



# Australian Retirement Village Accreditation

## Handbook



# AUSTRALIAN RETIREMENT VILLAGE ACCREDITATION HANDBOOK

## *Introduction*

### **Aims**

This handbook provides information for applicant Villages on the Australian Retirement Village Accreditation (ARVA) Scheme and criteria for meeting the Accreditation Standards.

### **What is Accreditation?**

Accreditation is a detailed comparison of a village's services and operations against a set of national standards. The ARVA Scheme initial application is a two-part process.

1. The first part involves a self-assessment where the applicant Village measures its own conformance against the ARVA Standards.
2. The second part is an on site survey carried out by an independent accreditation survey team.

There are 27 Standards that are divided into four sections:-

- Section 1 Resident Services and Lifestyle (12)
- Section 2 Organisational Management (6)
- Section 3 Human Resources (4)
- Section 4 Physical Resource Environment (5)

Each Standard has been given a number, a title, a statement of requirements and a list of criteria. It is expected that in order to achieve conformance with the Standard each of the requirements and criteria will be addressed and met except where a Standard is not applicable.

The Standards aim to be realistic, fair and transparent. They are minimum standards designed to ensure the protection of residents. This includes promotion of health and wellbeing and enhancement of quality of life within the Village.

The Scheme is based upon the principle of 'Continuous Improvement' across all facets of management. Continuous improvement completes the quality cycle and ensures that standards of service improve over time. Accreditation through ARVA requires a commitment to continuous improvement.

### Marketing of Accreditation

Only accredited villages may use the ARVA logo and seal for the duration of the accreditation period (3 years). The awarded accreditation certificate may be displayed on the village premises.

The logo and seal may be used electronically and in print form on all village communications. These may include:

- Letterhead
- Newsletters
- Media materials
- Print/online advertisements
- Sales & Marketing materials
- Websites
- Emails



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## INFORMATION FOR APPLICANT

### Self-Assessment

Self-assessment is an internal process of evaluating Village operations in terms of a storyline set against a set of standards.

It assists the Village stakeholders (management, owners, residents and staff) to identify achievements, gaps or deficiencies and form a basis for continuous improvement.

It provides an opportunity for the stakeholders to share this story and better understand how the Village operates and performs.

#### The Self-Assessment Process

1. Become familiar with the Accreditation Handbook, Edition 3 (Form 04), in particular the process, standards and criteria.
2. Plan a schedule for Self-Assessment utilising Self-Assessment Schedule (Form 6). This will assist in identifying responsibilities and a timeframe in the construction of the Self-Assessment.
3. Draft the Self-Assessment (Form 7). This will help identify gaps which can be included in the Continuous Improvement Plan (Form 8).
4. Develop a schedule with timeframes to work through the Continuous Improvement Plan.
5. Complete the Self-Assessment process by:
  - Formally writing the Self-Assessment (Form 7)
  - Compiling the Application folder (as required by Form 10)
  - Forward the completed Application to the Standards Manager
6. **IMPORTANT NOTE:** The time it takes to complete the Self-Assessment is largely determined by the pace set. Be prepared to allocate sufficient time to putting the Self-Assessment together. This process will provide a quality tool for the operating of your village.

#### References:

- a. *ARVA Handbook (Form 4)*
- b. *Self-Assessment Schedule (Form 6)*
- c. *Self-Assessment Application (Form 7)*
- d. *Continuous Improvement Plan (Form 8)*
- e. *Documents to be included with ARVA Application (Form 10)*



## Continuous Improvement

Continuous Improvement underpins the Australian Retirement Village Accreditation Scheme. A Continuous Improvement Program is a systematic and on-going management process whereby delivery processes are constantly evaluated and improved in the light of their efficiency, effectiveness and flexibility.

A Continuous Improvement Program covers all facets of management not just maintenance. Continuous improvement is about looking into the future and anticipating the changes that will need to come. The Australian Retirement Village Accreditation Scheme encourages continuous improvement.

### Principles of Continuous Improvement

There are a number of ways that continuous improvement can be approached. Whatever approach is used, the principles should help to drive and support the process.

- Resident-focused
- Strategic planning and implementation
- Clearly defined objectives and outcomes
- Involvement of staff
- Involvement of key stakeholders
- Encouragement of innovation
- Utilisation of a range of approaches and techniques
- Regular monitoring and evaluation

### The Steps of Continuous Improvement Involve?

- Identification – identify the gaps or areas for improvement
- Planning – plan the required improvement
- Implementation – implement the plan to improve
- Assessment – assess how well the improvements have worked
- Monitor – monitor the improvement

Continuous improvement involves a proactive focus on lifting performance in each of the Standards and is a results-focused activity which can be demonstrated through outputs and outcomes. Improvements may range in scale from smaller programs to significant strategic initiatives. It allows you to reflect back on what worked well, and what didn't.

Accredited Retirement Villages are required to submit a plan for continuous improvement with their Annual Return as part of their commitment to Accreditation.

#### References:

- a. *Continuous Improvement Plan Template (Form 8)*
- b. *Accreditation Annual Return (Form 13)*



## ARVA Responsibility to the Applicant

### Confidentiality

All information obtained in the course of the accreditation process will be treated confidentially and will not be used other than as is necessary for the purposes of the Scheme.

### Retention of Records

Documentation received from applicants will be retained for the period required to finalise the process of Accreditation. One copy of the application documentation will be retained by the National Standards Unit. All other documentation supplied in the course of applying for accreditation will be returned to the applicant within 60 days of the accreditation decision.

## Applicant Undertaking to the ARVA

### Indemnity

The ARVA Scheme is intended as a positive means of attaining and improving the quality of the Village operation and as such every effort will be made by those concerned to act in a professional, discreet and supportive manner. No responsibility or liability will be accepted by The Retirement Village Association Limited (RVA), Aged Care Queensland Inc (ACQ), or any Board Member, Committee Member, Staff Member, Survey Team Member, or any other authorised person for any loss or damage that may arise, directly or indirectly, during or as a consequence of dealing with an application for Village accreditation under the Scheme.

In consideration of acceptance of an application for accreditation, the applicant indemnifies and will keep indemnified RVA, ACQ, Survey Team Members, or any other authorised person to the fullest extent permitted by law, against any damage or loss that may be sustained by any party whatsoever, as a result of any action in relation to the Accreditation Scheme.

The ARVA Scheme is a means of assessment only and is intended to assist in the improvement of quality and management of the applicant's Village. It is not intended nor does it replace, alter, amend or increase any agreements made in the formal contractual arrangements between the Village and any resident or intending resident.



## DEFINITIONS

<b>Accredited:</b>	indicates that an applicant has met the requirements of the Scheme.
<b>Accreditation:</b>	the certification that an applicant has met the requirements and associated criteria of the Australian Retirement Village Accreditation Scheme (ARVA).
<b>Accreditation Expiry date:</b>	the date being 3 years from the grant of accreditation, unless earlier revoked subject to the Scheme.
<b>Accreditation Decision:</b>	the decision of the National Accreditation Committee (NAC) having considered the application by a Village and the Accreditation Survey Report(s).
<b>Accreditation Scheme:</b>	the Australian Retirement Village Accreditation Scheme (ARVA) which provides a system of assessing conformance to the Accreditation Standards.
<b>Accreditation Standards:</b>	the Standards laid down in the Australian Retirement Village Accreditation Scheme (ARVA) as the minimum requirements that a Village shall achieve for Accreditation.
<b>ACQ:</b>	the acronym for Aged Care Queensland Inc.
<b>Affiliate Organisation:</b>	any incorporated, not-for-profit entity with similar objects with which the RVA has signed an affiliation agreement or other binding agreement.
<b>Annexure:</b>	documentation submitted with the application demonstrating conformance with the accreditation standards and requirements.
<b>Annual Return:</b>	documentation submitted confirming conformance with the standards on the anniversary of grant of accreditation in years one and two, identifying any exception that may have occurred in the applicant Village during the term of accreditation.
<b>Appeal:</b>	the process whereby an applicant can apply to the Standards Committee to reconsider or review the accreditation decision of the National Accreditation Committee.
<b>Applicant:</b>	the Retirement Village that has applied for accreditation under the Australian Retirement Village Accreditation Scheme (ARVA).
<b>Application:</b>	documented request for assessment for the purposes of accreditation, being the initial or further application on expiry of the preceding term.
<b>Australian Retirement Village Accreditation Scheme (ARVA):</b>	the Scheme administered by RVA or other organisation.
<b>Criteria:</b>	a key activity carried out in relation to a requirement.
<b>Independent Surveyor:</b>	a person, not a Village manager, Village staff member, owner or administrator who has been appointed and has met the criteria required by the Standards Committee to be a member of the Survey Team.
<b>Industry Surveyor:</b>	a member of the RVA, ACQ or affiliate organisation who has been appointed and has met the criteria required by the Standards Committee to be a member of the Survey Team.
<b>Lapsed Accreditation:</b>	a Village's accreditation status will be considered to have lapsed if the application for renewal of accreditation is not received prior to



the anniversary (expiry) date. The village will revert to being a Provisional Member of the RVA or ACQ.

- Member:** a financial member of the RVA, ACQ or affiliate organisation.
- National Accreditation Committee:** a Committee to determine the accreditation status of applications after having considered the application and the accreditation survey report.
- National Standards Unit:** a business unit of RVA Ltd whose objective is to administer the ARVA Scheme subject to any agreement with RVA and affiliate organisation for administration of the Scheme. (*References throughout the Handbook to the National Standards Unit also mean the ACQ Retirement Living Stream*).
- National Standards Unit Manager:** a staff member of the RVA whose primary responsibility is to manage the National Standards Unit subject to any agreement with RVA and affiliate organisation for administration of the Scheme. (*References throughout the Handbook to the National Standards Unit Manager also mean the ACQ Accreditation Administrator*).
- Observer:** any authorised person who is attached to a Survey Team for the purposes of observing an on site survey.
- Participating Organisation:** any organisation with which RVA has an agreement to offer accreditation to their members or constituents.
- Requirement/s:** the definition of a performance outcome for a standard.
- RVA:** the acronym for Retirement Village Association Limited.
- Scheme:** the system of ensuring conformance to the ARVA accreditation standards.
- Stakeholders:** individuals and/or groups of people who have an interest in the Village, by virtue of ownership, residence or employment (paid and unpaid), including contractors and suppliers to the Village.
- Standards Committee:** the committee that oversees and sets policy for the Scheme nationally.
- Supplementary Report:** a further report required by the Survey Team Leader when the National Accreditation Committee has deferred an application and sought clarification on an aspect, or aspects, of the original Survey Report.
- Survey:** an on site inspection of an applicant Village by the Survey Team for the purpose of making assessment and recommendation regarding accreditation to the National Accreditation Committee.
- Survey Report:** a written document compiled by the Survey Team following an on site survey which records pertinent information to be taken into consideration in making the accreditation decision.
- Survey Team:** the team appointed to carry out the survey, comprising at least two qualified surveyors, at least one of whom must be an Independent Surveyor.
- Survey Team Leader:** the Independent Surveyor responsible for preparing and submitting the Survey Report and recommendation to the National Accreditation Committee.
- Units:** accommodation provided by the applicant for residents.
- Village:** a Retirement Village as defined under relevant legislation.



- Village Management:** owner, proprietor or appointed authorised representative.
- Village Manager:** the person appointed with responsibility for day-to-day management of the Village.
- Village Owner/Proprietor:** means a person or an incorporated entity who or which is a proprietor of a freehold or leasehold estate;
- (a) in respect of the whole of a Retirement Village, or
  - (b) in respect of the community facilities of a Retirement Village



# STEPS TOWARDS ACCREDITATION

## Step One - The Accreditation Application

### Initial Application

The ARVA document packages are available electronically or an applicant may request a hard copy.

The application has been developed as a self-assessment tool (Form 7) which may be completed either electronically or manually.

**The Accreditation Handbook (Form 04) provides information to assist applicants to carry out the Self-Assessment for the Village.**

Each Standard in the Accreditation Scheme is listed separately and will include:

- The Standard number and name
- The Requirement will be highlighted and written in italics
- Criteria for each requirement listed and numbered below the requirement
- To conform with the requirement, it is necessary for the criteria to be met
- The last section in each standard is Accreditation Application Notes. These notes are to assist in carrying out the Self-Assessment Application and ensuring the correct documentation is available at the time of the on site survey

### Delays Imposed by the Applicant

In the event whereby applications have been received, and the accreditation process has commenced, but has subsequently been delayed at the request of the applicant, the maximum period that the application can be delayed for is three months. If this 3 month period elapses then the applicant will need to reapply at a later date, which will incur a loss of application fee.



## **ARVA Document Package Forms**

The ARVA document package, for the applicant to complete as required under the Scheme, will contain the following forms:

- Form 01** Accreditation Application Form
- Form 02** Schedule of Application Fees
- Form 03** Deed of Release from Liability and Indemnity
- Form 04** ARVA Handbook
- Form 05** Standards Index
- Form 06** Self-Assessment Schedule
- Form 07** Self-Assessment Application
- Form 08** Improvement Plan
- Form 09** List of Occupied Units
- Form 10** Documents to be included with Accreditation Application
- Form 11** Documents to be Available for Accreditation Survey Team
- Form 12** Resident Questionnaire
- Form 13** Annual Return
- Form 14** Complaints Register
- Form 15** Staff Training Schedule

These forms can be obtained from the members section of the RVA website [www.rva.com.au](http://www.rva.com.au)



## **Step Two - Accreditation Application Submission**

The Application, **in triplicate**, is submitted to the National Standards Unit. In order for an application to be properly considered the applicant is required to submit:

1. **Form 01** Completed and signed Accreditation Application Form;
2. **Form 02** Payment of the Application Fee as indicated;
3. **Form 03** Deed of Release from Liability and Indemnity Form completed in full and duly executed by the authorised person for the applicant Village;
4. **Form 07** The completed Self-Assessment;
5. **Form 08** The Continuous Improvement Plan;
6. **Form 09** A numeric list of occupied units;
7. Annexures and supporting documentation. These must be clearly identified as to the related standard name and number;

**Three copies** of the complete application are to be lodged to the address advised on the Accreditation Application Form.

The application fee is non-refundable.

The Standards Manager will acknowledge receipt of the application within three working days of receipt of application documentation and payment.

The Standards Manager, will carry out an initial desk review of the application (refer to Form 10). If the application is incomplete, or queries are raised, the Village Manager will be contacted to discuss the issue.

The Village Manager will be contacted to arrange a suitable date for the on site survey.

### **The Survey Team**

The National Standards Unit co-ordinates a Survey Team. The Village Manager will be provided with notice of the members of the Survey Team.

The Survey Team will consist of at least two qualified surveyors, one of whom is an Independent Surveyor.

*NB. The Village Manager will be required to provide the National Standards Unit Manager with written confirmation that representatives of relevant stakeholders have been given a minimum of seven (7) days notice of the on site Survey.*

A Survey Team Member may not participate in a Survey of a village in which he or she has/had a conflicting or financial interest that may influence decisions within (3) years prior to the date of the on site survey for the applicant Village.

The Village Manager should advise the Standards Manager, if he or she believes there are any conflicts of interest with any Survey Team Member, so appropriate action can be taken. It is important to note that failure to advise of any interest or conflicts of interest could lead to an accreditation decision being ruled invalid and will result in additional expense for the applicant Village.

The Surveyors undertake a further desk review of the application.

*NB. If, on consideration of an application, and prior to the Survey, it is apparent that accreditation is unlikely to be achieved, the Standards Unit Manager will discuss the matter with the Village Manager.*



## **Step Three - The Accreditation Survey**

### **Duration of Survey**

Generally, the on site survey will be conducted within a day. In some circumstances two days may be required. It is requested that the Survey Team is provided with a suitable room to use for the duration of the on site survey.

### **Methodology of Survey**

The Survey Team arrives on the scheduled date and time for the on site survey and will carry identification.

During the visit the Survey Team will:

- Conduct an initial meeting with Management and view related documents to be made available for the team (see Form 11);
- Tour the Village to review services provided and the environment;
- Undertake discussion with residents and/or their representatives and resident committees where they exist;

*NB. The Survey Team is required to ensure reasonable time is made to meet representatives of the relevant Stakeholders. The Survey Team may at its sole discretion do this informally or formally.*

- Talk with staff;
- Review documents and records to validate application requested by the Survey Team;
- At the end of the on site survey, the Survey Team will meet with Management and other stakeholders as advised by the applicant for an exit interview to share their findings, discuss relevant issues, and where applicable, offer advice on the applicant's continuous improvement program.

*NB. The Survey Team make recommendations for accreditation to the National Accreditation Committee. The decision to grant Accreditation is made by the National Accreditation Committee. The Survey Team are not authorised to make the Accreditation decision.*

### **Costs**

The applicant is responsible for attending to payment of the fees as advised and additional fees if necessary to proceed with the application, including the conduct of the on site survey.

The applicant is responsible for payment of any further costs, if any, for preparation of the Supplementary Report or Amended Survey Report referred to in Step 5.



#### **Step Four - The Accreditation Survey Report**

At the conclusion of the on site survey, the Survey Team prepares a Survey Report.

The Survey Team Leader is responsible for submitting the Survey Report and the Survey Team's recommendation within fourteen (14) days of the on site survey to the National Accreditation Standards Unit Manager.

#### **Step Five - The Accreditation Approval Process**

The Survey Report will be considered by the National Accreditation Committee, which will approve, defer or decline the application. An application may be deferred for further information or evidence to be provided by the applicant. In some circumstances, a further survey may be necessary.

At the conclusion of the further survey or other evidence being provided, the Survey Team Leader prepares a Supplementary Report or Amended Report for consideration by the National Accreditation Committee.

The Survey Team Leader is responsible for producing and submitting the Supplementary Report or Amended Report to the National Accreditation Standards Unit Manager.

To become accredited a village must respond to the Supplementary Report to the satisfaction of the National Accreditation Committee within the designated period. An application may only be deferred up to a maximum period of six months. If a decision cannot be reached by the National Accreditation Committee based on the evidence provided, or non-receipt of information, within this time frame, a new application will be required.

#### **Step Six - The Accreditation Decision**

Applicants will be advised of the accreditation decision in writing by the National Accreditation Standards Unit Manager.

Successful applicants will receive an Australian Retirement Village Accreditation Certificate.

If the application is declined, the applicant may appeal against the National Accreditation Committee's decision.

#### **Appeal Mechanism**

If Accreditation is declined or revoked and an applicant is dissatisfied, the applicant may, within thirty (30) days of receiving notification, submit a written request for an appeal to the Standards Committee who at their absolute discretion will consider whether any further action should be taken and the form of that action. Following the appeal the Standards Committee decision will be communicated to the applicant. This decision is final.



## ANNUAL RETURN ON CONFORMANCE

The applicant is required to submit an annual written report of the applicant's ongoing conformance with the standards and requirements of the ARVA Scheme. The Annual Return includes a Complaints Register and Staff Training Schedule and is to be submitted one (1) month prior to the 12 month and 24 month anniversary of the grant of accredited status.

The Annual Return is available electronically. The applicant must ensure the current Annual Return Form is used at the time of submission.

### References:

- a. *Annual Return (Form 13)*
- b. *Complaints Register (Form 14)*
- c. *Staff Training Schedule (Form 15)*

## FURTHER APPLICATIONS FOR ACCREDITATION

The Village Manager will be notified of forthcoming Accreditation expiry by the National Standards Unit nine (9) months prior to the expiry date. Information will be provided on how to commence the application process.

If required, a reminder notice of the forthcoming Accreditation expiry date will be sent to the Village by the National Standards Unit five (5) months prior to the expiry date.

If the further application is made at or prior to the expiry date, the current Accreditation status remains in place until such time as the further application is granted or refused by the National Accreditation Committee or withdrawn by the applicant. The new grant is backdated to the expiry date of the original grant.

If the further application is not lodged by the expiry date the Village's accreditation status will be considered to have lapsed. The accreditation process may continue, however the date of the new grant will become the new expiry date for future renewal of accreditation.

In the event of lapsed accreditation the applicant must:

- Remove the accreditation certificate from display and return it to the National Standards Unit Manager
- Remove any reference to the Village's ARVA accreditation status from all electronic and hard copy Village and Company materials, information or brochures
- Provide a statutory declaration to the Accreditation Standards Unit Manager within 14 days of the expiry date that it has attended to the above matters



# STANDARDS, REQUIREMENTS AND CRITERIA

## SECTION 1 – RESIDENT SERVICES AND LIFESTYLE

### STANDARD 1.1 RESIDENT INFORMATION

#### REQUIREMENT

*All prospective residents are informed of the conditions of residence before entering into any contractual commitment.*

#### CRITERIA

- 1.1.1 Residents receive written information in relation to:
- Contractual arrangements
  - Financial arrangements
  - Usual services and activities
  - Security measures
  - Additional service and care options including costs
- 1.1.2 Prior to signing contracts the procedure for prospective residents includes a meeting with Village Management, or an authorised representative of Village Management to enable prospective residents to make an informed decision.
- 1.1.3 All information provided to residents is honest, current, informative and helpful and complies with the relevant State legislation.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how the Village conforms with this Requirement. b) List the documents that are provided to prospective residents prior to entering into a contract.	<ul style="list-style-type: none"><li>▪ Disclosure Document</li><li>▪ Public Information Document</li><li>▪ Prospectus</li><li>▪ Marketing Literature</li></ul>
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Documents listed above</li></ul>	



## STANDARD 1.2 NEW RESIDENT ORIENTATION

### REQUIREMENT

*All new residents are provided with orientation to the Village.*

### CRITERIA

- 1.2.1 All residents are provided an entry orientation program.
- 1.2.2 Residents are provided with a comprehensive information package that details aspects of the lifestyle of the Village. As a minimum this must include:
- provision of written information detailing a variety of information on all aspects of Village life, including procedures on how to contact staff, dispute resolution, comments/complaints processes and access to Village services;
  - verbal and written information on emergency procedures in the Village, i.e.; emergency call system, fire & evacuation procedures, and provision of a site or floor plan.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe the entry orientation program offered to new residents in the Village. b) List information provided to new residents.	1. Site Plan 2. Resident Information Book
Items for review or discussion during Accreditation Survey	
• Information listed above	



## STANDARD 1.3 COMMUNICATION

### REQUIREMENT

*A communication system between management and residents is in place.*

### CRITERIA

- 1.3.1 Information is regularly supplied in the form of notices, newsletters and/or gatherings.
- 1.3.2 A policy is in place for residents to have access to management.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Detail communication systems with residents. b) Describe the system for residents to access management.	1. Village Newsletter
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Information listed above</li><li>• Other communication mediums</li></ul>	



## STANDARD 1.4 RESIDENT DIGNITY, PRIVACY AND CONFIDENTIALITY

### REQUIREMENT

*Residents are treated equally in a courteous manner, honouring confidentiality and respecting privacy, dignity and individuality.*

### CRITERIA

- 1.4.1 Management and staff recognise and respect the privacy, dignity, confidentiality and individuality of residents by:
- Providing and maintaining confidentiality on all information pertaining to each individual resident;
  - Interacting with residents in a friendly and respectful manner;
  - Respecting residents' dignity and privacy at all times
  - Policy on entry to residents' units or apartments by staff or tradesmen
  - Conforming to the Privacy Act 1988 (Cth), as amended.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how the Village conforms with this Requirement.	1. Privacy Policy
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Other documents relating to resident dignity, privacy and confidentiality</li><li>• Workplace Code of Conduct or equivalent</li></ul>	



## STANDARD 1.5 RESIDENT SERVICES

### REQUIREMENT

*Residents are informed of the availability, range and cost of services within the village.*

### CRITERIA

1.5.1 Written information is provided to residents detailing available services.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
<p>a) List services available for residents at the Village. <i>(Indicate the services available from within the Village or from external service providers)</i></p> <p>b) Describe how residents can access services.</p> <p>c) Supply information on access to health and care services.</p>	<p>1. Schedule of Services and Costs</p>
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>Information listed in application</li></ul>	



## STANDARD 1.6 CATERING SERVICES

### REQUIREMENT

*When meals are provided or contracted by the Village, food safety practices meet relevant regulatory requirements. The village must ensure any specified dietary requirements are met.*

### CRITERIA

1.6.1 Where the village provides food services a system is in place to meet & maintain food safety standards.

1.6.2 Where contractors are providing food services it is the responsibility of the Village Management to ensure the contractor's compliance with food safety standards.

### **Exclusions:**

- This standard does not apply where there is self catering by residents
- This standard does not apply where residents appoint an external contractor to provide food services.

## ACCREDITATION APPLICATION NOTES

*(Where applicable)*

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe meal services provided by the Village.	1. Sample menu 2. Current Certification from relevant food safety authority
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Observation of kitchen, food preparation area and dining room</li><li>• Communication with residents on menu planning and meals</li></ul>	



## STANDARD 1.7 SOCIAL ACTIVITIES AND COMMUNITY INVOLVEMENT

### REQUIREMENT

*Information and support is provided to enable residents to access a range of activities.*

### CRITERIA

The range of activities is appropriate to the Village population.

1.7.2 Involvement in activities is encouraged.

1.7.3 Information is provided to residents detailing social and recreational facilities and activities in the Village and locality.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe the range of social and community activities in which the Village is involved. <i>(If applicable supply details separately for self-care and serviced apartments)</i>	1. Monthly activity calendar
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Discussion with residents and staff</li></ul>	



## STANDARD 1.8 TRANSPORT SERVICES

### REQUIREMENT

*Where the Village Management provides or contracts transport for residents, the vehicle driver is appropriately licensed and vehicles are maintained in a safe and proper manner at all times.*

### CRITERIA

- 1.8.1 Any transport provided or contracted by the Village for the transportation of residents is appropriately licensed, insured and current safety check documentation is available.
- 1.8.2 Drivers of village and contract transport vehicles hold a current driver's licence, relevant to the class of vehicle they operate.
- 1.8.3 A system is in place for all drivers to make emergency contact where required.
- 1.8.4 A First Aid Kit is provided on Village vehicles.
- 1.8.5 Policies and procedures are in place governing the use of vehicles used for transporting residents.
- 1.8.6 All drivers are aware of policies and procedures governing the use of transport vehicles.

#### **Exclusion:**

Excludes any transport not provided or contracted by Village Management, e.g: resident provided.

## ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Provide details of Village and public transport available to residents. b) How do residents access the shops, medical appointments etc?	1. Nil Required
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Bus timetable(s)</li><li>• Observation of Village transport</li><li>• Registration documents</li><li>• Copies of driver licences</li><li>• First Aid Kit</li><li>• Safety check documents</li><li>• External compliant documentation (<i>if applicable</i>)</li></ul>	



## STANDARD 1.9 RESIDENT SATISFACTION

### REQUIREMENT

*There is a mechanism for residents to provide feedback to Village management on the services provided and the day-to-day operations of the village.*

### CRITERIA

- 1.9.1 A system exists for residents to provide day-to-day feedback to village management in village services and operations and receive a response in a timely manner.
- 1.9.2 A survey system exists for residents to comment on their general level of satisfaction with services and operations and receive a response at least annually.
- 1.9.3 A system exists for recording and reviewing of resident feedback, and listing actions for continuous improvement.

## ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) How does the Village strive to meet the needs of residents? b) How does the Village seek feedback from residents?	1. A copy of the most recent Village Resident Survey/Questionnaire distributed or other method of satisfaction
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Results from surveys or other methods of feedback</li><li>• Discussion with residents</li></ul>	



**STANDARD 1.10 DISPUTE RESOLUTION/COMMENTS AND COMPLAINTS MECHANISM**

REQUIREMENT

*There is a dispute resolution or comments and complaints mechanism in place.*

CRITERIA

- 1.10.1 Residents are informed of the dispute resolution or comments and complaints mechanism, and this procedure is available to all residents within the Village.
- 1.10.2 A policy and procedure is in place, which must comply with relevant government legislation.
- 1.10.3 Records are maintained of documented disputes, comments and complaints with details of actions and resolutions.

**ACCREDITATION APPLICATION NOTES**

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe the Dispute Resolution or Comments and Complaints Procedure in place in the Village.	<ol style="list-style-type: none"> <li>1. Comments and Complaints Policy and/or</li> <li>2. Dispute Resolution Procedure</li> </ol>
For Review/Observation/Discussion During Village Survey	
<ul style="list-style-type: none"> <li>• Complaints Register</li> <li>• Discussion with residents</li> </ul>	



## STANDARD 1.11 RESIDENTS' INVOLVEMENT IN DECISION MAKING

Resident involvement in decision making can occur through the Village having an elected residents committee or through consultative process in which all residents can participate.

### REQUIREMENT

*If a Residents' Committee is in place:  
Management provides support to the Residents' Committee, encourages and facilitates regular Committee meetings.*

*If no Residents' Committee is in place:  
Residents are consulted on activities and operations of the Village and management facilitates this process.*

### CRITERIA

- 1.11.1 Residents' Committees are supported by Village Management.
- 1.11.2 Residents have an opportunity to consider, comment and request information on the Village's operating income and expenditure as per legislation.
- 1.11.3 Residents are consulted and informed on relevant management decisions that affect the operations of the Village.

## ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
<ul style="list-style-type: none"><li>a) Provide information on Residents' Committee.</li><li>b) How does Village Management arrange reasonable access for Resident Committee?</li><li>c) If there is no Residents' Committee demonstrate how management ensures that appropriate decisions are made in keeping with relevant legislation.</li><li>d) Describe how residents are able to participate in management decisions in the Village.</li></ul>	<ul style="list-style-type: none"><li>1. Terms of Reference/ Constitution for Residents' Committee <i>(if applicable)</i></li></ul>
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Discussion with management and residents.</li></ul>	



## STANDARD 1.12 ANNUAL MEETING OF RESIDENTS

### REQUIREMENT

*Annual Meetings of residents are convened by Village Management in accordance with relevant regulatory requirements.*

### CRITERIA

- 1.12.1 The Agenda and Financial Statements are provided to residents in accordance with relevant legislation prior to Annual Meetings of residents.
- 1.12.2 A system is in place for Management to provide an opportunity for residents to raise questions and/or make comments to be addressed at the meeting.
- 1.12.3 Management provides responses to resident enquiries.
- 1.12.4 A record of the business transacted at Annual Meetings of residents is maintained.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
<ul style="list-style-type: none"><li>a) Describe how the Village management facilitates its Annual Meetings of residents.</li><li>b) State how records of business transacted at the Annual Meeting are maintained.</li><li>c) Describe how information is passed to residents in relation to actions following the Annual Meeting.</li></ul>	1. Statement of Income and Expenditure
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Annual Meeting Agendas</li><li>• Record of Annual Meetings</li></ul>	



## SECTION 2 – ORGANISATIONAL MANAGEMENT

### STANDARD 2.1 RESIDENTS' CONTRACTUAL AND FINANCIAL ARRANGEMENTS

#### REQUIREMENT

*The Village's financial systems and contractual arrangements are documented and are in accordance with relevant regulatory requirements.*

#### CRITERIA

- 2.1.1 All Management and staff who have responsibility for liaising with prospective, new, and current residents comply with statutory obligations when supplying information concerning the initial and ongoing costs of services.
- 2.1.2 The system for setting charges in relation to regular fees, user pays services, and fees while absent from, a Village, are documented and available to all residents.
- 2.1.3 Disclosure documents for the Village comply with relevant regulatory requirements and contain an adequate explanation of:
- Retentions/deductions/fees upon a resident vacating the Village;
  - Residents' liability for ongoing fees after vacating the Village;
  - All other information as required by the relevant regulatory requirements.
- 2.1.4 A system is in place for review of legal documents and disclosure statements.
- 2.1.5 Letter from solicitor stating documentation meets all relevant regulatory requirements.

#### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how the Village conforms with this Requirement.	1. Letter from Solicitor stating documentation meets all legislative requirements
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Discussion with management and residents</li></ul>	



## STANDARD 2.2 REGULATORY COMPLIANCE

### REQUIREMENT

*A system is in place to ensure compliance with relevant regulatory requirements and regulations for the Village operations.*

### CRITERIA

- 2.2.1 A system is in place to identify and ensure compliance with relevant regulatory requirements.
- 2.2.2 A system is in place for review of policies and procedures following changes in legislation.
- 2.2.3 Staff receives training or instruction in changes to legislation where relevant.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how management ensure compliance with relevant legislation and regulations.	1. Nil Required
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Discussion with management and staff.</li><li>• Policies and procedures relating to regulatory requirements.</li></ul>	



## STANDARD 2.3 POLICIES AND PROCEDURES

### REQUIREMENT

*Operational policies and procedures are documented and reviewed.*

### CRITERIA

- 2.3.1 Evidence of a process to ensure management and staff are aware of all relevant policies and procedures relating to their work.
- 2.3.2 Policies and procedures which meet relevant regulatory requirements are established in relation to:
- Operational Systems
  - Human Resources
  - Resident Services
  - Administration
- 2.3.3 There is a system of review for policies and procedures.

## ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how staff are advised of the Village policies and procedures. b) Provide information on how policies and procedures are reviewed and revised.	1. Contents page of Village policies and procedure manual
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Policy and Procedure Manuals</li><li>• Discussion with management and staff</li></ul>	



## STANDARD 2.4 CONTINUOUS IMPROVEMENT

### REQUIREMENT

*The Village Management demonstrates a commitment to quality through continuous improvement.*

### CRITERIA

- 2.4.1 Management consistently monitors, assesses and evaluates all aspects of service delivery and resident satisfaction.
- 2.4.2 A system is in place to facilitate the participation of residents and staff in the continuous improvement process.
- 2.4.3 Management maintains an established continuous improvement plan.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how the Village pursues continuous improvement and how staff and residents are involved.	1. Improvement Plan highlighting past and future actions
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Results of audits/quality activities</li><li>• Discussion with management, staff and residents</li></ul>	



## STANDARD 2.5 OCCUPATIONAL HEALTH AND SAFETY

### REQUIREMENT

*There is a workplace health and safety program that complies with current relevant regulatory requirements.*

### CRITERIA

- 2.5.1 Occupational Health and Safety (OH&S) policies and procedures are in place.
- 2.5.2 Training is provided to ensure all staff can meet their responsibilities in relation to OH & S.
- 2.5.3 There is documented evidence of consistent review processes incorporating risk assessment, management, and continuous improvement strategies.
- 2.5.4 A system is in place for management and staff to identify, report, remove or reduce any potential hazards and subsequent remedial action is documented.
- 2.5.5 Appropriate workplace OH & S signage is in place.
- 2.5.6 Incidents are documented, causes identified & remedial action taken.
- 2.5.7 A system is in place to ensure chemical and dangerous goods are stored and handled safely.
- 2.5.8 Where a resident workshop is provided, there is a system to ensure the safety of equipment and premises in line with Workplace Health & Safety standards, i.e. electrical equipment, electrical leads, chemical safety, tools, first aid kit etc.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
<ul style="list-style-type: none"> <li>a) Describe the Village's OH&amp;S Program.</li> <li>b) What is the system to identify, reduce or remove hazards?</li> </ul>	1. OH&S Policy
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"> <li>• Observation of the environment including Chemical Storage, signage. Village First Aid Kit(s) and Protective Personal Equipment</li> <li>• Workplace inspection audit records, results and actions</li> <li>• Accident and Incident Reports</li> <li>• Hazard Reports</li> <li>• OH &amp; S Training Records</li> </ul>	



## STANDARD 2.6 INSURANCE

### REQUIREMENT

*There are appropriate insurances in place for foreseeable risks to the Village assets and operations, the residents, (other than those risks which are the responsibility of the residents), staff and visitors.*

### CRITERIA

- 2.6.1 Adequate insurance covers shall be provided, including (but not limited to):
- Building and plant
  - Public liability & Professional Indemnity
  - Workers' Compensation
  - Motor Vehicles (*if applicable*)
- 2.6.2 A system is in place to ensure current records, including claims, is maintained.

## ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Detail Company policy and procedure for prospective insurance claims.	1. A Certificate of Currency for each type of insurance taken out and maintained by the applicant
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Discussion with management</li><li>• Policy and Procedure for prospective insurance claims</li></ul>	



## SECTION 3 – HUMAN RESOURCE MANAGEMENT

### STANDARD 3.1 EMPLOYMENT PRACTICES

#### REQUIREMENT

*The Village Management has effective employment practices.*

#### CRITERIA

- 3.1.1 Staff recruitment & selection processes ensure competency of staff to perform the duties consistent with their position and responsibilities.
- 3.1.2 Management and staff are employed in accordance with relevant regulatory requirements.
- 3.1.3 Village Management and staff are provided with a Contract or Letter of Employment/Appointment.
- 3.1.4 The position descriptions and contracts of employment are consistently reviewed to ensure their accuracy and relevance.
- 3.1.5 Records containing employment details and personal information for all staff are kept confidential and stored in a secure place.
- 3.1.6 A documented system is in place to demonstrate open communication between management and staff to ensure that, as a minimum, the following village operational issues are addressed:
  - Policies and procedures
  - Regulatory compliance
  - OH&S
  - Resident satisfaction
  - Continuous improvement
  - Staff training
- 3.1.7 There is evidence that where volunteers are utilised within the Village, their skills, experience, qualifications and training are relevant to the roles undertaken.

#### **ACCREDITATION APPLICATION NOTES**

Detail to be included in Self-Assessment Application	Annexures to Application
1. Describe the selection and recruitment process in the Village.	1. HR Policy Manual – contents page (if applicable)
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"> <li>• Observation and discussion with management on secure storage of staff and (where applicable) volunteer files</li> <li>• HR Policy and Procedures</li> <li>• Pro-forma contract of employment or letter of appointment</li> <li>• Position Descriptions and/or Duty Statement</li> <li>• Staff Meeting Minutes</li> </ul>	



## STANDARD 3.2 NEW STAFF ORIENTATION

### REQUIREMENT

*All new village staff are educated and informed about the philosophy and objectives of village management and the procedures of the Village.*

### CRITERIA

3.2.1 All new staff are provided with orientation training in relation to:

- the Village and environment;
- Policy and Procedure of the village
- the philosophy, objectives and structure of the Village;
- Occupational Health & Safety and safe working practices;
- emergency procedures;
- conduct expected from staff; and
- the use of Village equipment relevant to the employee's position.

3.2.2 Volunteers are provided with orientation relevant to the role they undertake.

## ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how the Village conducts staff orientation.	1. Nil Required
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Orientation Program</li><li>• Staff Handbook (<i>if applicable</i>)</li></ul>	



## STANDARD 3.3 PERFORMANCE MANAGEMENT

### REQUIREMENT

*Village management and staff receive feedback on their performance on a consistent basis and have access to professional development.*

### CRITERIA

- 3.3.1 A system is in place for Village management and staff to:
- Receive feedback on their performance;
  - Participate in formal work performance reviews.
- 3.3.2 The performance management system must facilitate the identification of staff training and professional development requirements.
- 3.3.3 Documented performance reviews must be carried out at least bi-annually.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe the staff performance management system.	1. Nil
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Pro-forma documents of staff performance Management system</li><li>• Performance management system policy</li></ul>	



## STANDARD 3.4 TRAINING AND DEVELOPMENT

### REQUIREMENT

*Village Management and staff are provided with educational opportunities to meet identified training needs to maintain the skills and knowledge to competently carry out their duties.*

### CRITERIA

- 3.4.1 Management and staff have opportunities to participate in specific training to maintain their knowledge of regulatory requirements and village operations to ensure competency in performing their duties.
- 3.4.2 Staff training records are maintained.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how the Village identifies and provides opportunities for on-going staff training. b) Describe how management and staff are encouraged to participate in education and training?	1. Staff training program
Items for review or discussion during Accreditation Survey	
• Staff Training Records	



## SECTION 4 – PHYSICAL RESOURCE ENVIRONMENT

### STANDARD 4.1 SAFETY AND SECURITY

#### REQUIREMENT

*The Village environment is safe and ensures the comfort of residents, staff and visitors.*

#### CRITERIA

##### 4.1.1 Buildings and Grounds

- All buildings and grounds are designed to facilitate ease of access, mobility and operation.

##### 4.1.2 Plant and Equipment

- A system is in place that ensures all goods and materials are stored and handled in accordance with Workplace Health & Safety regulations.
- Plant and equipment is maintained and tested in accordance with relevant regulatory requirements and/or manufacturer's specifications/recommendations.
- Service agreements with external service providers shall ensure equipment safety requirements are current.

##### 4.1.3 Swimming Pool, Spa and Sauna (*where applicable*)

- The pool, spa and sauna have documented safety procedures, security and water hygiene systems, as required by relevant regulatory requirements;
- Access to the pool, spa and sauna are securely fenced in accordance with relevant regulatory requirements;
- Lifebuoy, emergency information and pool rules are in a prominent place within this area
- The pool, spa and sauna are accessible by ambulance or ambulance trolley, and an emergency call point is located by the pool, spa and/or sauna:
- A system is in place that meets relevant regulatory requirements to carry out scheduled cleaning and testing of the pool, spa and sauna.
- Records of test results are maintained and are available for inspection.

##### 4.1.4 Security

- Village security policy and procedures are documented.
- Residents are informed of relevant security systems and procedures in the Village.

##### 4.1.5 Lighting

- Village grounds, buildings and communal areas are well lit.
- A program is in place for regular checks on emergency lighting, in accordance with relevant regulatory requirements.



#### 4.1.6 Speed Restrictions

- Safe speed limits are clearly marked within the Village.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
<ul style="list-style-type: none"><li>a) Describe how the Village ensures plant and equipment safety.</li><li>b) Provide details on the swimming pool/spa/sauna safety procedures and how they are maintained.</li><li>c) Demonstrate how management ensures security in the Village.</li><li>d) Advise the Village speed limit.</li></ul>	<ul style="list-style-type: none"><li>1. Policy on Village Security</li></ul>
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Discussion with management and residents</li><li>• Observation – environmental walk to encompass communal areas and vacant unit (<i>if available</i>)</li><li>• Speed restriction signage</li><li>• Swimming Pool/Spa / Sauna Test Logs and evidence of compliance with relevant regulatory requirements</li><li>• Incident Reports relating to safety and security</li></ul>	



## STANDARD 4.2 MAINTENANCE

### REQUIREMENT

*All buildings, grounds, plant and equipment are maintained in good order. A documented maintenance program is consistently reviewed to ensure reliable performance.*

### CRITERIA

#### 4.2.1 Maintenance Systems

- A corrective maintenance system is in operation that responds efficiently and effectively to repairs and maintenance requests from residents and staff
- Adequate records and plans are documented and retained for the efficient identification of repairs and servicing
- An ongoing planned preventative maintenance program is in place to ensure all buildings, grounds, plant and equipment is maintained and replaced when necessary.
- There is a system in place to adequately fund short and long term maintenance requirements

#### 4.2.2 Appliances and Equipment

- All appliances and equipment located in communal areas are serviced and maintained in accordance with relevant regulatory requirements, to ensure optimum and safe operation.
- Residents are instructed on the correct use of appliances and equipment supplied by the Village for resident use.

#### 4.2.3 Lifts

- Where installed, a maintenance program is in place in accordance with manufacturer's instructions and relevant regulatory requirements.

#### 4.2.4 Grounds and Gardens

- The grounds and gardens are maintained to provide residents with ease of use, seating and lighting.

### **ACCREDITATION APPLICATION NOTES**

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe the corrective maintenance system operating in the Village.	1. Quantity Surveyor's Report (Qld).
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"> <li>• Planned Preventative Maintenance Program</li> <li>• Maintenance Records</li> <li>• Sinking Fund / Maintenance Reserve Fund / Capital Replacement Fund</li> <li>• Electrical and Emergency Equipment Testing Records</li> <li>• Lift Servicing Logs (<i>if applicable</i>)</li> <li>• Incident Reports specific to Maintenance</li> </ul>	



## STANDARD 4.3 SIGNAGE

### REQUIREMENT

*The Village displays clear signage.*

### CRITERIA

- 4.3.1. Directional signage to assist visitors and emergency services to locate Village units, administration and community facilities is currently in place.
- 4.3.2 Unit numbers are visible at all times and village streets (where applicable) are clearly signposted.
- 4.3.3 Local emergency services are aware of the village layout and access in the event of a fire / disaster.

## ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe how the village ensures efficient access by emergency vehicles and personnel to the Village and resident units during business and after hours.	1. Nil Required
Items for review or discussion during Accreditation Survey	
<ul style="list-style-type: none"><li>• Observation of environment</li></ul>	



## STANDARD 4.4 EMERGENCY CALL SYSTEM

### REQUIREMENT

*The Village has in place an emergency call system..*

### **Exclusion:**

Excludes any emergency call agreement not provided, monitored or contracted by Village Management, e.g. individual resident/supplier agreement.

### CRITERIA

- 4.4.1 All village management, staff and residents undergo orientation and annual training in the emergency call system.
- 4.4.2 Emergency Call System Procedures  
Written procedures are readily accessible to residents and staff.
- A system is in place to ensure efficient access to accommodation units at all times.
  - Staff education procedures are conducted and recorded.
- 4.4.3 Emergency call points are located within common areas, in easily accessible locations and clearly identified and at a minimum include in the dining room, library, lounge, public toilets, swimming pool areas, craft room and workshop.
- 4.4.4 A procedure is in place to check and record the emergency call system in accordance with the manufacturer's guidelines and/or at least every six months
- 4.4.5 Where a 24-hour emergency call system is monitored internally:
- Respondents as a minimum should:
    - ✓ Hold a current First Aid Certificate;
    - ✓ Be trained in the use of emergency call system equipment.
- 4.4.6 Where the emergency call system is provided and/or monitored by an external contractor, appropriate documentation is available to demonstrate protocols are established and consistently maintained by both parties.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe the emergency call system operating in the Village.	1. Nil Required
<b>Items for review or discussion during Accreditation Survey</b>	
<ul style="list-style-type: none"> <li>• Discussion with management, staff and residents</li> <li>• Emergency Call Point Testing logs</li> <li>• Staff First Aid Certificate</li> </ul>	



## STANDARD 4.5 FIRE SAFETY AND DISASTER PLANNING

### REQUIREMENT

*The Village has in place procedures that meet current regulatory requirements for fire safety and disaster planning..*

### CRITERIA

#### 4.5.1 FIRE

- Orientation and regular training in emergency fire procedures is undertaken by staff.
- A system is in place to ensure that staff and residents understand fire safety and evacuation procedures.
- Smoke alarms are installed and serviced in accordance with current regulatory requirements.
- Fire fighting, fire protection and other emergency equipment is maintained and tested by appropriately qualified persons.

#### 4.5.2 DISASTER

- There are written procedures for staff and residents in the event of a disaster.
- Staff education is undertaken and records are maintained.

#### 4.5.3 EVACUATION

- Residents and staff know designated assembly points in the event of an evacuation.
- Evacuation Plan/s are clearly displayed in common areas.

4.5.4 Emergency contact numbers are readily available for staff.

### ACCREDITATION APPLICATION NOTES

Detail to be included in Self-Assessment Application	Annexures to Application
a) Describe the system to ensure fire safety and disaster planning in the Village.	1. List of fire and disaster planning procedures in the village
<b>Items for review or discussion during Accreditation Survey</b>	
<ul style="list-style-type: none"> <li>• Discussion with management, staff and residents</li> <li>• Observation – Fire Exits, fire panel, fire fighting appliances, evacuation plans</li> <li>• Incident Reports relating to Fire and Disaster</li> <li>• Fire appliance maintenance testing logs</li> <li>• Infection control policy and procedures</li> </ul>	



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