



PIA AGED CARE (HOME CARE) POLICIES AND PROCEDURES

Consumers, Families and Carers

Policy and Procedure	Applicable Aged Care Quality Standards
Consumer Rights Policy and Procedure	<ul style="list-style-type: none">• All Aged Care Quality Standards
Feedback and Complaints Policy and Procedure	<ul style="list-style-type: none">• Standard 1. Consumer Dignity and Choice• Standard 6. Feedback and Complaints• Standard 7. Human Resources• Standard 8. Organisational Governance
Elder Abuse and Neglect Policy and Procedure	<ul style="list-style-type: none">• Standard 1. Consumer Dignity and Choice• Standard 8. Organisational Governance
Consumer Incident Management Policy and Procedure Appendix A: Serious Incident Reporting Scheme (SIRS)	<ul style="list-style-type: none">• Standard 1. Consumer Dignity and Choice• Standard 8. Organisational Governance
Decision Making, Dignity, and Choice Policy and Procedure	<ul style="list-style-type: none">• Standard 1. Consumer Dignity and Choice
Service Access and Intake Policy and Procedure	<ul style="list-style-type: none">• Standard 1. Consumer Dignity and Choice• Standard 2. Ongoing Assessment and Planning with Consumers• Standard 3. Personal Care and Clinical Care• Standard 4. Services and Supports for Daily Living• Standard 5. Organisations Service Environment• Standard 7. Human Resources• Standard 8. Governance
Initial Assessment and Care Planning Policy and Procedure	<ul style="list-style-type: none">• Standard 1. Consumer Dignity and Choice• Standard 2. Ongoing Assessment and Planning with Consumers• Standard 3. Personal Care and Clinical Care• Standard 4. Services and Supports for Daily Living• Standard 7. Human Resources• Standard 8. Governance



Policy and Procedure	Applicable Aged Care Quality Standards
Care Review Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning with Consumers • Standard 3. Personal Care and Clinical Care • Standard 4. Services and Supports for Daily Living • Standard 7. Human Resources • Standard 8. Governance
Providing Information, Advice and Referral Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning with Consumers • Standard 3. Personal Care and Clinical Care • Standard 4. Services and Supports for Daily Living
Service Delivery and Participation Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning with Consumers • Standard 3. Personal Care and Clinical Care • Standard 4. Services and Supports for Daily Living • Standard 7. Human Resources
Inclusion, Diversity, and Culturally Safe Service Delivery Policy and Procedure	<ul style="list-style-type: none"> • All Aged Care Quality Standards
Personal Care Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning • Standard 3. Personal Care and Clinical Care • Standard 7. Human Resources • Standard 8. Organisational Governance
Food Storage and Preparation Policy and Procedure	<ul style="list-style-type: none"> • Standard 4. Services and Supports for Daily Living • Standard 5. Organisations Service Environment • Standard 8. Organisational Governance
Mealtime Management and Providing Meals Policy and Procedure Delivering Telehealth Sessions Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard. 2 Ongoing Assessment and Planning with Consumers • Standard 4. Services and Supports for Daily Living • Standard 7. Human Resources • Standard 8. Organisational Governance



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Delivering Telehealth Sessions Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning with Consumers • Standard 3. Personal Care and Clinical Care • Standard 4. Services and Supports for Daily Living • Standard 7. Human Resources
Consumer Case Notes Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning with Consumers • Standard 3. Personal Care and Clinical Care • Standard 4. Services and Support for Daily Living • Standard 7. Human Resources • Standard 8. Organisational Governance
Consumer Money and Property Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 4. Services and Supports for Daily Living • Standard 7. Human Resources
Consumers that do not Respond to a Scheduled Visit Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 8. Organisational Governance
Consumer Home Care Package Budget Management Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning with Consumers • Standard 7. Human Resources • Standard 8. Organisational Governance
End of Life Care Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning • Standard 3. Personal Care and Clinical Care • Standard 4. Services and Supports for Daily Living • Standard 8. Organisational Governance
Service Exit Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning with Consumers • Standard 3. Feedback and Complaints



Governance and Management

Policy and Procedure	Applicable Aged Care Quality Standards
Governance Policy and Procedure	<ul style="list-style-type: none"> Standard 8. Organisational Governance
Open Disclosure Policy and Procedure	<ul style="list-style-type: none"> Standard 1. Consumer Dignity and Choice Standard 3. Personal Care and Clinical Care Standard 6. Feedback and Complaints Standard 8. Organisational Governance
Succession Planning Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources Standard 8. Organisational Governance
Conflict of Interest Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources Standard 8. Organisational Governance
Strategic and Operational Planning Policy and Procedure	<ul style="list-style-type: none"> Standard 8. Organisational Governance
Continuous Improvement Policy and Procedure	<ul style="list-style-type: none"> Standard 6. Feedback and Complaints Standard 8. Organisational Governance
Compliance Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources Standard 8. Organisational Governance
Financial Management Policy and Procedure	<ul style="list-style-type: none"> Standard 8. Organisational Governance
Risk Management Policy and Procedure	<ul style="list-style-type: none"> Standard 1. Consumer Dignity and Choice Standard 8. Organisational Governance
Work Health and Safety Policy and Procedure	<ul style="list-style-type: none"> Standard 3. Personal Care and Clinical Care Standard 4. Services and Supports for Daily Living Standard 5. Organisations Service Environment Standard 8. Organisational Governance
Emergency and Disaster Management Policy and Procedure	<ul style="list-style-type: none"> Standard 8. Organisational Governance
Infection Control Policy and Procedure	<ul style="list-style-type: none"> Standard 1. Consumer Dignity and Choice Standard 3. Personal Care and Clinical Care Standard 8. Organisational Governance
Chemical Use and Storage Policy and Procedure	<ul style="list-style-type: none"> Standard 4. Services and Supports for Daily Living Standard 5. Organisations Service Environment Standard 8. Organisational Governance
Waste Management Policy and Procedure	<ul style="list-style-type: none"> Standard 4. Services and Supports for Daily Living Standard 5. Organisations Service Environment Standard 8. Organisational Governance



Policy and Procedure	Applicable Aged Care Quality Standards
Safety and Security Policy and Procedure	<ul style="list-style-type: none"> Standard 5. Organisation's Service Environment
Social and Physical Accessibility Policy and Procedure	<ul style="list-style-type: none"> Standard 5. Organisation's Service Environment
Vehicle Safety Policy and Procedure	<ul style="list-style-type: none"> Standard 8. Organisational Governance
NSW Workplace Incident Management Policy and Procedure VIC Workplace Incident Management Policy and Procedure QLD Workplace Incident Management Policy and Procedure SA Workplace Incident Management Policy and Procedure ACT Workplace Incident Management Policy and Procedure WA Workplace Incident Management Policy and Procedure NT Workplace Incident Management Policy and Procedure TAS Workplace Incident Management Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources Standard 8. Organisational Governance
Human Resources Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources Standard 8. Organisational Governance
Staffing Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources
Brokerage Policy and Procedure	<ul style="list-style-type: none"> All Aged Care Quality Standards
Disputes and Grievances Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources
Workplace Bullying, Discrimination, and Sexual Harassment Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources
Staff Alcohol, Cigarettes and Other Drugs Policy and Procedure	<ul style="list-style-type: none"> Standard 7. Human Resources
Records and Information Management Policy and Procedure	<ul style="list-style-type: none"> Standard 1. Consumer Dignity and Choice Standard 2. Ongoing Assessment and Planning with Consumers Standard 6. Feedback and Complaints Standard 7. Human Resources Standard 8. Organisational Governance
Privacy and Confidentiality Policy and Procedure	<ul style="list-style-type: none"> All Aged Care Quality Standards



Clinical Governance

Policy and Procedure	Applicable Aged Care Quality Standards
Clinical Governance Framework – Ensuring Safe and High-Quality Clinical Care	<ul style="list-style-type: none"> • All Aged Care Quality Standards
Delegation of Care Policy and Procedure	<ul style="list-style-type: none"> • Standard 3 – Personal care and clinical care • Standard 7 – Human Resources • Standard 8 – Organisational governance
High-Impact and High-Prevalence Risks Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 3. Personal Care and Clinical Care • Standard 8. Organisational Governance
Antimicrobial Stewardship Policy and Procedure	<ul style="list-style-type: none"> • Standard 3. Personal Care and Clinical Care • Standard 8. Organisational Governance
Medication Management Policy and Procedure	<ul style="list-style-type: none"> • Standard 1. Consumer Dignity and Choice • Standard 2. Ongoing Assessment and Planning • Standard 3. Personal Care and Clinical Care • Standard 7. Human Resources • Standard 8. Organisational Governance
The Use of Restrictive Practices Policy and Procedure	<ul style="list-style-type: none"> • Standard 1: Consumer dignity and choice • Standard 2: Ongoing assessment and planning with consumers • Standard 3: Personal care and clinical care • Standard 7: Human resources • Standard 8: Organisational governance



PIA AGED CARE (HOME CARE) SUPPORTING DOCUMENTS

Aged Care Consumer Forms	Aged Care Governance Forms
Care Plan	Brokerage Agreement
Home Care Agreement	Fee Schedule
Individualised Budget	Key Personnel Suitability Assessment
Aged Care Manual Forms	Aged Care Consumer Collateral Forms
QMS Register	Consumer Handbook
Schedule 2.0 Internal Review and External Audit Schedule	Feedback and Complaints Form
Aged Care Staff Collateral Forms	All Sectors Medication Management Forms
Staff Code of Conduct	Medication Incident Report Form
Staff Handbook	Medication Management Checklist
	Medication Plan and Consent Form
All Sectors Staff Forms	All Sectors General Forms
Governing Body Meeting Agenda	Asset Register
Worker Screening Register	Business Continuity Plan
Annual Compliance Check-in Form	Chart of Accounts
Company Property Acknowledgement	Chemical Register
Staff Details Form	Complaints Register
Staff Exit Interview Form	Conflict of Interest Register
Staff File Checklist	Continuous Improvement Plan Register
Staff Induction Checklist	Data Breach Response Plan
Staff Interview Record and Selection Report	Emergency and Disaster Management Plan
Staff Misconduct or Non-Performance Report	Environmental In-home Risk Assessment
Staff Performance Improvement Plan	File Register
Staff Performance Review Form	Gifts, Benefits and Commissions Register
Staff Personal Property Waiver	Staff Incident Report
Staff Position Description	Staff Incident Register
Staff Reference Check Form	Client Incident Report
Staff Supervisory Meeting Record Form	Client Incident Register
Staff Training and Development Calendar	Insurances Register
Staff Training and Development Register	Key Register
Staff Training Evaluation Form	Privacy Audit Form
Staff Training Matrix	Reconciliation Action Plan
Staff Training Needs Self-Assessment	Risk Assessment Form
Staff Training Plan	Risk Register
Staff Work from Home Checklist	Strategic and Operational Plan
	Succession Plan
All Sectors Client Forms	Waste Management Plan
Client Risk Assessment	Workplace Inspection Checklist
Consent Form	
End of Life Care Plan	
Privacy Statement	

