Anchor Policy

Residential Aged Care and Homecare Services

Thank you for considering Anchor Policy for your policy requirements.

Please note that for your ease, we highlight below the documents that are applicable to Home Care services (HC) and Residential Aged Care Services (RAC).
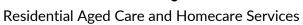
If you have any queries, please feel free to contact us via email at info@anchorexcellence.com or by phone at (02) 8610 1950. We will be happy to assist.
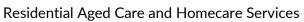
The Anchor Policy Team
(02) 8610 1950
info@anchorexcellence.com

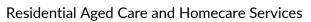| Document Name	Applicable To HC	Applicable To RAC
Full Package Of Residential Aged Care Policies And Processes *(Includes All Listed Documents Applicable To RAC)*		✅
Full Package Of Home Care Services Policies And Processes *(Includes All Listed Documents Applicable To HC)*	✅	
Full Combined Package Of Residential And Home Care Policies And Processes *(Includes All Documents Listed)*	✅	✅
Advocacy		
Advocacy Policy And Process	✅	✅
Anaphylaxis Management		
Anaphylaxis Management Policy And Process	✅	✅
Antimicrobial Stewardship		
Antimicrobial Stewardship Policy And Process	✅	✅
Assessment, Care And Services - Package		
Assessment, Care And Services Planning Policy And Process	✅	✅
Assessment, Care And Services Plan Tracker	✅	✅

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Residential Aged Care and Homecare Services

Document Name	Applicable To HC	Applicable To RAC
Assessment, Care And Services Onboarding Checklist		☑
Assessment, Care And Services Older Person Engagement Focus Group Questions		☑
Assessment, Care And Services Pre-Admission Care Profile		☑
Assessment, Care And Services Older Person Engagement Form	☑	
Onboarding checklist	☑	
Board Package - Package		
Board Package Template Board Skills Matrix	☑	☑
Board Package Delegation Schedule	☑	☑
Board Package Performance Measures Matrix	☑	☑
Board Package Annual Board Work Plan	☑	☑
Board Package Code Of Conduct	☑	☑
Board Package Committee Governance Policy	☑	☑
Board Package Delegation Of Authority	☑	☑
Board Package Board Governance Policy	☑	☑
Board Package Grievance And Dispute Resolution Policy	☑	☑
Board Package Induction Checklist	☑	☑
Board Package Induction Policy	☑	☑
Board Package Conflict Of Interest Policy	☑	☑
Board Package Disclosure Of Interest Form	☑	☑

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Residential Aged Care and Homecare Services

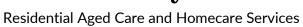| Document Name	Applicable To HC	Applicable To RAC
Board Package Privacy Statement And Consent Form - Board Member	✅	✅
Board Package Privacy Statement And Consent Form - Employee	✅	✅
Board Package Privacy Statement And Consent Form - Volunteer	✅	✅
Board Package Register Of Interests	✅	✅
Case Conference - Package		
Case Conference Policy And Process	✅	✅
Case Conference Letter Re: Clinical Care And Services Case Conference	✅	✅
Case Conference Tracker	✅	✅
Case Conference Form	✅	✅
Clinical Governance Manual		
Clinical Governance Manual including a reporting template and Governance Model	✅	✅
Code Of Conduct For Aged Care		
Code Of Conduct Policy	✅	✅
Standard Operating Procedure and Competency Suite		
Medication Competency Record	✅	✅
Administration Of Creams And Ointments	✅	✅
Administration Of Crushed Medications - RN	✅	✅
Administration Of Crushed Medications - Team Leader		✅
Administration Of Cytotoxic Medication	✅	✅

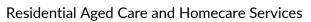| Document Name	Applicable To HC	Applicable To RAC
Administration Of DAA Medications	☑	☑
Administration Of Ear Preparations	☑	☑
Administration Of Enemas And Suppositories	☑	☑
Administration Of Eye Drops And Eye Ointment	☑	☑
Administration Of Insulin	☑	☑
Administration Of Insulin 2nd Check		☑
Administration Of IM Injections	☑	☑
Administration Of Liquid Medications	☑	☑
Administration Of Medication Via A Nebuliser	☑	☑
Administration Of Medication Via A PEG Tube - RN	☑	☑
Administration Of Nasal Spray	☑	☑
Administration Of Oral Medications	☑	☑
Administration Of Oxygen - Oxygen Concentrator	☑	☑
Administration Of Oxygen - Oxygen Tank	☑	☑
Administration Of PRN Medication	☑	☑
Administration Of S8 Medication	☑	☑
Administration Of S8 Medication - 2nd Check	☑	☑
Administration Of SC Injection - RN	☑	☑
Administration Of SC Insulin Via A Pen Device	☑	☑

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Residential Aged Care and Homecare Services

Document Name	Applicable To HC	Applicable To RAC
Administration Of Sublingual Medication	☑	☑
Administration Of Topical Eye Preparations	☑	☑
Administration Of Transdermal Patch - RN	☑	☑
Administrating Using A Syringe Driver - Niki Pump - RN	☑	☑
Assessing And Recording Neurological Observation - TL/RN	☑	☑
Assisting Older Persons With The Administration Of Oral Liquid Medication	☑	☑
Assisting Older Persons With The Administration Of Inhalant Medication	☑	☑
Assisting Older Persons With The Administration Of Insulin Via Pen Delivery Device	☑	☑
Assisting an Older Person with Personal Hygiene	☑	☑
BGL Monitoring	☑	☑
Older Person Self-Administration - RN	☑	☑
Changing Linen and Unoccupied Bed Making		☑
Continence Management	☑	☑
Domestic Assistance	☑	
Hand Rub	☑	☑
Hand Washing	☑	☑
Oral Hygiene And Care Of Dentures	☑	☑
Pressure Area Care	☑	☑

Document Name	Applicable To HC	Applicable To RAC
Rapid Antigen Testing (RAT)	☑	☑
Supporting Nutrition And Hydration For An Older Person Requiring A Texture-Modified Diet	☑	☑
Supporting Nutrition And Hydration Needs For An Older Person Requiring A Full Diet	☑	☑
Suprapubic Catheter Change - RN	☑	☑
Transferring From Bed To Chair	☑	☑
Transporting Older Persons	☑	
Urinalysis - Team Leader		☑
Use Of A Weight Chair		☑
Wound Dressing - Simple	☑	☑
Wound Management - Complex - RN	☑	☑
Manual Handling	☑	☑
Tracheostomy Dressing - RN		☑
Complex Wound Care - Aseptic Technique - RN	☑	☑
Insertion Of A Female Urinary Catheter - RN	☑	☑
Tracheostomy Suctioning - RN		☑
Tracheostomy Tape Change - RN		☑
Colostomy Care	☑	☑
Delirium - Package		

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Document Name	Applicable To HC	Applicable To RAC
Delirium Fact Sheet	☑	☑
Delirium Policy And Process	☑	☑
Deteriorating Older Person - Package		
Deteriorating Older Person Policy And Process	☑	☑
Deteriorating Older Person Tool - Generic	☑	☑
Dignity Of Risk - Package		
Dignity Of Risk Policy And Process	☑	☑
Dignity Of Risk Older Person Risk Action Plan Form	☑	☑
Dignity Of Risk Older Person Risk Case Conference Form	☑	☑
Diversity Suite		
Cultural Diversity Policy And Process	☑	☑
Cultural Safety Policy And Process	☑	☑
Sexual Diversity Policy And Process	☑	☑
Spiritual Care Policy And Process	☑	☑
Spiritual Care Record	☑	☑
Reconciliation Statement	☑	☑
Special Needs Groups Policy	☑	☑
Document Management - Package		

Document Name	Applicable To HC	Applicable To RAC
Document Management Archiving Policy And Process	✅	✅
Document Management Document Control Policy And Process	✅	✅
Document Management Archive Document Retrieval Form	✅	✅
Document Management Archiving Document Form	✅	✅
Document Management Controlled Document Register	✅	✅
Education Manual - Package		
Education Manual Learning And Development Strategy	✅	✅
Education Manual Clinical Education Evaluation Form	✅	✅
Education Manual Education Evaluation From	✅	✅
Education Manual Education Needs Analysis Form - Administration	✅	✅
Education Manual Education Needs Analysis Form - AIN	✅	✅
Education Manual Education Needs Analysis Form - Older Persons	✅	✅
Education Manual Education Needs Analysis Form - Leadership Team	✅	✅
Education Manual Education Needs Analysis Form - Registered Nurse	✅	✅
Education Manual Education/Training Record Form	✅	✅
Education Manual Learning And Development Compliance Framework	✅	✅
Education Manual Learning And Development Policy	✅	✅
Education Manual Tool Box Training Outline	✅	✅
End-Of-Life Care - Package		

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Residential Aged Care and Homecare Services

Document Name	Applicable To HC	Applicable To RAC
End-Of-Life Policy And Process	✅	✅
End-Of-Life Care Pathway	✅	✅
End-Of-Life Cultural And Spiritual Considerations	✅	✅
End-Of-Life Pain Assessment Checklist	✅	✅
End Of Life - Coronial Process NSW	✅	✅
End Of Life - Coronial Process TAS	✅	✅
End Of Life - Coronial Process QLD	✅	✅
End Of Life - Coronial Process VIC	✅	✅
End Of Life - Coronial Process NT	✅	✅
End Of Life - Coronial Process WA	✅	✅
End Of Life - Coronial Process SA	✅	✅
Escalation		
Escalation Policy And Process	✅	✅
External Referral And Offsite Treatment		
External Referral And Offsite Treatment Policy And Process	✅	✅
Falls Prevention - Package		
Falls Prevention Policy and Process	✅	✅
Falls Management Process	✅	✅
Falls Prevention Fact Sheet		✅

Document Name	Applicable To HC	Applicable To RAC
Falls Prevention Post Falls Checklist		☑
Falls Prevention Management Education Slide Deck		☑
Falls Prevention Checklist	☑	☑
Falls Prevention Plan - I Can Mobilise Myself	☑	☑
Falls Prevention Plan - I Can Mobilise With Assistance	☑	☑
Falls Prevention Plan - I Do Not Mobilise Without Assistance	☑	☑
Falls Process Unwitnessed And Witnessed Checklist Poster	☑	☑
Falls Risk Assessment Tool (FRAT) Instructions	☑	☑
Post Falls Assessment And Review Checklist	☑	☑
Safe Footwear Checklist	☑	☑
Feedback Management - Package		
Feedback and Complaints Management Policy	☑	☑
Feedback and Complaints Management Process - Tier 1 Complaints	☑	☑
Feedback and Complaints Management Process - Tier 2 Complaints	☑	☑
Feedback and Complaints Management Process - Tier 3 Complaints	☑	☑
Feedback and Compliments Management Process	☑	☑
Complaint Letter - Outcome Response	☑	☑
Complaint Letter - Receipt Acknowledgement	☑	☑
Complaint Letter - Confirmation of Issues	☑	☑

Document Name	Applicable To HC	Applicable To RAC
Compliment Letter - Receipt Acknowledgement	☑	☑
Feedback and Complaints Flowchart	☑	☑
Feedback and Complaints Classification Table	☑	☑
Feedback and Complaints Management - Checklist	☑	☑
Feedback and Complaints Management Worker Training Slide Deck	☑	☑
Older Person Feedback Management Guide	☑	☑
Feedback and Complaints Management - Quality Audit Outline	☑	☑
Feedback and Complaints Management - Quality Audit	☑	☑
Complaints Assessment Tool	☑	☑
Complaints and Feedback Document Register	☑	☑
First Aid		
First Aid Policy and Process	☑	☑
High Impact/High Prevalence Risk		
High Impact/High Prevalence Risk Assessment Policy And Process	☑	☑
Suite of Factsheets		
Incident Management, Serious Incident Response Scheme (SIRS) And Elder Abuse - Package		
Incident Management Policy And Process	☑	☑
Incident Classification Table	☑	☑
Incident Investigation Checklist	☑	☑

Document Name	Applicable To HC	Applicable To RAC
Incident Investigation Management Form	✅	
Incident Management Systems Flowchart		✅
Incident Reporting And Escalation Scale	✅	✅
Worker Incident Investigation Process	✅	✅
SIRS Policy	✅	✅
SIRS Risk Minimisation Considerations Table	✅	✅
SIRS Inappropriate Use Of Restrictive Practices Process	✅	✅
SIRS Neglect Process	✅	✅
SIRS Psychological Or Emotional Abuse Process	✅	✅
SIRS Stealing Or Financial Coercion By A Worker Process	✅	✅
SIRS Unexpected Death Process	✅	✅
SIRS Unexplained Absence / Missing Older Person Process	✅	✅
SIRS Unlawful Sexual Contact Or Inappropriate Sexual Conduct Process	✅	✅
SIRS Unreasonable Use Of Force Process	✅	✅
Root Cause Analysis Form	✅	✅
SIRS Investigation File Note	✅	✅
SIRS Incident Notification Form	✅	✅
SIRS Investigation Checklist	✅	✅
SIRS / Incident File Checklist	✅	✅

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Residential Aged Care and Homecare Services

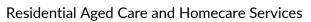| Document Name	Applicable To HC	Applicable To RAC
SIRS Training Slides - General Information Pack	✅	✅
SIRS Staff Assessment	✅	✅
Witness Statement Form	✅	✅
Witness Statement Process	✅	✅
SIRS Process Guide Poster	✅	✅
Toolbox Resource SIRS Summary For Staff & Contractors	✅	✅
General Older Person Risk Assessment	✅	✅
SIRS Fishbone Diagram	✅	✅
Emotional Support Process	✅	✅
Safety Culture Assessment Tool	✅	✅
Elder Abuse Policy And Process	✅	✅
Management Of Clinical Waste		
Management Of Clinical Waste Policy And Process	✅	✅
Management Of Package Funds		
Management Of Package Funds Policy And Process	✅	
Managing Hydration, Nutrition, and Dysphagia - Package		
Managing Hydration, Nutrition, And Dysphagia Policy And Process	✅	✅
Choking Incident Process	✅	✅
Managing Hydration, Nutrition, And Dysphagia Factsheet		✅

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Residential Aged Care and Homecare Services

Document Name	Applicable To HC	Applicable To RAC
Managing Hydration, Nutrition, And Dysphagia Weight Loss Management Guidelines	☑	☑
Medication Management Manual		
Medication Management Manual	☑	☑
Older Person Enabling Environment		
Older Person Enabling Environment Policy And Process		☑
Older Person Enabling Environment Checklist		☑
Older Person Service Partnership		
Older Person Service Partnership Policy And Process	☑	☑
Open Disclosure		
Open Disclosure Policy And Process	☑	☑
Oral And Dental Care		
Oral And Dental Care Policy And Process	☑	☑
Pain Management - Package		
Pain Management Flowchart - Constipation	☑	☑
Pain Management Policy And Process	☑	☑
Pain Management Poster	☑	☑
Pain Management Checklist	☑	☑
Plant And Equipment		
Plant And Equipment Policy And Process	☑	☑
Privacy		

Document Name	Applicable To HC	Applicable To RAC
Privacy Policy And Process	✅	✅
Privacy Notice Of Collection Form	✅	✅
Rest And Sleep		
Rest And Sleep Policy And Process	✅	✅
Restrictive Practice And Behaviour Support Planning - Package		
BSP Policy With Restrictive Practice	✅	✅
BSP Without Restrictive Practice Policy And Process	✅	✅
BSP Policy For NDIS Participants Living In RAC		✅
BSP Process When RP Is Being Considered For Use	✅	✅
BSP Process When RP Is In Use	✅	✅
BSP Process When An RP Is Ongoing In Use	✅	✅
BSP Register	✅	✅
BSP Checklist When RP Is In Use		✅
BSP Checklist For NDIS Participants		✅
Older Person Risk Assessment		✅
BSP Resource - Guide To Risk Assessing Behaviours		✅
BSP - Staff Training	✅	✅
Restrictive Practice Policy - Overarching	✅	✅
Restrictive Practice Classification Table		✅

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Residential Aged Care and Homecare Services

Document Name	Applicable To HC	Applicable To RAC
Restrictive Practice Process - Chemical	✅	✅
Restrictive Practice Process - Environmental	✅	✅
Restrictive Practice Process - Mechanical		✅
Restrictive Practice Process - Physical	✅	✅
Restrictive Practice Process - Seclusion		✅
Restrictive Practice Process - Emergency	✅	✅
NDIS Restrictive Practice Process		✅
Restrictive Practice - Consent Form (Chemical)	✅	✅
Restrictive Practice - Consent Form (Environmental)	✅	✅
Restrictive Practice - Consent Form (Mechanical)		✅
Restrictive Practice - Consent Form (Physical)	✅	✅
Restrictive Practice - Consent Form (Seclusion)		✅
Restrictive Practice - Consent Form (Emergency)	✅	✅
Restrictive Practice - Consent Form (Move To MSU - Environmental)		✅
Consent Form (Psychotropic Medication)		✅
Restrictive Practice Checklist	✅	✅
Restrictive Practice - PRN Checklist		✅
Restrictive Practice - PRN Competency		✅
Restrictive Practice Checklist - Emergency	✅	✅

Document Name	Applicable To HC	Applicable To RAC
General Older Person Risk Assessment		☑
Restrictive Practice - Tool Box Template	☑	☑
Restrictive Practice - Training Evaluation		☑
Restrictive Practice Staff Training Slide Deck		☑
Restrictive Practice Register	☑	☑
Restrictive Practice Process Poster		☑
Guidance To Restrictive Practice In Australian Residential Care		☑
Risk Management - Package		
Risk Appetite Statement	☑	☑
Risk Management (Business) Assessment	☑	☑
Risk Management Policy And Process	☑	☑
Risk Management Reporting And Escalation Scale	☑	☑
Risk Register Template	☑	☑
Universal Risk Assessment	☑	☑
Skin, Wounds, And Pressure Injuries - Package		
Pressure Injury Policy And Process	☑	☑
Pressure Injury Stages Poster	☑	☑
Skin Integrity Policy And Process	☑	☑
Skin Tear Process	☑	☑

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Residential Aged Care and Homecare Services

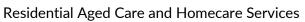| Document Name	Applicable To HC	Applicable To RAC
Wound Care And Pressure Injuries Factsheet	✅	✅
Wound Management Policy And Process	✅	✅
Wound Management Process Checklist	✅	✅
Smoking		
Smoking Policy And Process		✅
Subcontractor Management - Package		
Subcontractor Management Policy	✅	
Subcontractor Process Flowchart	✅	
Subcontractor Handbook	✅	
Suicide And Self-Harm		
Suicide And Self-Harm Policy And Process	✅	✅
Urinary Tract Infections (UTI) - Package		
UTI Policy	✅	✅
UTI Process - With A Urinary Catheter	✅	✅
UTI Process - Without A Urinary Catheter	✅	✅
Wellbeing And Emotional Support		
Wellbeing And Emotional Support Policy And Process	✅	✅

Policies And Processes Under Development

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Residential Aged Care and Homecare Services

Document Name	Applicable To HC	Applicable To RAC
Activities Of Daily Living (ADL)		
ADL Policy and Process		✅
Catering		
Catering Policy and Process		✅
Choice, Independence And Quality Of Life		
Choice, Independence And Quality Of Life Policy and Process	✅	✅
Cleaning		
Cleaning Policy and Process	✅	✅
Cognitive Impairment And Dementia		
Cognitive Impairment And Dementia Policy And Process	✅	✅
Diabetes Management		
Diabetes Management Policy and Process	✅	✅
Managing Hypoglycemic Incident Flowchart	✅	✅
Managing Hyperglycaemic Incident Flow Chart	✅	✅
Diversity Suite		
Reconciliation Policy And Process	✅	✅
Special Needs Groups Process	✅	✅
Emergency And Disaster Management		

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Residential Aged Care and Homecare Services

Document Name	Applicable To HC	Applicable To RAC
Emergency And Disaster Management Policy And Process	✅	✅
Informed Consent		
Informed Consent Policy And Process	✅	✅
Laundry		
Laundry Policy and Process		✅
Management Of Agreements, Fees, Pricing, Invoicing And Statements Policy		
Management Of Agreements, Fees, Pricing, Invoicing And Statements Policy And Process		✅
Mental Health		
Mental Health Policy And Process	✅	✅
Nasogastric		
Nasogastric Policy And Process	✅	✅
Outbreak Management		
Outbreak Management Policy And Process	✅	✅
Person Centred Care		
Person-Centred Care Policy And Process	✅	✅
PPE		
PPE Policy And Process	✅	✅
Sensory Impairment		

Document Name	Applicable To HC	Applicable To RAC
Sensory Impairment Policy And Process	✅	✅
Subcontractor / Agency Staff Management - Package		
Subcontractor / Agency Staff Management Process Flowchart		✅
Subcontractor / Agency Staff Management Policy		✅
Subcontractor / Agency Staff Handbook		✅
Transition Care		
Transition Care Policy And Process	✅	✅
Worker Screening		
Worker Screening Policy And Process	✅	✅
Workforce Strategy And Management		
Workforce Strategy And Management Policy And Process	✅	✅