

# Anchor Policy

Retirement Living Services



Thank you for considering Anchor Policy for your policy requirements.

If you have any queries, please feel free to contact us via email at [info@anchorexcellence.com](mailto: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](mailto:info@anchorexcellence.com)

Document Name	Order
Full Package Of Retirement Living Policies And Procedures	<input type="checkbox"/>
Standard 1	<input type="checkbox"/>
Community Management Policy	<input type="checkbox"/>
Cyber Security Policy	<input type="checkbox"/>
Cyber Security Procedure	<input type="checkbox"/>
Privacy Policy	<input type="checkbox"/>
Privacy Procedure	<input type="checkbox"/>
Community Management Position Description	<input type="checkbox"/>
Policies And Procedures Policy	<input type="checkbox"/>
Policies And Procedures Procedure	<input type="checkbox"/>
Maintenance Fee Increase (NSW) Letter	<input type="checkbox"/>
Maintenance Fee Increase Letter	<input type="checkbox"/>
Resident Billing Policy	<input type="checkbox"/>
Resident Billing Procedure	<input type="checkbox"/>
Information Management Policy	<input type="checkbox"/>
Information Management Procedure	<input type="checkbox"/>
Contract Management Policy	<input type="checkbox"/>
Contract Management Procedure	<input type="checkbox"/>

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Document Name	Order
Quality Improvement Policy	<input type="checkbox"/>
Quality Improvement Procedure	<input type="checkbox"/>
Annual Budget Procedure	<input type="checkbox"/>
Pet Approval Form	<input type="checkbox"/>
Pet Ownership Policy	<input type="checkbox"/>
Pet Ownership Procedure	<input type="checkbox"/>
Accessing Residents' Homes Procedure	<input type="checkbox"/>
Additions And Alterations OT Form	<input type="checkbox"/>
Additions And Alterations Policy	<input type="checkbox"/>
Additions And Alterations Procedure	<input type="checkbox"/>
Additions And Alterations Resident's Form	<input type="checkbox"/>
Resident Gardening Approval Form	<input type="checkbox"/>
Resident Gardening Procedure	<input type="checkbox"/>
<b>Standard 2</b>	<input type="checkbox"/>
Human Resources Management Manual	<input type="checkbox"/>
<b>Standard 3</b>	<input type="checkbox"/>
General Practitioner Letter	<input type="checkbox"/>
Moving In Early Template Letter	<input type="checkbox"/>
Prospective Resident Application Form	<input type="checkbox"/>
Resident Entry Policy	<input type="checkbox"/>
Resident Entry Procedure	<input type="checkbox"/>
Resident Information And Privacy Consent Form	<input type="checkbox"/>
Residential Premises Condition Report	<input type="checkbox"/>

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Document Name	Order
Sales And Marketing Policy	<input type="checkbox"/>
Sales And Marketing Procedure	<input type="checkbox"/>
Contracting - Incoming Resident Signing Agenda	<input type="checkbox"/>
Contracting Policy	<input type="checkbox"/>
Contracting Procedure	<input type="checkbox"/>
Personal Information Form - Instructions For Legal Team	<input type="checkbox"/>
Orientation Checklist For New Residents	<input type="checkbox"/>
Orientation Policy	<input type="checkbox"/>
Orientation Procedure	<input type="checkbox"/>
Resident Exit Advice Form	<input type="checkbox"/>
Resident Exit Policy	<input type="checkbox"/>
Resident Exit Procedure	<input type="checkbox"/>
Resident Transfer Policy	<input type="checkbox"/>
Resident Transfer Procedure	<input type="checkbox"/>
<b>Standard 4</b>	<input type="checkbox"/>
Feedback Register	<input type="checkbox"/>
Resident Engagement Policy	<input type="checkbox"/>
Resident Engagement Procedure	<input type="checkbox"/>
Resident Information Handbook Policy	<input type="checkbox"/>
Resident Information Handbook Procedure	<input type="checkbox"/>
Annual Meeting Of Residents - Agenda	<input type="checkbox"/>
Annual Meeting Of Residents - Minutes	<input type="checkbox"/>
Annual Meeting Of Residents Policy	<input type="checkbox"/>

Document Name	Order
Annual Meeting Of Residents Procedure	<input type="checkbox"/>
Management Resident Committee Action Plan	<input type="checkbox"/>
Resident Committee - Meeting Agenda	<input type="checkbox"/>
Resident Committee Procedure	<input type="checkbox"/>
Resident Committee Policy	<input type="checkbox"/>
Residents Committee - Terms Of Reference	<input type="checkbox"/>
Village Manager Report Template	<input type="checkbox"/>
Resident Experience Policy	<input type="checkbox"/>
Resident Experience Procedure	<input type="checkbox"/>
Resident Survey Template	<input type="checkbox"/>
Complaints And Disputes - Acknowledgement Letter Template	<input type="checkbox"/>
Complaints And Disputes Policy	<input type="checkbox"/>
Complaints And Disputes Procedure	<input type="checkbox"/>
Elder Abuse Policy	<input type="checkbox"/>
Elder Abuse Procedure	<input type="checkbox"/>
<b>Standard 5</b>	<input type="checkbox"/>
Common Areas And Facilities Policy	<input type="checkbox"/>
Common Areas And Facilities Procedure	<input type="checkbox"/>
Common Areas Cleaning Audit Tool	<input type="checkbox"/>
Common Areas Cleaning Schedule	<input type="checkbox"/>
Catering Services Policy	<input type="checkbox"/>
Catering Services Procedure	<input type="checkbox"/>
Food Safety Hygiene Monthly Checklist	<input type="checkbox"/>

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Retirement Living Services



Document Name	Order
Incoming Goods Checklist	<input type="checkbox"/>
Kitchen Cleaning Schedule	<input type="checkbox"/>
Monthly Menu	<input type="checkbox"/>
Quality Checklist Incoming Goods - Products NOT Meeting Requirements	<input type="checkbox"/>
Resident Dietary Profile Form	<input type="checkbox"/>
Transport Services - Bus Trip Checklist	<input type="checkbox"/>
Transport Services Policy	<input type="checkbox"/>
Transport Services Procedure	<input type="checkbox"/>
Maintenance Request Action Plan	<input type="checkbox"/>
Maintenance Request Form	<input type="checkbox"/>
Maintenance Services Policy	<input type="checkbox"/>
Maintenance Services Procedure	<input type="checkbox"/>
Preventative Maintenance Schedule	<input type="checkbox"/>
Additional Personal Services Policy	<input type="checkbox"/>
Additional Personal Services Procedure	<input type="checkbox"/>
Personal Services Policy	<input type="checkbox"/>
Personal Services Procedure	<input type="checkbox"/>
Resident Unable To Live Independently Procedure	<input type="checkbox"/>
Resident Unable To Live Independently Policy	<input type="checkbox"/>
Emergency Call System Policy	<input type="checkbox"/>
Emergency Call System Procedure	<input type="checkbox"/>
<b>Standard 6</b>	<input type="checkbox"/>
Environmental Safety Policy	<input type="checkbox"/>

Document Name	Order
Environmental Safety And Security Procedure	<input type="checkbox"/>
Risk Management Policy	<input type="checkbox"/>
Risk Management Procedure	<input type="checkbox"/>
Risk Management Tool	<input type="checkbox"/>
Plant And Equipment Policy	<input type="checkbox"/>
Plant And Equipment Procedure	<input type="checkbox"/>
Emergency And Disaster Management Checklist	<input type="checkbox"/>
Emergency And Disaster Management Procedure	<input type="checkbox"/>
Emergency And Disaster Management Policy	<input type="checkbox"/>
Fire Safety Policy	<input type="checkbox"/>
Fire Safety Procedure	<input type="checkbox"/>
<b>Standard 7</b>	<input type="checkbox"/>
Changing Behaviours Policy	<input type="checkbox"/>
Changing Behaviours Process	<input type="checkbox"/>
Deteriorating Consumer Policy	<input type="checkbox"/>
Deteriorating Consumer Process	<input type="checkbox"/>
Dignity Of Risk Policy	<input type="checkbox"/>
Dignity Of Risk Process	<input type="checkbox"/>
Falls Fact Sheet	<input type="checkbox"/>
Falls Management Policy	<input type="checkbox"/>
Falls Management Process	<input type="checkbox"/>
Falls Management Process Checklist	<input type="checkbox"/>
Falls Management Process Poster	<input type="checkbox"/>

Document Name	Order
Falls Prevention Plan - I Can Mobilise Myself	<input type="checkbox"/>
Falls Prevention Plan - I Can Mobilise With Assistance	<input type="checkbox"/>
First Aid Policy	<input type="checkbox"/>
First Aid Process	<input type="checkbox"/>
Post Falls Assessment And Review	<input type="checkbox"/>
Safe Footwear Checklist	<input type="checkbox"/>
Incident Investigation Checklist	<input type="checkbox"/>
Incident Management Policy	<input type="checkbox"/>
Incident Management Process	<input type="checkbox"/>
IMS Flowchart	<input type="checkbox"/>
Choking Incident Process	<input type="checkbox"/>
Pressure Injury Process	<input type="checkbox"/>
Pressure Injury Policy	<input type="checkbox"/>
Skin Integrity Policy	<input type="checkbox"/>
Skin Integrity Process	<input type="checkbox"/>
Skin Tear Process	<input type="checkbox"/>
Wound Care And Pressure Injuries Factsheet	<input type="checkbox"/>
Wound Management Policy	<input type="checkbox"/>
Wound Management Process	<input type="checkbox"/>
Unexplained Absence Policy	<input type="checkbox"/>
Unexplained Absence Process	<input type="checkbox"/>