



Operational Reviews, Auditing and Quality Assurance Policy and Guidelines

Current Version

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Modification History

| Version | Date | Author | Approved by | Description of change |
|---------|---------|-----------------|-------------|---|
| 1.0 | 5/2015 | Natashia Telfer | Employsure | New policy |
| 1.1 | 12/2019 | Tahla Small | Employsure | COVID Checks added to policy |
| 1.2 | 7/2021 | Natashia Telfer | GM | Implementation of MOA, added to policy |
| 1.3 | 04/2022 | Natashia Telfer | CEO | Inclusion of External consultancy services |
| 1.4 | 2/2023 | Natashia Telfer | CEO | Restructure of policies (content unchanged) |
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Quality Assurance Policy

POLICY STATEMENT

National promotes high standards of behaviour and conduct for all employees and takes appropriate corrective action where those standards are not met. National believes that to promote good employee relations it is necessary to demonstrate that employees will be treated fairly, reasonably, promptly, impartially, and consistently in matters relating to discipline.

SCOPE

This policy applies to all employees of National.

PURPOSE

Quality Assurance is an organised process that evaluates, assesses and seeks to improve an aspect of National Community Care service delivery to participants and community. Such activities often involve the collection, use and disclosure of health, personal and sensitive information for the purpose of funding, management, planning, monitoring improvement or evaluation of provided services. Common activities include the ongoing monitoring of the incident register, root cause analysis, medical record review and clinical audit. Activities may include activities involving employees, participants and members of the community.

POLICY

Regular and random Quality Assurance reviews will be undertaken to ensure employees are undertaking the appropriate care, documenting accordingly and client/participant's can openly raise concerns and provide feedback. This provides opportunities for National to ensure that employees are being provided the appropriate information and equipment to ensure they can undertake the work they have been engaged to do and most importantly, that the participant is safe, respected, supported and heard. These may be undertaken by the clinical coordinator and/or NCC Management. Any feedback including participant changes, training or supports that the employee needs will be provided following these reviews. A number of measures can include:

Moving on Audits Platform (MOA)

National Community Care have implemented a comprehensive audit program is designed to streamline compliance and promote best practice within our services while gauging NCC's growth and improvements. The program is designed to cover off the relevant standards through scheduled monthly audits. Auditing schedules are tailored for individual service types. This system is managed by National Management and run on a web-based platform www.moa.com.au. Each audit can cover a specific topic and may comprise several parts including:

- Structure and policies
- Reflective questions
- Employees practice
- Interview
- Employees pulse
- Consumer pulse



External Consultant Audit Reviews

National strive to maintain all operations in line with best practice. As such, we implement a variety of external consultancy companies from various related sectors to provide us with a snap shot report and recommendations in areas we can look to improve. Examples of these over the past have included:

- 2022 Clinical Consultant Risk review: *Clinical Care Solutions*
- 2023 Risk Consultant: *Sally Branson Consultancy*
- 2023 Infection Control Risk Review: *Wendy Dawn Beckingham Infection Prevention Consultant*

Employsure Employment Advisory

Ensures each time NCC may be faces with a serious concern such as performance management, termination etc, that best practice and process is adhered to with the 24/7 support of Employsure.

Participant Welfare Calls

Implemented in the height of ACT COVID, providing participants with an extra layer of communication allowed space to capture any additional feedback or concerns and comments during the lockdown periods. Is feedback was captured within the appropriate registers and/or incidents if serious.

Performance Reviews

A probationary period of 3 months from employment start date for all employment. A performance review will take place with National Management Team and is at the discretion of National to extend the probationary period to 6 months before making a suitable determination of permanent employment in line with client/participant requirements and preferences.

The Employer's policy is to monitor your work performance on a continual basis so that we can maximise your strengths and help you with any development areas as they arise to ensure productivity and support employee self-development.

Additional Formal Performance Management may occur in the event concerns have been identified including undisclosed information such as APRHA or WWVP conditions.

For auditing purposes and best practice, National Community Care is required to conduct informal performance appraisals within the first six months of employment and yearly ongoing in a formal capacity, using Nationals formal appraisal tool available within employee app. This tool is a self-reflection attended by the employee on their performance, skill and technical level, the employee will identify any areas requiring further development in which management will review and action. Employees will have the option to meet with a senior member of the management team to discuss their self-reflection, similarly management may elect to have a meeting to provide feedback to the employee. Informal performance reviews will occur at random for the purpose of monitoring employee performance levels with a view to maximising the effectiveness of individuals.

Client/Participants and their representatives will have the ability to assist with performance reviews through providing both formal and informal feedback and comments, logged in Nationals comments complaints and feedback register and documented accordingly in relevant person notes on CEIRA Admin Panel.



Skill Set

(See Recruitment Policy):

Upon employment, candidates must possess a particular level of skill set to be an eligible candidate for National Employment. This is outlined in the above-mentioned policy.

Mandatory Training Register

Mandatory training includes Manual Handling, Infection Control, Fire Safety, Mandatory Reporting, CPR and First Aid, Working With Vulnerable People Card, National's purpose built Roster System 'CEDAR' keeps all training records and is updated by the National HR Manager. It is the employee's responsibility to ensure their employment requirements are maintained. The Roster system is programmed to notify all employees 2 weeks prior of pending expiry dates to allow time to complete refresher training modules on our training platform Altura and/or annual specialised training sessions. Upon commencement of employment with National, all mandatory modules outstanding must be completed within 6 weeks of commencement within employee own time in line with meeting employment criteria. Upon completion of training updates, and certificate is provided to NATIONAL, updates are made in the training register accordingly to reflect this. In the event the training is not updated by the employee, employee may be stood down until employment requirements can be met. This will be monitored by the HR Manger upon the 2-week notice email dispatched whom also received the 2-week notification.

Payment for employees 12 months + for all mandatory training undertaken within National is paid by National to attend.

Influenza Vaccinations/COVID Vaccinations

Each year National provide all employees with Influenza and COVID-19 Vaccinations. In line with Territory recommendations, NATIONAL have made this a requirement and employees may be required to hold this evidence on their persons if entering any Aged Care Facilities to deliver community services. In the event, an employee has a medical reason and cannot undertake the immunisations, the employee would be excluded from attending services that have the mandatory requirement in place.

Kilometre Claiming Checks

In line with National Community Care Kilometre Policy, all employees are entitled to claim kilometre reimbursement for any travel between client/participants with 30 minutes or less. All kilometres with participants are required to be documented on the participant's shift docket and have the client/participant sign the docket at the completion of the shift. All Kilometres are to be submitted to National by Sunday 5pm each week. There is a Kilometre Tracking Tool available to all employees through your employee portal, alternatively you can email or SMS through your weekly kilometre log. National will select 2 random submissions for quality assurance checks each week. National will be checking employee dockets to ensure kilometres are documented on the docket and signed by the client/participant. Kilometres will be checked via Google Maps to ensure claims are within a reasonable average range. In the event the kilometres claimed are excessive, National will contact the employee and request an explanation to ensure the claim is not fraudulent.



APRHA Registration Checks

Upon commencement of employment, all registered employees undergo APRHA checks by our HR Manager. This is through <https://www.ahpra.gov.au/> Additionally each year all employees whom are Registered Nurses will be required to supply evidence of their APRHA Certificate for the coming registration period. Those who do not supply before 31st May will have their employment placed on hold until they produce the required documentation.

All information regarding the employee's registration will be documented accordingly in the employee's roster system profile. Additional random registration checks will be implemented on a monthly basis implementing the above process. In the event undisclosed restrictions or conditions are identified on the audit, National will be required to commence the performance management process with the identified employee.

WWVP Card Holder Checks

Upon employment, all candidates are required to hold an ACT unconditional Working with Vulnerable People card. Employees understand their contractual obligation to report any restrictions and/or conditions that may be placed on the ability to hold a WWVP card. This is also identified within all employment on-boarding induction processes. National undertake spot checks to ensure participants carry their WWVP card on their persons while delivering services.

Client/Participant, and/or Employee Concerns, Complaints & Feedback

National ALL Register: National Community Care manage a register inclusive of all Incident and Accident overviews, Feedback, Complaints, Continuous Improvements Log and Risk Matrix. This register is an implementation to ensure processes and actioning has been conducted within the appropriate time frames. This is overseen by National Management through the secure shared drives.

System Generated Reports

Scheduling system has the functionality to draft reports to snap shot employee behaviours. For example – an employee clocking consistently late. Or a pattern of incident reports with a single participant. Etc

NDIS Registration Auditing Process

NCC engaged CPG Global – an auditing company to undertake National Community Care' registration audit requirements. NCC have engagement CPG only within this space.



NCC Strategic Planning

National Community Care have implementing strategic planning at the commencement of each year to undertake a number a of reviews including but not limited to:

taking stock of what we have achieved, what requires further development, what National's strengths and weaknesses are, Client satisfaction, employee satisfaction, ensure the company vision is still in line with what National is providing. This process allows National to establish the direction in which NCC is headed within the year ahead.

This process includes all directors initially, then National invite key personnel to have input and provide specialised area of expertise. Key personnel may include HR Manager, Team Leaders, Clinical Coordinators, Service Coordinators. National will also take into consideration any identified weaknesses and strengths from the previous year, employee surveys and feedback, client/participant surveys and feedback to ensure a collective approach in planning the year ahead.

National implement 5 step process to this planning day:

1. Plan and Analyse
2. Prioritise objectives
3. Develop a strategic plan.
4. Execute and manage plan.
5. Review and revise the plan.



The Strategic Plan is to be done in January and reviewed in December of each calendar year.

NCC Continuous Improvement Methods

National Community Care implements and undertakes various methods to ensure ongoing continuous improvements are a part of NCC's daily operations. These methods can include, but are not limited to:

- Client Surveys
- Employee Surveys
- Feedback forms
- MOA (see in auditing)
- Ongoing Reviews of policies and processes
- Ongoing Reviews of client care guides
- Ongoing employment performance reviews
- Ongoing employment professional development

These methods are undertaken at least annually via various mediums including email, paper based, phone, face to face meetings both informal and formal.