
Type/s of service: Residential care

## Publication of report

This Assessment Contact - Site Report **may be published** on the Aged Care Quality and Safety Commission's website under the Aged Care Quality and Safety Commission Rules 2018.

## Introduction

**This is the report of an assessment of Rod Voller Care Centre (the Service) conducted on 25 September 2019.**

**This assessment was conducted for the purposes of assessing the provider's performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report contains detailed findings about the performance assessment of the Service against each Quality Standard and the requirements within each Quality Standard. The Quality Standard and assessed requirements are rated as either Met or Not Met.

A Met rating for the Quality Standard means that all requirements of that Quality Standard have been assessed and rated as Met

A Not Met rating for the Quality Standard means that one or more requirements of that Quality Standard has been assessed and one or more of those requirements have been rated as Not Met.

There will be no rating of the Quality Standard if only some of the requirements have been assessed and those requirements have been rated as Met.



This Report is to be read in conjunction with the Quality Standards.



## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

Type	Number
Activities officer	1
Administration officer	1
Care staff	3
Clinical nurse	1
Consumers/representatives	7
Housekeeping	1
Registered staff	3
Site manager	1



## Detailed findings

This section covers information about the assessment of the provider's performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 7:

#### Human resources

**Met**

#### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

2. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

#### Summary of Assessment of Standard 7:

Consumers interviewed expressed satisfaction with the availability of staff to meet their needs and in the response of staff to requests for assistance. They are also satisfied with the competency of the workforce at the service.

The service demonstrated rostering processes ensure the workforce is planned in relation to the number and mix of staff. The sufficiency of staff is monitored and feedback from consumers and staff result in improvements. The service advised of recent improvements to staffing in response to feedback and organisational directives.

Recruitment and orientation processes ensure new staff are equipped with the knowledge to perform their roles. Qualifications, competencies and required certification is monitored and linked to rostering systems.

Staff generally have access to accurate documentation to support them to effectively perform their role.

#### Requirements:

##### Standard 7 Requirement 3(a)

**Met**

The organisation demonstrates that the workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.

##### Standard 7 Requirement 3(c)

**Met**

The organisation demonstrates that the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.