



Ageing  
Australia

# Ageing Australia Compliance Hub

## Your complete aged care quality compliance solution

The Ageing Australia Compliance Hub is a tailored version of Standards & Performance Pathways (SPP), Australia's leading online solution used by over 1700 NGOs for their accreditation, standards compliance and continuous quality improvement.

The Compliance Hub includes access to self-assessments for all of the main Australian national, state and territory community and health service standards.

Organisations that use the Compliance Hub can save up to 80 per cent of time spent on quality standards and compliance reporting. Promote a culture of quality management and improvement that involves all team members in your organisation.

### EASY TO FOLLOW ONLINE SELF-ASSESSMENTS

Standards are translated into a series of easy-to-follow modules, with a suite of templates and resources to guide you through the requirements.

### AGED CARE QUALITY STANDARDS

Track your compliance against the Aged Care Quality Standards and immediately identify gaps where further work is required.

### MANAGE AND LINK EVIDENCE

Manage all of your quality and compliance documents in one place – and attach them as evidence to demonstrate compliance.

### FOLLOWING MULTIPLE STANDARDS?

Choose our cross-mapped assessments to address common requirements (such as the NDIS Practice Standards) and save time. Or just focus in detail on ACQS alone.

### CREATE QUALITY IMPROVEMENT PLANS

The Compliance Hub Action Plan pulls together all of your outstanding tasks to achieve compliance. Assign tasks and due dates to team members.



# Best Practice Standards

We are pleased to offer a number of best practice in aged care standards within the Compliance Hub, in addition to the Aged Care Quality Standards, and all of the main Australian national, state and territory health service standards.

Working towards delivering a gold standard of care for all clients:

- aged care Provider Governance reforms
- five key risks in home services – governing bodies
- Aged Care Diversity Framework Action Plans
- aged care – clinical governance (ACQSC guidance)
- Dementia Australia's Quality Care Guidelines
- Centre for Cultural Diversity in Ageing's Inclusive Service Standards
- Meaningful Ageing Australia's National Guidelines for Spiritual Care in Aged Care.

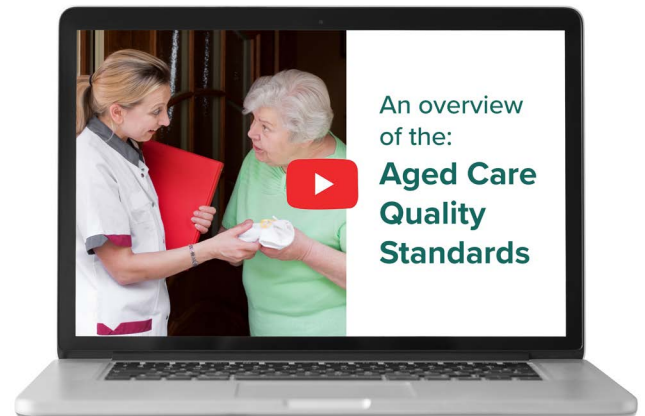


# Templates and resources

Download a wealth of policy templates and information sheets in the Reading Room, to cover all aspects of running your organisation.

This includes specialist aged care resources covering topics such as:

- ✓ ACQS overview resources for boards and management
- ✓ clinical governance
- ✓ advance care planning
- ✓ restrictive practices
- ✓ pressure injuries
- ✓ responsible persons' pack - aged care governance
- ✓ end of life care
- ✓ visiting health practitioners
- ✓ infection prevention and control
- ✓ SIRS.



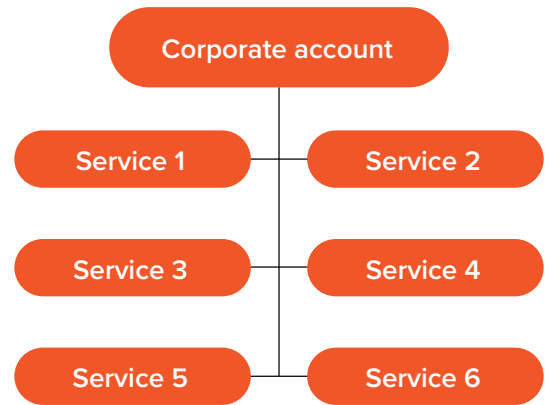
# Multi-Service Accounts (MSAs)

Many of our users who have multiple service streams or locations have set up a Multi-Service Account (MSA) on the Compliance Hub.

From your corporate account, you can centrally assess and monitor each site's performance, download aggregated data into excel and track trend improvements over time.

MSAs are a great way for providers with multiple facilities to manage quality, risk and ACQS compliance at the management level of each facility.

We can also build bespoke modules for you to track operational requirements across your group.



## Board Governance toolkit

We also offer a separate comprehensive suite of resources to help board members acquit their responsibilities under the Aged Care Quality Standards.

### ACQS

ACQS Governing Body Responsibilities module that walks directors through all of the governance requirements of the Aged Care Quality Standards in detail.



Tap into a library of great resources for senior management and board members, covering everything from board induction and performance, through to clinical governance and risk management.



Build and track a board-level Continuous Improvement Plan that collates all directors' perspectives.



Enables directors to note their perspectives, any questions or concerns, and suggestions for quality improvement actions. The board can then aggregate these reviews and use them to monitor and drive improvement in identified areas.



Use our reflective questions and other resources as prompts to better engage with senior management, and ask the right questions.







## Testimonials

**“The Compliance Hub has been a great resource for understanding and mapping Standards, preparing for audits and also sourcing resources for policy development. I would recommend it to other organisations to complement their policy and compliance work.**

**Information can be easily shared, and information gathered to support all work done.”**

**“I have found the Compliance Hub amazing. It provides a structured way to work through the standards and then provides a succinct report on the evidence being provided for a surveyor to view how we meet the standard. I used this in our recent accreditation survey, the auditor was very impressed.**

**Thanks again. A great system.”**