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Administration Policies and Procedures

Policy No.	300
Subject:	<u>Business Planning Process</u>
Last Reviewed:	July 2018
Developed by	Executive Manager



PURPOSE

The Village's Annual Business Plan provides a broad analysis of the Village's strengths, weaknesses, threats and opportunities for a financial year. This document establishes common goals for the Village and contains information about our financial situation and budgets.

POLICY

The Annual Business Plan and Budget is approved by the Board in April each year for the following financial year. Heads of Department are asked for contributions and requests from their Department which are then balanced against the overall and competing interests of the Village by the Executive and General Manager. This document contains the organisational goals for the coming years and the budget for each department. Heads of Department are expected to work with their staff to manage their areas within the agreed budget and meet the agreed goals.

PROCEDURE

Each Department head should liaise with the Supervisors / Managers and staff within their Department and identify the following for their areas of responsibility:

- Strengths of the Department (what we are doing really well)
- Weaknesses of the Department (what we need to focus upon improving)
- Threats to the department (things or other organisations that may impact our ability to continue as we are)
- Opportunities (things that we could do in the future to enhance our services)
- Major purchase requests (items over \$1000) that wish to be considered in the capital expenditure budget for the coming year)
- Major maintenance issues that will require budgetary allowances
- Key goals for the Department and strategies for achieving the goals
- Comments about general income and expenditure levels for the coming financial year including staffing costs. It is suggested that the Department Head use the 'year to date' and 'forecast' data from the monthly financial statements to assist in this process.

Departmental Business Plans should be submitted to the Executive Manager by 10th March each year.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	301
Subject:	<u>Regulatory Compliance</u>
Last Reviewed:	September 2017
Developed by	Executive Manager



PURPOSE

The systems and processes used within the Village are established within the relevant legislation, regulation and practice guidelines. Staff must adhere to Village policies and procedures to ensure that our practices are within the law.

POLICY

The Executive Manager will produce a “Regulatory Compliance Register” and provide it to Department Heads for the implementation of changes as required. Ongoing legislative compliance is the responsibility of each Department Head. Changes to existing laws, rules regulations etc are monitored through the use of ANSTAT updates and industry newsletters and legal advice. These changes are reported at each Senior staff meeting and it is then the responsibility of each Department Head to implement the changes using the appropriate committee or meeting as part of this process.

PROCEDURE

Copies of relevant legislation shall be held by Administration where specified as a requirement in the schedule of legislation.

Access to all current relevant legislation and regulations shall be available to all staff through the internal computer network using the “ANSTAT” database.

If the ANSTAT data base does not provide answers or guidance for staff, questions should be referred to the Executive Manager who will seek more detailed information.

Professional codes and summary of relevant documents shall be accessible through the policy manuals for each department. Nursing Staff must maintain a working knowledge of the relevant professional codes for guidance.

The General Manager will access the Company’s solicitor for legal advice when necessary.

Legislative and other relevant updates are provided to Staff when the changes impact on the operation of the facility and will be communicated through the Staff Newsletter.

Education of Staff will be undertaken where necessary to maintain knowledge and awareness of current regulatory requirements and standards.

All Staff must comply with regulatory requirements in the conduct of their work. If a staff member believes that a policy is not consistent with regulatory requirements, this must be immediately referred to the Supervisor or Manager who will make recommendations to the Executive Manager

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	302
Subject:	<u>Village Organisation Chart</u>
Last Reviewed:	July 2018
Developed by	Executive Manager



PURPOSE

The Village Organisation chart provides a simple pictorial view of the lines of accountability and support that exist within the Village. Ultimately we are all accountable to our residents who occupy the highest place in our organizational chart.

POLICY

Staff are responsible for supporting the staff above them and are accountable to the staff member below them on the chart. Everyone is ultimately accountable to the Residents and collectively responsible for the level of service provided to them. The Village Management philosophy is one of support and guidance rather than authority and instruction, however all staff must comply with Village policy and procedures.

The primary role of a Manager / Supervisor is to provide whatever support is necessary for the staff who work directly with residents to enable care and service goals to be met at an appropriate standard. Managers and Supervisors are accountable for the actions of staff within their departments.

Residents and their family / representatives are placed at the very top of our organisation chart because it is the fulfilment of their individual service and care needs that is the goal for all staff regardless of role.

PROCEDURE

Administration Policies and Procedures

Policy No.	303
Subject:	<u>Senior Staff Meetings</u>
Last Reviewed:	July 2018
Developed by	Executive Manager



PURPOSE

Senior staff meetings are held monthly and attended by Heads of Department with the Executive and General Manager. Each Head of Department provides an update of changes and issues from within their own Department. Comments and complaints, legislative compliance issues, important dates and other 'Village wide' issues are discussed and actioned at this forum.

POLICY

The Senior Staff Meeting provides an opportunity for Heads of Department to meet to discuss and share major improvements, changes, issues and challenges occurring in their Departments. Heads of Department consider trends in Client and Resident feedback from a systemic view.

PROCEDURE

Membership

Membership of the Senior Staff Meetings consists of the General Manager, Executive Manager, Manor DON, Village DON, Human Resources Manager, Community Services Manager, Sales Manager, Infrastructure Manager, Accounting Manager, Rosebud Village Manager.

Quorum

Meetings may be deferred in the absence of both the Executive Manager and General Manager

Meeting freq

Meetings are held monthly

Agenda

- 1) Welcome, attendees and apologies
- 2) Continuous Improvements
 - a) Action Items (what has been done, what has been finished)
- 3) Department Reports (reports to be sent out by each department before the meeting, this is simply a chance to ask questions and discuss issues)
- 4) Client and Resident feedback (number received and topic. Opportunity to discuss any issues)
 - a) Letters of appreciation
 - b) Service improvement forms
 - c) Complaints
- 5) Important dates – consideration and implementation issues
- 6) Planning
- 7) Other business / discussion items
- 8) Next Meeting Date:
- 9)

Reporting

Major issues arising from this meeting are taken to Board Meetings through the Operations report.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	304
Subject:	<i>Entering a residents independent living unit</i>
Last Reviewed:	<i>Jukly 2018</i>
Developed by	<i>Executive Manager</i>



PURPOSE

This document broadly outlines the procedures for entering a residents' unit for staff responding to emergencies and routine requests.

POLICY

Village Baxter staff may enter residents' units using master keys only in the event of an emergency or suspected emergency or when a resident has given express permission every time.

PROCEDURE

All staff should check outside the front and rear of the unit for the resident before attempting to enter the unit.

Maintenance staff may enter residents' units using master keys to perform maintenance tasks only if the resident has specifically asked them to do so and it is documented on the maintenance 'chit' (request form) by the hostess for every occasion they allow maintenance staff to attend and they may not be present. Entering the unit without the resident present should be a last resort and only in urgent maintenance situations.

Staff should always knock or phone and wait to be invited in. Staff should not use master keys to enter units simply because a resident is taking extra time to answer the door. If staff do enter the unit using master keys, the staff member should call out LOUDLY upon entering and proceeding through the unit to make every attempt to alert the resident to their presence.

Staff suspecting a medical emergency is occurring should telephone and knock loudly first and call out to the resident upon entering, being aware that the resident may be deaf or in the bathroom, to try and minimise the risk of startling the resident by the staff members presence.

Staff who are called to perform an urgent welfare check on a resident, for example when a resident has not been seen or has not opened their curtains, should ideally be accompanied by another person wherever possible. This may be another staff member or could be another resident or family member. Should no other person be readily available then all caution should be exercised when entering the unit.

Administration Policies and Procedures

Policy No.	305
Subject:	APP Privacy Policy
Last Reviewed:	<i>Reviewed July 2017</i>
Developed by	<i>Executive Manager</i>



PURPOSE

The Village is required to comply with the Privacy Act (Cth) 1988 by having a public statement on the way personal information will be treated.

POLICY

APP Privacy Policy

Under the *Privacy Act 1988 (Cth)*, we are required to have an Australian Privacy Principles Privacy Policy dealing with the ways we manage your personal information.

Why we collect personal information

As an organisation providing aged care services and retirement living, we collect and hold a range of personal information about our clients/residents, our employees and the service providers we engage.

We collect this personal information so that we can deliver the best possible care, services and accommodation to our clients/residents in accordance with their needs and preferences and for the purposes of complying with our legal obligations.

The kinds of personal information we collect and hold

Clients

To deliver care and services to our clients/residents and provide accommodation, we collect and hold the following types of information (where relevant):

- clients' names, addresses and contact details and names and contact details of our client's next of kin and legal representatives
- clients' dates of birth
- photographs of clients
- information about our clients' health and care needs and medical histories as they relate to the care and services we provide
- details about clients' health insurance providers
- information about our clients' cultural, religious, linguistic and social needs and preferences
- information about our clients' interests, hobbies and community activities
- information about any potential medical, social or workplace risks involved in providing care and services to our clients
- records of our interactions with clients, their representatives and service providers
- clients' preferences for particular care and services including activities and events
- information about our clients' income, assets and pension status
- information about clients' fees and charges and payment history
- records of entry, discharge and leave arrangements

- billing details.

Employees and service providers

We also collect and hold certain information about our employees and service providers which includes:

- resumes
- names and contact details
- employment histories
- qualifications
- medical histories directly related to the individual's ability to perform the inherent requirements of the position
- training records and competency assessments
- police certificates.

How we collect personal information

Clients

In most cases, we collect personal information directly from our clients and/or their representatives. However, we also collect information from other sources, such as health care providers and other persons/organisations who provide care and services to our clients as well as the Aged Care Assessment Team and other aged care providers.

We also receive information from government bodies such as the Department of Social Services and Centrelink regarding our clients' eligibility to pay certain fees and charges.

Employees and service providers

We collect information about our employees directly from our employees where possible. We also collect information:

- through background checks and police checks
- from referees and employment agencies.

Information about service providers and their employees is collected directly from our service providers.

How we store personal information

The personal information we hold about our clients, employees and service providers is stored in both secure electronic and hard copy formats. Staff providing clients with care and services can review client files in either format.

Our use of personal information

Clients

We use clients' personal information for the primary purposes of providing them with accommodation, care and services. However we also use clients' personal information for other purposes including (but not limited to):

- complying with our obligations under laws such as the *Aged Care Act 1997 (Cth)* and the *Retirement Villages Act 1986 (Vic)*
- quality assurance and risk management
- continuous quality improvement activities.

From time to time, we use clients' personal information for the purposes of direct marketing. Clients who do not wish to have their personal information used for this purpose should contact us and tell us.

Employees and service providers

We use personal information about our employees and services providers for the following purposes:

- to assess their suitability to perform the duties required and to deliver care and services to our clients where required
- to meet our obligations under relevant laws including the Aged Care Act and workplace laws
- to improve the care and services we offer through quality improvement activities such as training.

Circumstances in which we disclose personal information

Clients

With our clients' consent, we disclose relevant personal information about our clients to other persons/organisations involved in providing the client with care and services. This can include, for example, a client's doctor and allied health service providers. For home care clients, it can also include persons such as cleaners, gardeners and maintenance personnel contracted to provide services to the client within their home.

From time to time, we may also disclose clients' personal information to third parties including:

- government agencies where this is necessary for us to receive funding and/or comply with our legal obligations to notify the government and police of certain matters
- our professional advisers.

Employees and service providers

We generally only disclose certain personal information about our employees and service providers with their consent. However, from time to time we may have to disclose certain personal information about our employees and service providers to relevant authorities and our professional advisers.

Accessing and correcting your personal information

Except in certain situations, you have the right to access your personal information and ask us to correct it. We will take reasonable steps to update or correct, as soon as possible, any information in our possession that is inaccurate, incomplete, out-of-date, irrelevant or misleading.

We may refuse to grant you access where this is permitted or required by law, for example, where this would have a detrimental impact on the privacy of another person. If we do refuse to grant access, we will give you written reasons.

If you would like to access your personal information, please contact:

Ms Kim Jackson
Executive Manager
Baptist Village Baxter
8 Robinsons Road
Frankston South
Victoria 3199

Phone: (03) 5971 1349
Email: kimjackson@villagebaxter.com

Complaining about a breach of privacy

You have the right to complain if you believe we have breached this policy or your rights under the Australian Privacy Principles.

To lodge a complaint, please write to our Complaints Officer at the following address:

Ms Kim Jackson
Executive Manager
Baptist Village Baxter
8 Robinsons Road
Frankston South
Victoria 3199

Phone: (03) 5971 1349

Email: kimjackson@villagebaxter.com

You can also make a complaint by:

- Using a service improvement form or CCIF available from any reception areas of the Village.
- Telephone one of our Managers 03 59 711 349
- Email one of our Managers (email addresses are on www.villagebaxter.com)
- Make an appointment to see a Manager in person

Our complaints system

We will consider your complaint and respond within a reasonable time.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner:

Further information can be found at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

You can also contact the Aged Care Complaints Scheme in relation to any concerns you have about the care and services we provide:

Online: <http://agedcarecomplaints.govspace.gov.au/>

Phone: 1800 550 552

Online privacy

We use “cookies” on our website which collect user information and data for statistical and analytic purposes. Cookies are a small file that is placed on your computer by a web server when you access a website; they do not identify the individual user, just the computer.

Cookies are often used on websites. Most internet browsers accept cookies by default. You can control the use of cookies by configuring the preferences and settings in your browser and/or firewall.

Administration Policies and Procedures

Policy No.	306
Subject:	<u>Suggestions, Comments and Complaints</u>
Last Reviewed:	Reviewed July 2017
Developed by	Executive Manager



PURPOSE

The Village encourages all stakeholders (staff, residents, families and community) to participate in our service improvement system by providing comments and suggestions on any aspect of or service delivery. The Village has a number of feedback and complaints mechanisms available for staff, residents, family and other stakeholders to utilise.

POLICY

The Village provides a variety of informal and formal feedback mechanisms. Internal and External Complaints avenues are available and promoted in all areas of the Village.

PROCEDURE

Informal feedback opportunities

Informal feedback opportunities are not appropriate for issues involving risks to staff, resident, or visitor welfare, these matters should be reported through a formal feedback mechanism.

These types of feedback opportunities are handled within the individual department by the supervising Staff and Residents. Details of issues are not routinely conveyed to management, although they may be raised at senior staff meetings by the Head of Department.

- Resident meetings are held in all areas. Family members and resident representatives are welcome but should be certain not to raise personal Resident issues in the open forum that may breach the privacy of a particular resident. These kinds of personal matters should be raised directly with staff through the other feedback options detailed in this policy
- Staff Meetings are held in all areas
- The Village Baxter Residents Committee may provide some assistance in relation to disputes between residents or assist to resolve a resident's complaint or concern
- The Hostel Resident's Executive Committee may provide some assistance in relation to disputes between residents or assist to resolve a resident's complaint or concern
- Suggestion boxes are available in all areas
- Feedback received through resident meetings, suggestion boxes and Resident Committee's is discussed and minuted at the resident meetings.
- Feedback received through staff meetings is discussed and minuted at the particular staff meeting

Formal feedback opportunities

Feedback received through service improvement forms and quality improvement forms (aged care facilities only), letters emails and other external sources is discussed and followed up at Senior Staff meetings. Details of the numbers of complaints, service improvement and quality improvement forms will be published quarterly in staff newsletters and reported quarterly at Village resident meetings effective 1st July 2007.

- Service Improvement Forms are available from all reception areas in the Village and can be used to document comments, suggestions, complaints and other feedback for the Village.
- Compliments, Complaints and Improvement forms can be used for any complaints, service improvements, comments and suggestions that relate to the aged care facilities only i.e. The Lodge and The Manor.
- Letters containing feedback, suggestions, comments and complaints can be sent to the Executive Manager.

- Feedback may be given verbally, directly to staff who can refer the matter to the appropriate person if necessary
- An email can be sent to the Executive Manager using kimjackson@villagebaxter.com

Timeframes

The goal of our formal feedback mechanisms is to provide written or personal feedback within 14 days or sooner wherever possible. Where issues relate to risks to staff, resident or visitor welfare personal contact should be made by a staff member within 24 hours of being advised of the issue to obtain additional details.

Feedback that relates to a specific department or service provided by a contractor or external contractor will be referred to the appropriate person for comment. Depending on the nature of the comment, complaint, suggestion or feedback it may be up to 3 weeks before a final written or personal response can be provided because investigations that require formal staff interview must comply with workplace laws and regulations. An interim response will be given in these circumstances.

Privacy laws protect the content of staff interviews and subsequent disciplinary procedures from being made available to residents, family and representatives and other staff. Details of our standard processes will be provided in these circumstances.

Business Partners

Feedback relating to our Catering and Housekeeping contracts will be referred to the Manager of the area concerned in the first instance as they are in the best position to respond to any concerns that are raised in relation to their services. A written or personal response may be provided by them, a copy of which will be provided to the Village. If a response provided by them is unsatisfactory this should be referred to the Executive Manager to assist in a suitable resolution to the issue.

External Complaints Mechanisms

Details of how to lodge an external complaint are provided in your Lease or Resident Agreement Brochures and are also available from reception. Residents living in Aged Care Facilities (Lodge or Manor) may also seek assistance from the Office of the Public Advocate or the Department of Health and Ageing. Details on how to contact these agencies are on the information sheet located next to the CCIF's and/or available from the reception areas within these facilities.

A specific complaint regarding disability services can be directed to Disability Services Commissioner (DSC) at www.odsc.vic.gov.au. The DSC was established to work with people with a disability and disability service providers to resolve complaints.

RELATED POLICIES AND DOCUMENTS

300. Quality Improvement

Administration Policies and Procedures

Policy No.	307
Subject:	<u>Complaints made under the RV Act</u>
Last Reviewed:	September 2017
Developed by	Executive Manager



PURPOSE

Under the Retirement Villages Act, official complaints by Village Residents (as opposed to comments, requests, suggestions, wishes etc) must be reported to the Annual General Meeting of Residents. Residents are given the option of choosing to have their particular issue treated as a formal complaint for the purposes of the Retirement Villages Act, or to have the matter dealt with informally.

POLICY

Formal Complaints and advice of Resident Disputes may be made

- directly to the Executive Manager during normal business hours, or
- in writing, or
- by completing a service improvement form or
- verbally, clearly identifying that the issue is a formal complaint or notification of resident dispute.

Disputes between residents may also be referred directly to the Village Baxter Residents Committee.

Residents may seek advice from the Director Consumer Affairs Victoria, GPO Box 123
Melbourne 3001, 1300 55 81 81

PROCEDURE

Formal Complaints and advice of Resident Disputes may be made

- directly to the Executive Manager during normal business hours, or
- in writing, or
- by completing a service improvement form or
- verbally, clearly identifying that the issue is a formal complaint or notification of resident dispute.

Disputes between residents may also be referred directly to the Village Baxter Residents Committee.

Residents may seek advice from the Director Consumer Affairs Victoria, GPO Box 123
Melbourne 3001, 1300 55 81 81

The procedure for dealing with complaints is outlined on the "COMPLAINT/DISPUTE RESOLUTION POLICY" available on the Village website or from any reception area

Administration Policies and Procedures

Policy No. 308
Subject: Document Control
Last Reviewed:: September 2017
Developed by Executive Manager



PURPOSE

The Village has a large volume of documents that are used to support and assist our work. The control of these documents to ensure that privacy requirements, legal requirements and other record keeping requirements is outlined in this policy, Company documents should only be destroyed in accordance with this policy

POLICY

The following documents are subject to control under this policy:

- All care related documents including care plans and supporting documentation, including medical notes, assessments, nursing notes etc,
- All payroll records, including timesheets
- All incident or accident report forms, including subsequent reports on outcomes or investigations of the incident,
- Certain correspondence that has been identified by the originator as being of long term importance to the Company,
- Any OH&S or insurance claims and subsequent reports

PROCEDURE

- The accuracy of personal and contact information held by the Village is the responsibility of Residents/Relatives.
- Specific information regarding Medicare cards, Pension, Health Cards, Private Health Insurance is located at the Lodge Office, Manor and Administration. The details are accurate as provided by the resident or family.
- All Residents' information is to be treated as confidential and must not be divulged to unauthorised persons, this includes family members unless the resident has nominated them as next of kin.
- *A comprehensive Resident database is maintained by the Administration. The information on this database is updated upon advice from Residents*
- These documents are to be stored safely in the area concerned, usually under lock and key, with access restricted to those persons authorised by the Head of Department.
- Documents are to be stored for at least seven years, or such longer period as may be identified by specific legislation.
- Prior to the disposal of a paper record, each record should be scanned into the M Drive archive system.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	309
Subject:	<u>Research Projects</u>
Last Reviewed:	September 2017
Developed by	Executive Manager



PURPOSE

The Village is sometimes approached by Staff, Students or other Health Professionals to participate in research projects. This policy provides guidance for Supervisors when this occurs.

POLICY

The Village will participate in research projects where a benefit to Aged Care can be obtained and the project promotes the Village and Aged Care in a positive light

PROCEDURE

- Students or Health Professionals undertaking an appropriate course or study must seek approval from Head of Department for undertaking research projects that involve information gained within the Village.
- The topic must be determined as relevant and the contents of the assignment etc. are appropriate and not offensive.
- Whenever possible the Resident(s) concerned should be consulted as to their willingness to participate in research.
- Student etc. must be advised of the correct procedure and any relevant information.
- A copy of the project outcome to be forwarded to Administration to ensure that the data has been appropriately used.
- The student or health professional must demonstrate how the requirements of the Privacy legislation will be satisfied.
- Individual residents files may not be accessed by the student, researcher or staff member for research purposes without the express written consent of the resident or representative.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	310
Subject:	<u>Business Excellence and Eden</u>
Last Reviewed:	September 2017
Developed by	Executive Manager



PURPOSE

The Village Baxter is committed to the mission, vision and values of our organization. The Eden principles and the Village Baxter's 12 principles of business excellence are aligned with our organisational Mission, Vision and Values and assist us to provide direction for the growth our organization.

POLICY

As a reflection of our organisational values, Animals and Birds live with our Residents in our Manor and Hostel, we care for them as cherished members of our community.

Throughout all areas of the Village, our gardens, external and internal, are a source of pride for our Village, we encourage Residents, staff and volunteers, to tend to them and benefit from their beauty.

PROCEDURE

Village Baxter 12 Principles of Business Excellence

- Principle 1: The Village's Mission, Vision, Values and Philosophy guide all of the things that we plan and do.
- Principle 2: The future plans for our Village will be developed using the ideas and suggestions of Residents, Clients, Staff, Families and the Community.
- Principle 3: Understanding the needs of our Residents, Clients, Staff, Families and the Community influences how the Village will grow and develop in the future.
- Principle 4: Our work is supported and improved by our policies and processes, we work within their guidelines because other people trust us to be reliable.
- Principle 5: Our Village's success is influenced by our own commitment to participation, involvement and teamwork and how well we encourage, recognise, nurture and value each other.
- Principle 6: We have a responsibility to keep our skills up to date by attending education, training and by sharing what we learn with other staff.
- Principle 7: In our Village community we depend upon each other's success, we improve in our work by changing the systems that support us.
- Principle 8: The decisions we make are based upon relevant facts, information, data and evidence.
- Principle 9: We set high standards for our work because we have evidence of what we can do and there are procedures in place to support us when we don't reach them.
- Principle 10: We share a responsibility to participate in our community to improve the lives of other people.
- Principle 11: Our ongoing success depends upon our individual dedication to meeting the needs of our residents, clients, staff, families and the community, and by delivering a valued service to each of them.
- Principle 12: The loyalty and commitment of our Senior staff, Supervisors, Coordinators and Team Leaders to our Village culture, values and principles sets the example for the rest of the staff.

The Eden Alternative Principles

1. The three plagues of loneliness, helplessness and boredom account for the bulk of suffering among our Elders.
2. An Elder-centered community commits to creating a Human Habitat where life revolves around close and continuing contact with plants, animals and children. It is these relationships that provide the young and old alike with a pathway to a life worth living.
3. Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.
4. An Elder-centered community creates opportunity to give as well as receive care. This is the antidote to helplessness.
5. An Elder-centered community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.
6. Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.
7. Medical treatment should be the servant of genuine human caring, never its master.
8. An Elder-centered community honors its Elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.
9. Creating an Elder-centered community is a never-ending process. Human growth must never be separated from human life.
10. Wise leadership is the lifeblood of any struggle against the three plagues. For it, there can be no substitute.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	311
Subject:	<u>Security</u>
Last Reviewed:	September 2017
Developed by	Executive Manager



PURPOSE

- Staff have the right to ask for identification from any person unknown to them who claim authority to be on the premises.

POLICY

- Security of staff and residents within the Village confines is continually being enhanced as differing situations arise and alternate aids and resources become available. We constantly re-appraise the adequacy of staff procedures to minimize risks.
- Video cameras and other electronic devices are placed at strategic locations to enhance security of residents, Staff and property. They are not used to infringe on Staff or Resident privacy.

PROCEDURE

- If working outside 'office hours' and it is believed that an intruder is on the premises, you should:-
 - 1) Contact Police on 000 and advise of location to meet.
 - 2) Advise another member of staff on duty of the situation
 - 3) Advise the Maintenance Department on the 'after hours' pager
 - 4) Complete 'Incident form' after the incident has been concluded.

All personal belongings must be kept in lockers provided for Staff use. Staff are discouraged from carrying large sums of cash or valuables on to the premises. If this cannot be avoided Staff should request that these valuables or cash be stored in the Office safe.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No. 312
Subject: **Witnessing Documents**
Last Reviewed: September 2017
Developed by Executive Manager



PURPOSE

- There are laws that regulate who may witness a Power of Attorney Document and also what personal details a witness to a Will needs to provide the Will maker. Staff who witness a Power of Attorney Document may cause that document to be invalid. Staff who witness a Will risk being contacted at their personal address by relatives of the Will maker.
- Some Village staff may be in a category of people able to witness Statutory Declarations, however they should avoid witnessing Statutory Declarations in relation to Residents, Clients and Staff.

POLICY

- Village Baxter Staff are not permitted to witness a Will or Power of Attorney Document for a Resident or Client.
- Village Baxter Staff should not witness Statutory Declarations for Residents, Clients and Staff.

PROCEDURE

Residents or Clients asking for someone to witness a document should be directed to the Chaplains, their Doctor, Pharmacist or the Local Police Station.

Residents, Clients and Staff seeking someone to witness a Statutory Declaration should be referred to the General or Executive Manager who may be able to assist.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	313
Subject:	<u>Computers and Electronic Storage</u>
Last Reviewed:	September 2017
Developed by	Executive Manager



PURPOSE

The Village has implemented a number of computerised management applications to support our clinical and administrative processes. These applications are generally accessible in each of our buildings through the many desktop / laptop computers and generally available to all of our staff (although certain computers and software are managed through passwords to restrict access according to privacy legislation. The Village operates a fibre optic network linking all the computers to our main servers and this policy has been designed to ensure that the integrity of our computers and records is not compromised through mismanagement of the computer network system and protected from malicious computer viruses. As such staff must use computers and electronic storage facilities in accordance with this policy.

POLICY

All electronic files and data shall be managed according to the procedures outlined below. Personal email and the storage of personal data is prohibited, all email and data remains the property of the Village Baxter and is accessible by Senior Management at any time and without notice.

PROCEDURE

Storage of files and data

- All files electronically stored on Village computers or in Village's electronic storage capacity are considered to be company property.
- The Village's computers and electronic storage capacity should not be used to by staff to store their personal information or private non-work related documents. Personal and non-work related files found on the Village's computer system will be deleted from the server immediately.
- No software or files are to be installed on any computer without the express written permission of the Executive Manager or General Manager. This is a requirement to eliminate a source of potential hidden viruses.
- Personal USB drivers, CDs, DVD's and floppy disks may contain files with hidden viruses that could compromise the Village Network. These storage devices should not be used on Village computers without the permission of the Executive Manager or General Manager.

Access to folders and programs within the Village's network

- Staff members should not access work folders stored on the server other than their own. To access the storage folder of another staff member may result in disciplinary action. However, be advised that Senior Management has access to all folders and electronically stored information and do not require permission of individual staff to access files and folders within their department.

Internet access

- A number of computers have been granted permission to access the internet. At no time should Village computers be used to access illegal, inappropriate or illicit websites, to do so shall constitute serious misconduct and likely result in the termination of the staff member's employment. Additionally, any access to the internet should only be for business purposes of the Village and not private use. Through the data management system of our internet service provider, usage reports are available for each day by time of day and inappropriate usage can be tracked through these reports.
- Internet facilities are provided for work related access only, abuse or inappropriate use of internet access may result in disciplinary action. Permission may be granted by the Head of Department if a staff member requires internet access while at work for an urgent personal reason Should this

permission be granted the use of the Village's internet facilities in these circumstances is at the Staff member's own risk and no responsibility for personal loss or fraud will be provided by the Company.

Screen Savers

- Screen savers are to be used on each computer to preserve the computer monitors.
- Approval may be granted to a staff member using a computer dedicated to their role to install a personalised screen savers. Any person seeking to have a personalised screen saver must submit the file to the Executive Manger or General Manager for virus scan and content scanning. The screen saver content should not be offensive, should be reflective of the Village's values and convey a good impression to visitors and guests who may observe the screen saver during meetings and professional consultations.

External Email

- External email facilities have been provided to a number of staff in each area due to their liaison with persons outside of the Village. This facility is for business use only and should not be used for the receipt or storage of data files or pictures from family or friends as the capacity of the mail server is limited. Approval may be granted for emergency use of external email but files are to be deleted within 24 hours to ensure our mail server is not at capacity.

Internal Email

- The Village provides an internal email facility linking every area of the Village as a means of simplifying communications throughout our site. This service provides a quick and simple opportunity to discuss issues, provide information or express opinions on many issues. The problem with email is that it is immediate and often a response prepared in haste may not be as the writer intended. Please consider this aspect if communicating with other people.

Theft

- The removal, transfer or copying of electronically stored data from the Village's computer network may breach privacy legislation and could be interpreted as theft of company property, to do so shall constitute serious misconduct and likely result in the termination of the staff member's employment. Data may only be removed, transferred or copied for removal from our premises with the express permission of the Executive Manager or General Manager.

Security System Access

- The computers used to manage the Village's emergency call system and video surveillance are considered critical to the safety of staff and residents. Access to these computers is restricted to the General Manager, Executive Manager, General Services Manager or persons who have been given express written permission. Unauthorised access and tampering with these computers presents an unacceptable risk to safety and shall constitute serious misconduct and likely result in the termination of the staff member's employment.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No. 314
Subject: Maintenance system
Last Reviewed:: September 2017
Developed by Executive Manager



PURPOSE

This document broadly outlines the maintenance system that is in place for the Village and provides guidance for staff in responding to maintenance emergencies and routine maintenance requests.

POLICY

Maintenance requests refer to requests for the repair or replacement of existing fixtures or fittings.

Requests for the purchase or installation of new items are not maintenance requests and should be correctly treated as purchase requests made by Supervisors / Managers to the Head of Department.

Resident requests to repair or maintain personal items such as furniture should be referred back to the Resident's family or suggest that the Resident contact Home Care Services for repairs to be made at their own cost.

All maintenance requests must be processed through the proper channels and documented in the maintenance books. Requests should never be made directly by staff to a subcontractor.

PROCEDURE

Emergency maintenance requests

Emergency maintenance requests consist of those items that present a serious risk to Residents or Village property. Examples of such issues are failure of the Nurse Call System, activation of the Fire and Emergency Alarm system, no electricity supply to a unit, burst water main or storm damage to a building.

During business hours, these requests should be made through Reception who can contact the General Services Manager urgently for a response. Staff should not call the General Services Manager mobile phone directly.

After business hours, (outside 9am and 4:30pm weekdays excluding public holidays) emergency maintenance issues should be referred to the afterhours emergency number. If the phone is not answered immediately, please be understanding as the "on call person" may be asleep and waking up, in the bathroom or on the phone. The phone number for this service is only available Village Nurses mobile phone and the call should be placed by Village Nurse staff. The Village has numerous phone lines coming in and going out so it is not possible to identify where a call has originated from if it is missed. This is why all calls to the maintenance on call phone must go through the Village Nurses as this is the only direct phone number that the "maintenance on call person" will call.

If the phone is in use and voicemail is activated, Village Nurse staff should leave a clear message detailing

- The name of the staff member who is calling
- The building that the staff member is calling from
- The phone number the staff member can be reached on
- What the maintenance emergency is

Staff should clearly note details of the call in the area diary so a clear record of the call being placed exists.

Calls to the "maintenance on call person" are restricted to emergencies only. Calls that are not responded to should be attempted again in 5 minutes, if no response is obtained after a further 10 minutes, the Director of Nursing should be contacted. Calls that are not responded to should be clearly documented on a hazard alert

form including the times of the calls, who made the call, what the emergency was so that a proper investigation can occur.

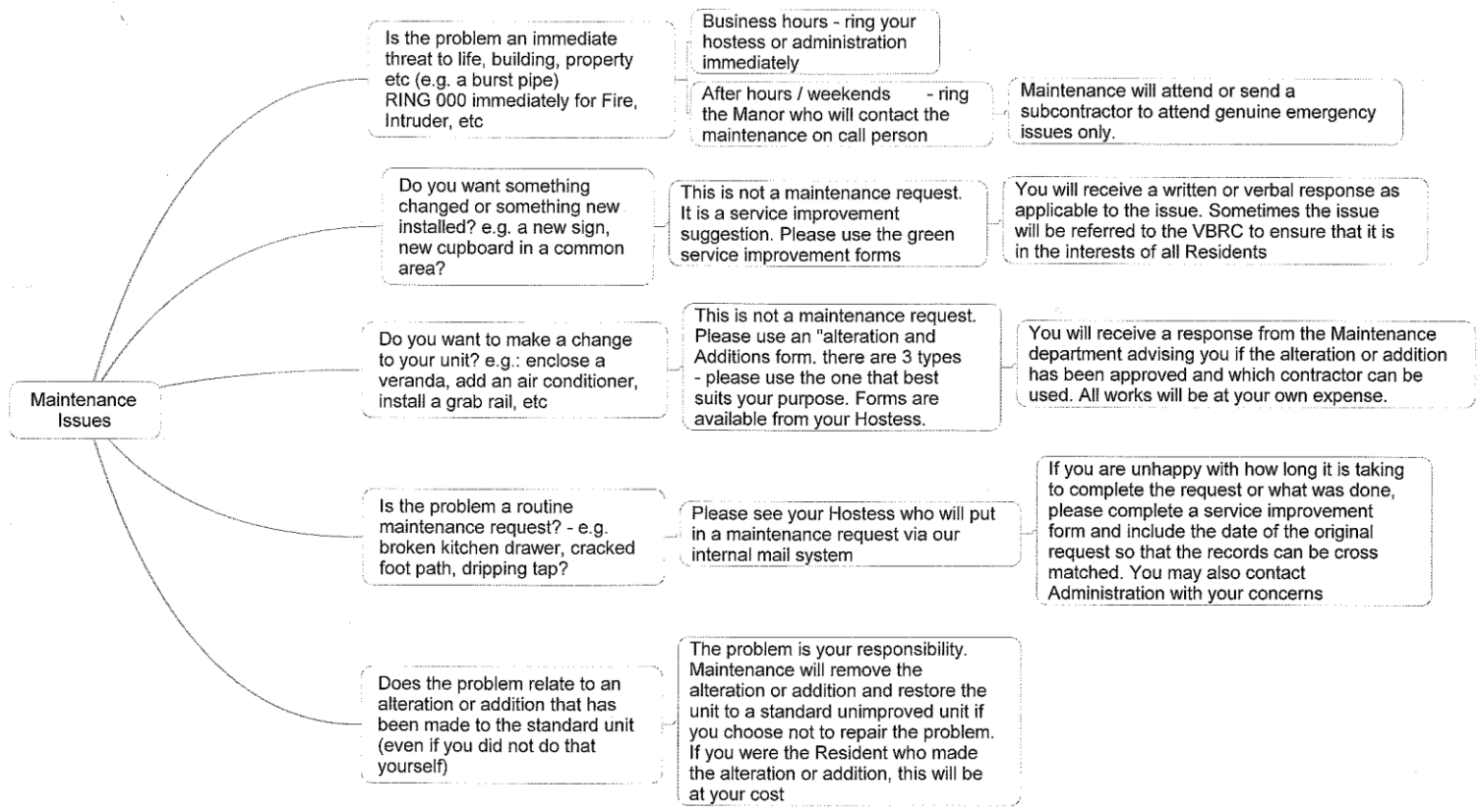
Routine maintenance requests

Routine maintenance requests consist of those items that can safely be attended during standard working hours. Examples of such issues are light globe replacements or dripping taps.

These requests should be made through the maintenance request books located in each building's office or reception area. Maintenance staff check these books each weekday.

Routine maintenance calls should not be referred to the emergency on call phone.

Maintenance Issues



RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No. 315

Subject: Manual Ammendment,
Authorisation and Distribution

Last Reviewed: September 2017

Developed by Executive Manager



PURPOSE

This Policy Manual gives an overview of the policies developed by Baptist Village Baxter to achieve an effective quality system designed to ensure consistency in the quality of our services, as well as a culture of continuous improvement.

The procedure for amending the Village Policy manuals is controlled by this policy..

POLICY

The Village has policy manuals that contain staff practice directions as well as master copies and templates of working documents.

All staff should complete their orientation requirements in relation to reading the policy manuals and maintain up to date knowledge of amendments .

PROCEDURE

The Village Policy manuals comprises the following chapters:

Policies Numbers	Chapter
000 – 099	Organisational and Board Policies
100 – 199	Residential Care Policies
200 – 299	Infection Control Policies
300 – 399	Administration Policies
400 – 499	Human Resources Policies
500 – 599	Medication Policies
600 – 699	Community Care Policies
700 – 799	Health and Safety Policies
800 –899	Maintenance Policies
900 – 999	Resident Policies

Each Chapter contains policies relevant to the subject title and should provide staff with guidance in their daily work. Staff are expected to adhere to the directions within the policy manual in the course of their employment and when representing the Village.

Within each policy, there may be attachments that form part of the policy manual. These attachments may comprise:

- Flowcharts of specific procedures or processes
- Copies of relevant forms, or
- Educational and informative material

The Executive Manager controls the master copy of the Policy Manuals

Suggestions for updates or amendments should be made through the Head of Department or via a service improvement form

Hardcopies of manuals are contained in folders in each department. Staff should immediately report suspicions of tampering or interference with the manuals.

A full copy of the manual is accessible via the internal computer network or from the Village's web site 'www.villagebaxter.com'. Additional paper copies are available from the Head of Department

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No. 316

Subject: Out of Office Hours Infrastructure Issues

Last Reviewed:: September 2017

Developed by Executive Manager



PURPOSE

To provide staff with clear guidelines for responding to an issue with the Village IT infrastructure.

POLICY

Certain aspects of the Village's IT infrastructure are critical to the smooth operations of individual departments. Problems with the IT infrastructure in these areas warrants an out of business hours response

PROCEDURE

Issue & response

1. Resident Phone System	
a. Cannot dial out	Advise the Resident/ staff member to Unplug all phones in the unit and then reconnect one by one checking each in turn If the above does not work, call Village Nurses and report issue to Maintenance on call number
b. Cannot dial in	
c. Phone dead – no tone at all	
d. Message bank not working	Residents to ring their hostess
e. Certain phone numbers not working, eg: 13XXXX numbers or 1800XXX... numbers	
2. Resident Internet	
a. Cannot access	Residents to ring their hostess on the next business day
b. Slow connection	
c. Email not sending / receiving	
3. Intranet (BVB staff only)	
a. Cannot access H drive files	Advise the staff member to try the following first (as relevant to the issues) Shutdown computer and restart Shutdown printer / copier and restart If the above does not work, call Village Nurses and report issue to Maintenance on call number If "Wecare" / "Leecare" issue – Care Manager must also be notified
b. Cannot access "wecare" or "leecare"	
c. Cannot get internal email	Ring reception and leave voicemail

d. Cannot get external email	message for attention the next business day
e. Cannot log onto the internet	
f. Cannot print to photocopiers / printers	
4. Staff Phone System	
a. Cannot dial out	call Village Nurses on the mobile phone (all areas have one) and report issue to Maintenance on call number
b. Cannot dial in	
c. Message bank not working	Ring reception and leave voicemail message for attention the next business day
d. Phone dead – no tone at all	call Village Nurses on the mobile phone (all areas have one) and report issue to Maintenance on call number
e. Certain phone numbers not working, eg: 13XXXX numbers or 1800XXX... numbers	Ring reception and leave voicemail message for attention the next business day

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	317
Subject:	<u>Risk Management</u>
Last Reviewed:	September 2017
Developed by	Executive Manager



PURPOSE

To provide overarching guidelines as to the risk management process undertaken within Village Baxter.

POLICY

Risk is defined as - Any event or action that may harm an organisations ability to achieve objectives, execute strategies or meet obligations

Therefore effective risk management assists the Village to achieve objectives, execute strategies and meet regulatory obligations.

Risk Management will be managed by the General Manager in conjunction with the Senior Staff group.

PROCEDURE

The Village Risk Management Process will be undertaken by following steps:

- Step 1 – Risk Identification
- Step 2 – Risk Analysis and evaluation
- Step 3 – Risk Treatment

In addition to these steps followed for Risk Management – simultaneously Communication and consultation with stakeholders and ongoing monitoring and review is to occur to manage risk in the most comprehensive manner.

A Risk Profile is established for the Village as a whole; this profile is reviewed regularly and updated as required.

A Risk Treatment Plan is a secondary document supporting the minimisation of the risks identified in the Risk profile. The treatment plan is also reviewed regularly and updated as required.

RELATED POLICIES AND DOCUMENTS

Administration Policies and Procedures

Policy No.	318
Subject:	<u>Diversity</u>
Last Reviewed:	September 2017
Developed by	Executive Manager



PURPOSE

To provide overarching guidelines for inclusiveness in regard to clients, staff, business partners and residents from diverse backgrounds.

POLICY

Village Baxter recognises that there are distinct demographic groups that have been disadvantaged and recognises that access to care, lifestyle and accommodation services and employment can be difficult for some groups.

Village Baxter is committed to embracing a culture that believes that diversity of thought, background and experience strengthens relationships and delivers meaningful benefits to staff, residents, clients and business partners.

The Village Baxter's inclusive culture that promotes the skills and insights of our people irrespective of gender, ethnicity, generation, flexible work status, sexual orientation or disability . Diversity and inclusion is an important strategic objective because it enhances our ability to deliver value to our residents and clients and execute our mission - "every person cared for, every person valued".

The Village Baxter's Diversity plan was created in conjunction with Peninsula Social Support Network Group and identifies specific groups that are at risk of not self-including in Village Baxter services and include:

- the Local GLBTIQ community,
- people living in the community with Dementia,
- people from culturally and linguistically diverse backgrounds,
- people from socially disadvantaged back grounds and
- the ATSIC community.

RELATED POLICIES AND DOCUMENTS

The Village Baxter Diversity Plan Spreadsheet

Administration Policies and Procedures

Policy No. 319
Subject: Health Data Security
Last Reviewed: July 2018
Developed by Executive Manager



PURPOSE

To provide guidance for maintaining the security of Health Data

POLICY

STAFF / PRACTICES

All Staff have Police Criminal History Back ground checks undertaken as well as providing Statutory Declarations

Management monitor health data security regulatory advisements but also rely on Software Providers to provide information

All company Servers are located in secure areas

Internal software systems have password complexity enforced

CONNECTION DETAILS

Permission based locked drive on secure servers / VPN only access + regular reporting re access

SOFTWARE

SSL system ensures 'Encrypted in Transit'

Passwords in Databases are encrypted – each database has separate password

Leecare data is subject to Annual Penetration Testing with Hardware & Network document contents follows recommendations

Firewalls are in place to support Provider clients

Java, Tomcat, MySQL security patches are updated when necessary

IMPLEMENTATION / INSTALLATION

Offsite storage Clouds used by Leecare are within Australia and are security approved, with firewall protection of data and as well as standard system security requirements

INCIDENTS

Any suspected or confirmed breaches of any size are required to be reported to the General or Executive Manager immediately by mobile phone for immediate escalation and response including shutting down of servers

INFORMATION SECURITY

As part of caring for our Residents, Staff are privy to large amounts of personal information about our residents and sometimes about our staff when they call in unwell for a shift. It is important to realise that access to this information is highly regulated and staff must never discuss Resident information outside of the workplace. Information about the health status of staff must also be treated with the same respect for privacy and only shared with senior members of the team in the proper context of updating the roster, providing support or controlling an infectious disease outbreak. *Under the Privacy Amendment (Notifiable Data Breaches) Act 2017 the Village has an ongoing obligation to handle personal information in accordance with the Australian Privacy Principles which includes protecting personal information from unauthorised access or disclosure. If personal information has been misused, interfered with, accessed by unauthorised person, modified or disclosed to an unauthorised person a formal data breach assessment will be undertaken which may include notification to the Commonwealth Government Information Commissioner, the Australian Health Practitioner Regulation Agency, police or law enforcement or other relevant authorities. Information*

about the breach is also provided to the person whose personal information was the subject of the breach and may be required to be published on the Village Baxter website.

To be absolutely crystal clear, some examples of disclosing personal information to unauthorised people may include (but are not limited to) the following

- giving an ex-staff member an 'update' on a favourite resident
- sharing information about a resident who is deteriorating with a staff member who is away on leave
- sharing information about a resident with another resident's family.
- removing documents from the workplace
- revealing the personal health information of another staff member that has called in sick to other staff in social chatter in the lunchroom or on social media

All of the above examples can be investigated under the *Privacy Amendment (Notifiable Data Breaches) Act 2017*.

It is important to understand the very serious consequences of disclosing personal information to people who are not authorised to have that information. All staff are expected to maintain the highest professional standards in handling personal information and be familiar with the privacy and social media policies. Village Baxter considers a data breach to be a very serious issue that will likely result in disciplinary action for serious misconduct being taken and a referral to the relevant law enforcement authorities.

If you have any questions about the information above or how to handle personal information, please see the Directors of Nursing or the Executive Manager who can assist you.