

GGJ AGED CARE RESOURCES – @ 1 February 2019

We have a range of resources to support the delivery of home care and residential care including:

- Example policies and procedures
- Audit and survey tools
- CDC (consumer directed care) manager and Support subscriptions to keep you up to date.

GGJ Consultants

To discuss resources call Jacqui

T: 08 9336 7717

E: INFO@GGJ.COM.AU

W: WWW.GGJ.COM.AU

See examples of our resources on our website

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
- Board of Management
- Understanding Government Funding
- Taxation for Community Organisations
- Risk Management and Insurance
- Information for Employers
- Terms and Conditions of Employment
- Staff Recruitment
- Staff Management and Development
- Planning Your Service
- Policy and Procedures
- Delivering a Service
- Financial Management
- Meetings
- 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 AGED CARE QUALITY STANDARDS - FOR HOME CARE

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 are compatible with Word 2007 onwards.

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

The Example Policies and Procedures Manuals for residential care have been revised to assist providers in 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 procedures 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.

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.

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. Several example surveys (service user, staff and meals survey) are also included with the audit tools. The audit tools have been developed in Word 2017 with a much-improved layout to simplify service provider audits.

(Audit tools will also be developed for residential care services – providers will be advised when available.)

CONSUMER DIRECTED CARE (CDC) MANAGER

The CDC Manager is a tool to assist smaller organisations to calculate the cost of a CDC package and present the information to clients in an understandable format that meets the requirements of the Home Care Package Guidelines. The CDC Manager tracks services and expenditure for each client, tracks client funds and provides detailed monthly statements including the balance of contingency funds and other funds as applicable. The CDC Manager is also a very useful standalone tool for developing costed CDC Plans with the consumer. Information on the agreed plan can then be entered into the provider's client management system.

GGJ Consultants Aged Care Resources Pricelist and Order Form (Effective 1 February 2019)

PRODUCT	DETAILS	QTY	COST (GST Inc.)	TOTAL
MANAGING A COMMUNITY ORGANISATION IN AUSTRALIA (Postage cost will be advised when order received)				
Handbook	1 to 10 copies		\$88.00 each	
	Over 10 Copies		\$77.00 each	
EXAMPLE POLICIES AND PROCEDURES MANUAL – HOME CARE (P&P)				
Example Policies and Procedures Manual and Forms	Licence for one outlet		\$4,500.00	
	Licence for additional outlets		\$150.00 each	
Policies and Procedures Home Care Annual Support Subscription	Receive updates and access to email advice regarding policies and procedures. (Note that if support is not purchased at the time of purchasing your P&P you will not be able to purchase it in the future.)		\$600.00 p/a plus \$100.00 per additional outlet	
EXAMPLE POLICIES AND PROCEDURES MANUAL – RESIDENTIAL CARE (P&P)				
Example Policies and Procedures Manual and Forms	Residential Care: Licence for one outlet		\$7,000.00	
	Integrated Home Care and Residential Care: Licence for one outlet		\$9,000.00	
	Licence for additional outlets		\$250.00 each	
ADDITIONAL CUSTOMISATION SERVICES FOR EXAMPLE POLICIES AND PROCEDURES MANUAL – HOME CARE AND RESIDENTIAL CARE	Inclusion of your logo on all pages of the PnP and your service name throughout the PnP		\$500.00	
	Inclusion of your logo and service name on the front page of all example forms and your service name on all additional pages of forms		\$400.00	
	Modification of policies and procedures to CHSP only		\$500.00	
	Modification of policies and procedures to HCP only		\$500.00	
	Hyperlink P&P references to forms to the actual form		\$800.00	
	Update legislation references to your State or Territory		\$900.00	
CONSUMER DIRECTED CARE (CDC) MANAGER				
CDC Manager (Spreadsheet)	Licence for two users: Requires Excel 2007 or newer		\$800.00	
	Licence for additional users:		\$150.00 each	
AUDIT AND SURVEY TOOLS: (Requires Microsoft Word and Excel 2007 or newer)				
Audit and Survey Tools for Home Care Services	Licence for one outlet:		\$650.00	
	Licence for additional outlets:		\$100.00 each	
Audit and Survey Tools for Residential Care Services	Licence for one outlet:		\$950	
	Licence for each additional outlet:		\$150.00 each	
Combined Audit and Survey Tools for Home Care and Residential Care	Licence for one community care and one residential care outlet:		\$1400.00	
	Licence for each additional outlet:		\$125.00 each	
			TOTAL \$	

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Contact GGJ Consultants to discuss other uses of our resources.

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GGJ CONSULTANTS: 08 9336 7717 RESOURCES@GGJ.COM.AU WWW.GGJ.COM.AU

PO Box 325 South Fremantle WA 6162

31 Tuckfield St Fremantle WA 6160