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Dear Janis,

CLIENT BULLETIN NO. 2019-01

New Aged Care Standards

Thank you to all those who attended the recent information session regarding the introduction of the new Aged Care Standards.

Karen Ross from Erigo presented at the session. I have included screen shots (below) of the current Erigo brochure which details the services Erigo is able to provide. If you are not able to view the screen shots or would like a pdf version of the brochure please contact Fiona by email accounts@cdassociates.com.au.

However, in conjunction with Janis Veldwyk. We are able to work with clients to assist them to prepare for many of the HR standards which are such an essential part of the new standards.

What Clare Dewan and Associates and Janis Veldwyk can assist with.....

Janis and Clare are able to conduct a gap analysis in relation to the compliance with the new standards as they are relevant to Human Resources policies, practices and procedures and to help you get prepared to meet the demands that can and probably will be applied.

Standard 7, 3 (a) (b) (c) (d) €

Reflective Questions, Workforce and Organisation

Continuity of Care and Services, that consumers know the staff who care for them, that the staff are suitably qualified, there is the right mix of staff, how the organisation builds relationships with consumers

Reflective questions, Workforce and Organisation

We can review all rosters, inclusive of care staff rosters, lifestyle rosters, catering and cleaning rosters to ensure they meet the standards in relation to numbers and staff mix.

We can review your policies, position descriptions, competency assessments, development of meaningful performance reviews against requirements of the standards, provision of required level of orientation and evidence

Conduct audits of your personnel files and processes

- Training is how to conduct employment application interviews, reference checks, questions that should be asked at interview etc.
- Training for staff in bullying and harassment, inclusion and cultural awareness, expectations regarding rostering and roster guidelines and applying and for and taking leave, taking unauthorised leave.
- Ensuring application form is up to date and has relevant information included, provision of advice regarding letters of appointment
- Review of roster practices and assistance with the management of absenteeism that leads to the casualisation of the work force, assistance with strategies to ensure continuity of care is being provided as required by the standards, assistance with management of the taking of unauthorised leave.
- Assistance with the management of staff and staff disciplinary procedures to demonstrate action is taken where poor practice/behaviour occurs

We are able to provide training in respect of many aspects of HR and this can be done on site for your organisation or regionally for a group of organisations, individually at our office, or tailored to for your management team.

Please contact Clare dewan on 0412601156 to discuss or email for enquiries to cdewan@cdassociates.com.au.

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