

# GGJ AGED CARE RESOURCES – @ 1 October 2020

We provide Example Policies and Procedures for:

- Home Care
- Residential Care
- An Integrated Manual for Home and Residential Care and
- Audit and Survey Tools for all Manuals

## GGJ Consultants

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**See examples of our resources on our website**

## GGJ CONSULTANTS

Marise Goddard-Jones and Leslie Gevers are the Directors and Principal Consultants for GGJ Consultants. Marise is a Registered Nurse and expert in reviewing and developing care and support procedures as well as corporate procedures. Leslie, a Social Worker and a graduate in Psychology and Information Technology, is an expert in corporate procedures, data analysis and research.

Both consultants have well over 20 years' experience in residential aged care and home care including many years as aged care assessors. We have been developing policies and procedures templates since 1988, when we developed the first version of a Home and Community Care Policies and Procedures Manual. This was utilised throughout Australia.

We have since developed the Home Care Standards for the Australian Government, which have formed the basis of the new Aged Care Quality Standards. The previous Home Care Standard on Effective Management and numerous other outcomes from the Home Care Standards have been fully incorporated into the new Standards.

Through our work on Standards and policies and procedures we have a comprehensive understanding of the Aged Care Quality Standards and can guarantee that our policies and procedures are accessible to all staff, are easy to understand and will be easy to maintain up to date.

## MANAGING A COMMUNITY ORGANISATION IN AUSTRALIA 6TH EDITION (2019)

This handbook is for board of management members and staff. It provides an understanding of the workings and legislative framework in which not for profit community organisations operate. It also provides a focus on the role and responsibilities of boards of management and their members. Areas covered include:

- |  |                                      |                         |
|--|--------------------------------------|-------------------------|
| ➤ Incorporation                        | ➤ Information for Employers          | ➤ Policy and Procedures |
| ➤ Board of Management                  | ➤ Terms and Conditions of Employment | ➤ Delivering a Service  |
| ➤ Understanding Government Funding     | ➤ Staff Recruitment                  | ➤ Financial Management  |
| ➤ Taxation for Community Organisations | ➤ Staff Management and Development   | ➤ Meetings              |
| ➤ Risk Management and Insurance        | ➤ Planning Your Service              | ➤ Office Management     |

The Handbook has been updated to 2019 legislative requirements, the vast majority of which are now Commonwealth requirements. Where State or Territory requirements apply (e.g. incorporation), we have included Western Australia as an example. The underlying principles are very similar across all States and Territories.

The Manual includes examples of forms and numerous checklists to assist in improving the operations of your service. Since its first printing in 1995, the handbook has assisted thousands of community organisations in Australia and has been used extensively in community work and related courses.

## **EXAMPLE POLICIES AND PROCEDURES MANUAL FOR HOME CARE - AGED CARE QUALITY STANDARDS**

The GGJ revised Example Policies and Procedures Manuals are based on the new Aged Care Quality Standards which have recently been released by the Commonwealth Government for implementation from 1 July 2018, with assessment against the Standards commencing in July 2019.

The Example Policies and Procedures for Home Care include information relevant to the Home Care Packages Program (HCP) and the Commonwealth Home Support Program (CHSP).

All example materials are written in clear and concise language with a focus on supporting access and understanding of practices amongst all staff. Examples of forms, handbooks and other documents are also included for the purchaser's review and use. As with our previous example policies and procedures these materials will save service providers many, many weeks of work in revising their policies and procedures to meet the new standards.

The Example Policies and Procedures comprise 220 pages and over 70 forms, handbooks and other documents. All documents are compatible with Word 2007 onwards.

## **EXAMPLE POLICIES AND PROCEDURES MANUAL - FOR RESIDENTIAL CARE - AGED CARE QUALITY STANDARDS**

The Example Policies and Procedures Manual for Residential Care has been revised to assist providers with achieving compliance with the new Aged Care Quality Standards.

All example materials are written in clear and concise language with a focus on supporting access and understanding of practices amongst board members and all staff. Examples of forms, handbooks and other documents are also included for the purchaser's review and use.

The materials provide examples of policy statements and common processes and procedures and guidance on practices within professional domains such as clinical practice. For example, we provide guidance on the types of assessments, assessment processes and care reviews that should be conducted to ensure safe clinical care, but we do not provide detailed clinical procedures. It is not feasible for us to review and integrate the vast amount of evidence based information that now guides clinical practice and the myriad of recommended practices across care domains. This is developed by professional staff in response to the needs of clients within each facility. The same applies to other areas where many factors determine the detailed procedures on the ground, such as workplace health and safety, where legislation and insurers specify detailed procedural requirements. We provide you with the policy and process framework within which you can refer to or include the detailed procedures relevant to your specific circumstances.

We have structured the policies and procedures around practice areas. Policies, broad procedures and practice principles are clearly stated in the Policies and Procedures Manual and the on-the-ground practices are documented in separate practice documents. For example, the medication management policy is included in the policies and procedures, but the specific processes of medication error reporting are included in a document: Medication Management and Error Reporting Practice. This simplifies the policies and procedures and facilitates updating and revision of practices.

In-principle direction regarding clinical practice is included in the policy and procedures manual as Practice Documents. These cover areas such as: Handover, Managing Deterioration, Supporting those Living with Cognitive Impairment, Managing Delirium, Supporting Restful Sleep, Supporting Sensory Impairments, Promoting Oral and Dental Health, Managing Swallowing Difficulties, Supporting Optimal Nutrition and Hydration, Management of Hypo and Hyperglycemia, Optimising Continence Care – Bladder and Bowel, Falls and Mobility Impairments, Medication

Management, Supporting Pain Management, Providing End of Life Care, Preventing Pressure Injury and Promoting Skin Integrity, Diabetes Management Practices.

You will need to provide for inclusion of your own technical clinical procedures (e.g. urinary catheterisation, wound care) based on evidence-based practice and in line with your organisation's clinical governance framework.

For providers of both home care and residential aged care we have developed **Integrated Policies and Procedures** that clearly identify processes and procedures specific to each area. There is no duplication across areas avoiding the need to update two sets of policies and procedures. We also provide a significant discount to providers for the integrated policies and procedures.

### **ANOTHER WAY TO LOOK AT OUR POLICIES AND PROCEDURES**

Another way to think about our Policies and Procedures is that you have a close contact in Acorn Aged Care that has been operating for many years and is very good at what they do and have always achieved very good results in their quality audits. They have agreed to provide you with a copy of their Policies and Procedures and the forms and other documents they use to make it easy for you to develop your own Policies and Procedures that meet the requirements of the Aged Care Quality Standards, Program Guidelines and associated requirements, and regulatory and legislative requirements.

All you need do is put in time to customise their materials to the management, size and staffing of your service and how you want to operate. You can even operate it exactly like theirs if you like but with more or less staff.

Imagine how much time and work you have saved!

So, in a nutshell: we sell a package that is comprehensive, simply written and easy to understand, and gets you up and running at a very high level as long as you customise it, follow it and make sure the materials meet your specific Standards requirements, Program Guidelines or other regulatory or legislative requirements.

### **AUDIT AND SURVEY TOOLS FOR HOME CARE AND RESIDENTIAL CARE**

The GGJ Audit Tools have also been revised to align with the new example policies and procedures and the requirements of the Aged Care Quality Standards. There is a tool for each of the Aged Care Quality Standards which addresses each of the specified requirements. The tools include a staff and consumer questionnaire to facilitate input from these groups as is required by the Standards. The audit tools have been developed in Word 2017 with a much-improved layout to simplify service provider audits.

Updates will be made available as necessary. A small fee will apply.

### **Pricing**

Unlike internet subscription based policy and procedures schemes with significant recurring annual fees, you pay a one-off fee for the GGJ Policies and Procedures materials. You then own them to use in whatever way suits you within your organisation. The only limitations are you cannot provide them to another organisation or make them available on the internet where they can be downloaded.

There is a standard pricing for one approved provider organisation with one RACF or one home care service. Where an approved residential aged care provider has more than one RACF, then, there is a small additional fee for each RACF, called an 'outlet'. Where an approved home care provider has additional home care service sites, each additional site is an 'outlet'.

**For examples of our Policies and Procedures  
Telephone Leslie on 0407 197 992 or download at GGJ.COM.AU**

**GGJ CONSULTANTS AGED CARE RESOURCES – @ 1 October 2020**  
**Resources Pricelist, Order Form and License – For further information: Les 0407 197 992**

PRODUCT	DETAILS	QTY	COST (GST Ex.)	TOTAL
<b>1. MANAGING A COMMUNITY ORGANISATION IN AUSTRALIA - A HANDBOOK FOR BOARD AND STAFF</b>				
MCO Handbook	1 to 10 copies (Postage included)		\$80.00 each	
	Over 10 Copies (Postage included)		\$65.00 each	
<b>2. EXAMPLE POLICIES AND PROCEDURES MANUAL – HOME CARE</b>				
Example Policies and Procedures Manual and Forms for <b>Home Care</b>	Home Care: License for one outlet		\$4,500.00	
	License for additional outlets		\$150.00	
	Annual Support Subscription – Updates to changes re Policies and Procedures (NOT State legislation)*		\$600.00	
	Support fee per additional outlet		\$100.00	
<b>3. EXAMPLE POLICIES AND PROCEDURES MANUAL – RESIDENTIAL CARE</b>				
Example Policies and Procedures Manual and Forms for <b>Residential Care</b>	Residential Care: License for one outlet		\$7,000.00	
	License for additional outlets		\$250.00	
	Annual Support Subscription – Updates to changes re Policies and Procedures (NOT State legislation)*		\$900.00	
	Support fee per additional outlet		\$150.00	
<b>4. EXAMPLE POLICIES AND PROCEDURES MANUAL – INTEGRATED HOME CARE AND RESIDENTIAL CARE</b>				
Integrated Example Policies and Procedures Manual and Forms for <b>Home Care and Residential Care</b>	Integrated Home Care and Residential Care: License for one outlet		\$9,000.00	
	License for additional outlets		\$250.00	
	Annual Support Subscription - Updates to changes re Policies and Procedures (NOT State legislation)*		\$1,200.00	
	Support fee per additional home care and residential care outlet		\$150.00	
<b>5. ADDITIONAL CUSTOMISATION SERVICES FOR EXAMPLE POLICIES AND PROCEDURES MANUALS</b>				
<b>Customisation Options for the Policies and Procedures</b>	Inclusion of your logo and service name throughout the P&P and forms		\$600.00	
	Update legislation references in the Policies and Procedures to your State or Territory (not forms or resources)		\$900.00	
	Remove Commonwealth Home Support Services (CHSP) information		\$400.00	
	Separate the 8 sections of the Policies and Procedures (8 files) into sub-sections to support document management systems**		\$500.00	
<b>6. AUDIT AND SURVEY TOOLS: (Requires Microsoft Word and Excel 2007 or newer)</b>				
Audit and Survey Tools for Home Care	License for one outlet		\$900.00	
	License for additional outlets		\$100.00 each	
Audit and Survey Tools for Residential Care	License for one outlet		\$1,100.00	
	License for additional outlets		\$100.00 each	
Audit and Survey Tools for Home Care and Residential Care	License for one outlet		\$1,300.00	
	License for additional outlets		\$100.00 each	
Customisation Option for the Audit Tools	Inclusion of your logo and service name in the Audit Tools		\$200.00	
			<b>Total \$</b>	
			<b>GST (10%)</b>	
			<b>TOTAL INCLUDING GST</b>	

\*Note: If support is not purchased at the time of purchasing your P&P and you wish to purchase it in the future you will need to pay for any periods where payment was not made in order to receive the updates for those periods.

\*\*The P&P sections correspond to the 8 Standards (8 files). This option separates each section into its subsections (53 files) which correspond to the Requirements of the Standards. This facilitates the inclusion of the PnP into document management systems.

## GGJ CONSULTANTS AGED CARE RESOURCES ACCEPTANCE OF LICENSE

(Effective @ 1 October 2020)

<b>Organisation:</b>	ACN, ABN or IAN No:	
Street Address:	State:	Postcode:
Please Mark as appropriate: <input type="checkbox"/> Approved Provider <input type="checkbox"/> Service Provider <input type="checkbox"/> Consultant <input type="checkbox"/> Franchise		
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Email:	Ph:	
<b>Contact - Invoices:</b>	Position	
Email:	Ph:	
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<b>Signature:</b>	<b>Date:</b>	
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