

Welcome from the CEO

This is your new monthly newsletter for all staff as well as our external assessor workforce, to provide you with the latest information and resources to keep you informed and up to date.

There are a number of resources available to each of us and they will be featured in this newsletter, so keep an eye out for it each month. This will be emailed to you each month and distributed through our offices. Issues will be stored on the intranet and on our website.

This issue covers QAIT, the updated assessor manuals, assessment module 13 and the new leave behinds. In future issues we will look at the new corporate plan and how you can contribute to it.



Mark Brandon
Chief Executive Officer

ISQua surveyors step up

Our work as an accreditation body attracts international attention and we have links with a number of other accreditation bodies, as well as through our membership of the International Society for Quality in health care (ISQua). Our CEO, Mark Brandon, is an elected member of Accreditation Federation Council.

ISQua is the accreditation body of accreditation bodies, and recently a number of our senior managers were accepted to become ISQua surveyors. This internationally-recognised certification means they will be able to audit and review other health care organisations in their respective categories. This is a major achievement for these individuals, as well as for our organisation.

Each ISQua surveyor attended a training course and submitted their individual applications to achieve their certification to survey in their respective categories. The areas to which each ISQua surveyor were approved will be reviewed in 12 months by which time the ISQua Accreditation Federation Council will have revised their competencies for each category.

Our website www.accreditation.org.au has more details of our ISQua certification of our assessor training and management program. We were the first accreditation body to achieve this distinction. More details about ISQua can be found at www.isqua.org.



Left to right: Tony Rigley, Nancy Morelli, Susan Alexander, Elizabeth Pringle, Bridget Paul, Lyn Irwin, Kirsten Peddie and Victoria Crawford (Michelle Chandler not in picture)

Name	Organisation survey	Surveyor training	Standards assessment
Kirsten Peddie			X
Bridget Paul			X
Elizabeth Pringle	X	X	X
Lyn Irwin		X	X
Nancy Morelli	X	X	
Susan Alexander	X	X	
Tony Rigley	X	X	
Victoria Crawford	X	X	X
Michelle Chandler	X	X	X

New leave behinds



We introduced leave-behinds last year to provide homes with important “snapshot” information, and to assist assessors with their on-site relationship management.

We now have four more leave behinds for homes in response to assessor feedback - Infection control, 1.8 Information systems, www.accreditation.org.au and Self-directed learning packages.

Leave behinds are always available in each state office for assessors to include in their work packs, and additional stocks will be available at QAIT. Remember to store the leave behinds in your Agency-branded pencil case so they don't get damaged.

August QAIT

The August QAIT is a ‘must attend’ for assessors. We have revised and updated the core assessor manuals, the Results and processes guide, and the Audit handbook, to take account of contemporary audit practice.

The assessment modules have also been reviewed and updated, and we have developed two new modules for a total of 14.

The updated manuals will be distributed to assessors at the QAIT sessions, so external assessors should contact their local office and confirm their attendance.

The QAIT session, which is integral to assessors’ continuing professional development obligations, deals with human resource management, and education and staff development.

Education and staff development is one of the three universal outcomes – that is, it is an expected outcome in each of the four Accreditation Standards.

Go to the assessor information section of our website www.accreditation.org.au to diarise the QAIT date in your state. Our website also links you to the latest legislation information.

Guidance on assessment module 13

Assessment module 13 has been introduced as a result of assessor feedback. This module considers information gathered from resident and representative interviews as a means of directing enquiry about a home’s performance against the Accreditation Standards.

Victoria Crawford, General Manager Accreditation said, “Our aim is to ensure that we focus on the voice of the residents as part of the accreditation process, and that their points of view are taken into consideration. Assessment module 13 highlights our commitment to the residents and their comments about their care, personal preferences, beliefs and attitudes towards the care they receive from their care home.”

