GGJ POLICIES AND PROCEDURES LIST OF CONTENTS

For Integrated Home Care and Residential Care Policies and Procedures

Note: This is not a full list of all topics covered in the Policies and Procedures & some content in these examples may be out of date. The purchased products are up to date.

A Safe Environment A Safe Environment in the Consumer's Home A skilled and efficient workforce is maintained A Welcoming Environment for Consumers Abuse and Neglect Abuse and neglect of consumers Access Management Access to policies and procedures Access to Services Access to Support Plans and Other Documentation Accidents, Incidents and Hazards Accommodation costs Acorn Aged Care management meetings Acorn Aged Care Statement Action in the event of a consumer not at home to receive meal/s Action in the event of a consumer not responding to a scheduled visit Additional Consumer Services Residential Care Additional meal requests Advance Care Planning Advance health directive (AHD) Adverse event report Advertise the position Advise unsuccessful applicants Advocacy and Complaints Investigation Contacts Advocates Aged care act responsibilities Aged Care Sector Statement of Principles Aged Care Voluntary Industry Code of Practice Agency staff Ancillary purchases Annual and lifetime caps Annual leave Annual Planning Day Annual Planning Meeting Consumers Annual Report

Antimicrobial stewardship

- Anti-microbial stewardship
- Appeals on fees
- Application for leave
- Application of Regulatory Compliance Processes
- Applying for Funds
- Appointing an Advocate
- Approved Provider Responsibilities
- Approved Suppliers and External Contractors
- Archive management
- Archiving
- Archiving consumer records
- Arranging domestic assistance
- Arranging transport
- Aseptic Technique
- Assess
- Assessment and Planning Guide
- Assessment and Planning Processes
- Assessment and Support Planning Process
- Asset Management
- Asset Recording
- Audit
- Awards
- Bank accounts
- Basic daily fee
- Board of management
- Budget
- Building security
- **Business Continuity**
- Business Continuity Plan
- Care conferences
- Categories of medication
- CEO
- Changing the consumer handbook
- Charter of aged care rights
- Chemical restraint
- CHSP Responsibilities during a national or state emergency
- CHSP assets
- CHSP consumers
- CHSP fees policy

- **CHSP** Objectives
- **CHSP** Principles
- Claims
- Cleaning of Reusable Equipment/Single Use Equipment
- Clinical and medical equipment
- Clinical care committee meetings
- **Clinical Governance**
- Clinical indicator performance
- Clinical review
- **Clinical Support**
- Code of conduct for board of management members
- Commencement of service letter CHSP
- Commencing a home care package
- Commencing CHSP services
- Commencing residential care
- Commitment to Safety
- Commonwealth home support programme (CHSP)
- Communicable Diseases
- Communication of Consumer Information
- Communication of improvements
- **Communication Strategies**
- Community guardianship
- Community involvement
- Community resources information
- Community service leave
- Compassionate leave
- Compensation
- Competencies
- Comprehensive clinical assessment
- Conduct pre-employment checks
- Conducting activities
- Confidentiality of Complaints and Disputes
- Consent
- Consent procedure
- Consider
- Consumer Access to Information
- Consumer access to support plans
- Consumer advocates in assessment and planning
- Consumer Agreements
- Consumer and significant other vaccination

- Consumer Choice and Independence
- Consumer choice and independence in residential care
- Consumer Choice and Risk
- **Consumer Communication**
- Consumer complaint form
- **Consumer Complaints**
- Consumer Dignity and Choice Guide
- Consumer directed care
- **Consumer Documentation**
- Consumer Documentation and Information Sharing
- Consumer Feedback
- **Consumer Fees**
- Consumer financial assessment
- Consumer Handbook
- Consumer Information
- Consumer Input on Environment
- Consumer management of home care packages
- Consumer medication assessment
- Consumer meetings
- Consumer Outcome
- **Consumer Owned Equipment**
- Consumer participation in community
- **Consumer Preferences**
- **Consumer Referrals**
- Consumer refusal to pay fees
- Consumer responsibilities
- Consumer Reviews and Reassessment
- Consumer rights
- Consumer Rights and Responsibilities
- Consumer rights under consumer law
- **Consumer-Focused Care Policy**
- Consumers and others
- Consumers as Partners
- Consumers leaving the HCP program
- Consumers living with dementia at home
- Consumers requiring clinical support
- Consumers Right to Access Information
- Consumers with Dementia
- Consumers with Sensory Impairment
- Consumers with Special Needs

- Content of the consumer handbook
- Continuous Improvement
- Continuous Improvement and Risk Management
- Continuous Improvement Forms
- Control of the policies and procedures
- Corporate Calendar
- Corrective and preventive maintenance
- COVID-19 responses
- Cultural Safety of Consumers
- Cyber security
- Day centres
- Deceased consumers
- Definitions
- **Definitions of Restrictive Practices**
- **Delegations of Financial Authority**
- Delivering meals
- Delivering Personal Care and Clinical Care
- Delivering Safe and Effective Services
- Department monitoring of compliance and other access
- Dignity and Respect for Consumers
- Displaying emergency procedures
- Disputes between Consumers and Support Staff
- Disqualified individuals
- Documentation requirements for the provision of medication
- Documenting Advance Care Planning
- Domestic assistance
- Domestic violence leave
- Drivers
- Drivers licence and vehicle registration checks
- Education and training strategies
- **Electrical Safety**
- Emergencies
- Emergency access CHSP
- Emotional and Psychological Support
- Emotional support
- Employee Assistance Program (EAP)
- Employee Exit Procedure
- Employee responsibilities
- Employer/Employee Dispute Procedure
- Employment Checks

Enduring guardian and enduring power of attorney Ensure continuous improvement Ensuring fair treatment of individuals mentioned in a disclosure Ensuring Safe and Effective Services Ensuring the policy is easily accessible to all stakeholders Ensuring the safety of special needs consumers Entry **Environmental Controls** Environmental processes Environmental restraint Equal access Equal Employment Opportunity and Anti-Discrimination Equipment and materials Equipment register Equipment Register (Consumer Loans) Equipment Safety and Maintenance Evaluating improvements Exclusions (for CHSP funded services) Facilities Inspections and Safety Audits Factors affecting security of tenure in home care Fee Management and Hardship Fee notification letter Feedback and Complaints Guide Fees for extra and additional services Finance team Financial disclosure obligations Financial hardship assistance **Financial Management Financial Management Practices** Fire and Emergency Procedures Fire equipment

First aid

First Aid and Emergencies

Follow up

- Food safety training
- Food service staff management
- Food Services
- Formal Feedback

Forms

Fostering Choice and Independence

- Funding and other accountability requirements are met
- Funding Provider Accountability Reports
- Funding Provider Acknowledgement
- Funding Reports and Monitoring
- Garden access
- General Information
- General meetings
- **General References**
- Governance Processes
- Governance reporting process
- Governance structure
- Guidelines for Advocates
- Handling and disposal of sharps
- Handling and investigating a disclosure
- Handover
- Hazard report
- Hazards
- HCP Consumers
- HCP consumers moving to another home care provider
- **HCP** Reporting Compliance Issues
- Hierarchy of decision-makers
- Home care antimicrobial stewardship
- Home care keeping appointments
- Home care agreement HCP
- Home care file contents
- Home Care Package Fees
- Home Care Packages
- Home Care Packages Additional Information
- Home care principles
- Home care temporary staff shortages
- Home care: centre-based care services
- Home safety audits
- How to make a disclosure
- Human Resource Support
- Human Resources Guide
- Hygiene and Cough Etiquette
- Identification of possible infection
- **Identify Relevant Requirements**
- Identifying and Supporting Consumer Risk
- Identifying Controls

- Identifying deterioration and escalation
- Identifying Risks
- Implement Changes
- Implementing the Plans
- Improvement committee agenda
- Improvement committee meetings
- Improvement committee membership
- Improvement Process
- Inclusion in Community
- Incorporation Requirements
- Independence, choice and self determination
- Individualised budget
- Infection Prevention and Control (IPC)
- Infection Prevention and Control (IPC) Minimising Infection Related-Risks
- Infection Prevention and Control Overview
- Informal consumer feedback
- Informal Feedback
- Information for Consumers
- Information Management Systems
- Information Sharing
- Information Technology and Cyber Security
- Insurance
- Intent of the program
- Interview applicants
- Key assessment and planning process steps and timelines
- Key personnel
- Key points
- Key requirements of incorporated groups
- Key Result Areas
- Kitchen records
- Laundry Services
- Laundry Services Residential Care
- Layout
- Leave
- Leave Provisions
- Legal protections for disclosers
- Leisure interests and activities
- Limits to medication management practices
- Linen handling
- Linen management

- Locking up procedure residential care
- Long service leave
- Maintaining Community Links
- Maintaining the Environment
- Maintenance requests
- Management meetings
- Management of consumer information
- Management Structure
- Management Structure and Governance Processes
- Manager responsibilities
- Managing communicable diseases
- Managing superseded policies and procedures
- Mandatory training
- Material change of circumstance of approved provider
- Maternity and parental leave
- Matters the policy applies to
- Meal plan reviews
- Meal Plans
- Meal preparation
- Meals Onsite Production
- Meals Purchased Meals
- Means not disclosed
- Means-tested care fee
- Mechanical restraint
- Medication error report
- Medication Management Policy
- Minimising Potential Harm: Care Policies
- Minimising the use of restraint
- Minutes of meetings
- Missing Consumers Residential Care Policy
- Monitor and Evaluate Changes
- Monitoring Acorn Aged Care Governance
- Monitoring and Maintaining Equipment and Facilities
- Monitoring and reporting on the effectiveness of the policy
- Monitoring Assessment and Planning
- Monitoring Changes to Legislation
- Monitoring Consumer Dignity and Choice
- Monitoring fridge and freezer temperatures
- Monitoring Funding Requirements and Service Delivery
- Monitoring Health and Wellbeing in Natural Disasters

Monitoring Human Resources

- Monitoring Personal Care and Clinical Care
- Monitoring Service Environment
- Monitoring Services and Supports for Daily Living
- Monitoring the Complaints and Consumer Feedback Process
- Monthly statement
- Motor vehicle accident procedures
- My Aged Care
- My Aged Care Referrals
- Non-mandatory training
- Notification of Incident/Accident
- Obligations
- Offer of employment
- Open Disclosure and other Principles in Managing Complaints
- Open disclosure meetings
- Organisation Statement
- Organisational Governance Guide
- Orientation
- Orientation for board of management members
- Other administrative information
- Other Continuous Improvement Information Sources
- Other Information
- **Our Objectives**
- Our Philosophy
- **Our Policy**
- Our Staff
- Our Vision
- Outbreak management
- Partnering with Consumers
- Paying fees
- People with Special Needs
- Performance Development Reviews
- Performance Reports
- Personal Care
- Personal Care and Clinical Care Guide
- Personal items
- Pest control (centre, residential care, offices)
- Physical restraint
- Plan for Continuous Improvement
- Plan for Continuous Improvement and Strategic Plan

Planning
Planning consumer care and support requirements
Planning day process
Planning the Workforce
Police check
Policies and procedures reviews
Policy
Policy review
Position Descriptions
Preparing meals (including menus, thawing, cooking, cooling, reheating, freezing)
Pricing review
Pricing schedule
Principles for the Collection of Consumer Information
Principles of consent
Principles of Delivering Personal Care and Clinical Care
Prioritising services
Priority of incidents
Privacy and Confidentiality
Privacy plan
Procedure for decontamination of blood and body fluid substance spills (centre, residential care)
Procedure for New Staff
Process for dealing with underperformance
Process for Filling a Vacant Position
Process for Managing Complaints
Process for Termination, Withdrawal or Change of Services
Processing Continuous Improvement Forms
Processing forms
Programs and Services
Progress Notes
Promoting Consumers' Cultural, Spiritual, and Emotional Wellbeing
Protections
Public holidays
Purchases from contracted providers
Purchasing Procedure
Purpose of our whistle blower policy
Quality Meals
Quality reviews
Receiving Consumer Referrals
Receiving Consumer Referrals Process
Descrition manda

Receiving goods

- Reconciliation action plan
- Recording domestic assistance
- Recording improvements
- **Recording Service Delivery Information**
- Recording transport
- **Recruitment Policy**
- Reference check
- References
- **Referral Process**
- Referral to Other Providers Processes
- Referrals to other agencies
- **Regulatory Compliance**
- Rehabilitation and Return-To-Work Programs
- Reimbursement of costs
- Reportable incidents
- Reportable Infections
- Reporting incidents
- Reporting suspected fraud
- Reporting suspected non-compliance with provider requirements
- Reports
- Representative
- Requests for information
- **Residential Aged Care**
- Residential aged care principles
- Residential care antimicrobial stewardship
- Residential Care Surveillance process
- Residential care agreement
- **Residential Care Consumers**
- Residential care control of prescription drugs
- **Residential Care Fees**
- Residential care specific:
- Residential care temporary staff shortages
- Residential respite care costs
- Responding to abuse
- Responding to data breaches
- Responsibilities
- Responsive audits
- Restrictive Practices: Restraint Minimisation and Use Policy
- Retaining Staff
- **Review and Reassessment Process**

- Review minutes of management meetings
- Review of policies and procedures
- Review the position
- Risk Assessment: Minimising Harm
- Risk management
- Risk Management and Continuous Improvement
- **Risk Management Plans**
- **Risk Rating Matrix**
- Risks from natural events
- Risks to Consumers
- Role of improvement committee
- Role of support staff
- Role of the consumer
- Routine Hand Hygiene
- Safety audits
- Safety audits external venues
- Safety audits facilities
- Scheduled audits
- Scheduling
- Screening for risks and minimising harm
- Seclusion
- Security
- Security of tenure
- Security of Tenure and Change to Services
- Security of tenure for HCP consumers
- Seeking consent
- Serious Incident Reporting Scheme (SIRS) Residential Aged Care
- Serious Incident Response Scheme (SIRS) Residential Aged Care
- Serious Misconduct
- Service Commencement
- Service commencement meeting
- Service Delivery Principles
- Service Environment Guide
- Services and Supports for Daily Living Guide
- Services Provided
- Set up a selection panel
- Sharps injury and body fluid exposure
- Shortlist applicants
- Sick and carer's leave (personal leave)
- Signatories

Social Support - Group

- Special Needs Consumers
- Special needs groups
- Spiritual Support
- Staff access to support
- Staff accident incident report
- Staff and volunteer vaccination
- Staff and Volunteer Vehicles
- Staff Code of Conduct
- Staff Development
- Staff development opportunities
- Staff Education and Training
- Staff Files
- Staff Performance Management and Disputes
- Staff records
- Staff responsibilities
- Staff review of policies and procedures
- Staff skills
- Staff Supervision and Support
- Staff Timesheets
- Staff Timesheets, Leave and Exit
- Staff training
- Staff training for medication support
- Staff training records
- Staff Underperformance
- Staff/volunteer access to support
- Standard Precautions
- State Specific References
- State/territory government
- Strategies for consumer groups
- Strategies for meeting the needs of consumers with special needs
- Strategies to minimise the risk of abuse and neglect
- Strategies to support community participation
- Structure of the policies and procedures
- Subcontracting Service Delivery
- Substitute Decision-Makers
- Supervision of new staff
- Supplements
- Supplier accounts
- Support and practical protection for disclosers

- Support for Carers
- Support for Consumers
- Support plan
- Support plan review schedule
- Support Plans
- Support plans and documentation
- Supported decision-making
- Surveillance of Health Care Associated Infections (HAI)
- Surveillance process
- Survey audit report
- Target Group
- Team leaders
- Telephones and internet
- Tell us what you think form
- **Temporary Staff**
- Temporary staff shortages
- The Commission notice form
- The constitution
- The dementia wing
- The Improvement Committee
- The Planning Process
- Timelines for maintaining records
- Transition out of service plan
- Transitioning out of service
- Transmission-Based Precautions
- Transport
- Treasurer
- Types of consent
- Types of fees
- Unclaimed personal items
- Unpaid carer's leave
- Unpaid leave
- Unspent HCP funds
- Updating the policies and procedures
- Upfront and ongoing education and training
- Upgrades to home care packages
- Use of an Advocate
- Use of Personal Protective Equipment (PPE)
- Utility areas
- Valid consent

- Vehicle Policy
- Voluntary assisted dying (VAD) WA
- Volunteer management
- Volunteer policy
- Volunteers
- Volunteers and Temporary Staff
- Washing of personal items
- Waste Management
- Wellness and reablement
- What is an Advocate?
- What is SIRS?
- What is underperformance?
- Whistle Blowers
- Who can receive a disclosure
- Work Health and Safety
- Work health and safety obligations
- Work health and safety training
- Workers' Compensation
- Workforce Planning
- Workforce Recruitment
- Workforce Risk Management
- Working with External Complaints Agencies
- Workplace Bullying