



## QUALITY ASSURANCE STATEMENT

TriMor Aged Services Pty Ltd aims to operate Arlington Aged Care Facility as a 'boutique' style residential aged care facility offering care and services of excellence in a comfortable, visually appealing, and safe environment, in accordance with **The Aged Care Act 1997** and associated **Principles**, in particular the **Quality of Care** and **User Rights Principles**. This is to be provided by qualified, dedicated and committed staff, who are supported by effective management systems and appropriate levels of resources, and within a context of respect for residents' rights, responsibilities, choices and decisions.

### WE ACKNOWLEDGE AND AFFIRM:

**Systems, Procedures and Practices have been implemented to ensure that -**

#### Residents

- Residents' rights, responsibilities, choices and decisions are respected.
- Residents' ability to exercise independence in decision making is optimised.
- Individual and collective rights of residents and their families are balanced, and each party is aware of, and accepts corresponding responsibilities.
- Residents' cultural traditions and beliefs are respected and their expression facilitated within the context of promoting a multi-cultural community at Arlington ACF.
- Opportunities for residents and families to celebrate life, joy and a spirit of community are provided.
- Residents' rights to intimacy and sexual expression are respected.
- Residents live in an environment free of physical, verbal, psychological and emotional abuse and harassment, and without fear of victimisation, retribution and discrimination.
- Residents' continued involvement and linkages with local communities is facilitated.



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- Residents are enabled to exercise their civil rights.
- Each resident's individual physical, psychological, spiritual, cultural, and emotional needs are assessed, appropriate care, service and lifestyle options provided, and their effectiveness and continued relevance regularly evaluated.
- Residents' and their families' involvement in decisions affecting care, services, lifestyle and the environment is promoted.
- Opportunities for residents to maintain their independence commensurate with their cognitive and physical capabilities are provided.
- Residents' right to privacy, dignity and confidentiality is respected.
- Residents are provided with a physical environment and accommodation which promotes their safety, security, comfort and wellbeing.
- Residents and families are enabled to comment, complain, or suggest improvements, which are documented and acted upon.

### Staff

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- Staff maintain contemporary knowledge, skills and standards of practice to achieve excellence in the provision of care, services and lifestyle programs for residents.
- Staff are provided with appropriate education/training and opportunities for professional development to perform their roles effectively.
- Staffing levels are adequate to meet residents' assessed care, service and lifestyle needs.
- Staff are provided with a safe working environment, appropriate equipment and adequate resources to perform their roles effectively.
- Potential risks to staff safety and security are identified, documented and addressed.
- Staff work in an environment free of physical, verbal, psychological and emotional abuse and harassment, whether from other staff, residents, their families, or management, and without fear of victimisation, retribution and discrimination.
- Staff involvement in decision making processes is facilitated through effective information and communication systems.



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### Continuous Improvement

- The facility's continuous improvement/quality program is managed effectively and promoted.
- Opportunities for continuous/quality improvement are identified and acted upon.
- Data is collected from a variety of sources, analysed to establish trends and appropriate improvement strategies are implemented.
- Residents, family members and staff are enabled to participate in the continuous improvement/quality program.
- The effectiveness of all continuous improvement/quality strategies and activities is evaluated.

### Management

- Management standards of excellence are maintained.
- The company's financial affairs and assets are managed effectively and responsibly to ensure its continued viability to deliver quality care and services.
- Management is informed of, and complies with all accountability and legislative/regulatory requirements.
- Building and certification standards are met and the physical environment remains free of risks and hazards for all stakeholders.
- The facility's accreditation status is maintained and mandated standards of care, services and accommodation exceeded wherever possible.
- Management is informed of political developments affecting the provision of residential aged care and participates in associated public discourse at national, state and local level as appropriate.
- All stakeholders are aware of, and understand that abuse, harassment, victimisation and discrimination are not tolerated, and that any breaches will have serious and immediate consequences, including notification to appropriate authorities.