

# Anchor Excellence Order Form

Anchor Excellence

LEADERS ENABLING LEADERS

Item #	Anchor Programs	Price	Order (✓)
1	<p><b>AnchorAssure Home Review:</b></p> <ul style="list-style-type: none"> <li>Depending on the size of your home 2-3 Anchor Leaders will attend your service for 2- 3 days</li> <li>Prior to the Home review your key staff will complete the HiRA-E (via an online portal) for all clients or a sample of clients. Its preferable that the entire client population is completed</li> <li>You will give us remote access to your clinical management system (view only)</li> <li>Scheduled entry and debrief exit meeting with all Anchor Leaders</li> <li>Consumer engagement sampling and feedback, sampling review of High risk residents files for completeness and new risks (5 files)</li> <li>Review of Quality Indicators and how these are connected to Continuous Improvement Plan activities – identify any regression or new risks</li> <li>Review of Continuous Improvement Plan progress, identifying any emerging issues</li> <li>Complete an environmental review</li> <li>Track observations of staff and management interactions, attend handover</li> <li>Review meeting agendas, minutes and actions arising</li> </ul> <p>Home &lt; 100 beds = 2 x Consultants onsite for 2 days Home &gt; 100 beds = 3 x Consultants onsite for 2 days</p> <p>Note: Homes &gt; 150 beds = 3 x Consultants onsite for 3 days (price on enquiry)</p>	<p>&lt; 100 beds = \$14,000 + GST</p> <p>&gt; 100 beds = \$18,000 + GST</p> <p><i>Travel and accommodation disbursements carry an additional charge</i></p>	
2	<p><b>AnchorAssure Sustainability Program*:</b></p> <p>Onsite AnchorAssure Home review (1 x Consultant for 1 day) reviewing key risk areas each Calendar Month (excluding December).</p> <p>A report will be submitted to the Client after each review identifying compliance risk and recommendations for improvement. Consultant will provide training as required when onsite.</p> <p>When onsite Consultants will review the following:</p> <ul style="list-style-type: none"> <li>Review of High Impact Risk Register or equivalent</li> <li>Review of Quality Indicators and how these are connected to Continuous Improvement Plan activities – identify any regression or new risks</li> <li>Review of Continuous Improvement Plan progress, identifying</li> </ul>	<p>Annual Subscription paid upfront = <b>\$36,000 + GST</b></p> <p>Annual Subscription paid in monthly instalments = <b>\$3,300 + GST per month</b></p>	

	<p>any emerging issues</p> <ul style="list-style-type: none"> <li>• Complete an environmental review (onsite or video review)</li> <li>• Track observations of staff and management interactions, attend hand over (onsite support)</li> <li>• Review meeting agendas, minutes and actions arising</li> </ul> <p><b>MENTORING</b></p> <ul style="list-style-type: none"> <li>• Monthly 1.5 hour follow up sessions with onsite Team</li> <li>• Mentoring sessions are completed on a remote basis via Zoom, Google, Teams etc</li> <li>• These sessions can be used for the entire Leadership Team to review progress against the issues identified in the monthly onsite visits</li> <li>• These sessions can be used by an individual Manager in need of 1-2-1 mentoring to support their capability and career development</li> <li>• This monthly session can also be used for education for the team if needed.</li> </ul> <p><i>*The program is available onsite or remote support via Zoom, Google Meet, Teams etc..</i></p>	<p><i>Travel and accommodation disbursements carry an additional charge</i></p>	
3	<p><b>Workforce Demand Analysis</b></p> <p>This Package includes:</p> <ul style="list-style-type: none"> <li>• Workforce Demand Analysis Tool - aligned to the communities in your service</li> <li>• Template Workforce Demand Form - style guided</li> <li>• Education for staff on data gathering and completing the Form</li> <li>• Post Analysis Report with recommendations</li> </ul> <p><i>To commence this work Anchor Excellence will need your ACFI/AN-ACC data.</i></p>	<p>1 home = \$14,500 + GST</p> <p>If you have more than 1 home please contact us for group pricing</p>	
Item #	AnchorAcademy Education / Training Support	Price	Order (✓)
4	<p>Public Education Sessions (Price per session, per person)</p> <p>Education Sessions Available:</p> <ul style="list-style-type: none"> <li>• Clinical Management: High Impact Risk (ACN Endorsed)</li> <li>• Recognising and Responding to Consumer Deterioration (ACN Endorsed)</li> <li>• High Impact / High Prevalence Risk (ACN Endorsed)</li> <li>• Essentials of Consumer Engagement</li> <li>• NDIS for Aged Care providers</li> </ul>	\$150 + GST	
5	The AN-ACC online education session (price per person)	\$200 + GST	

6	Restrictive Practices and Behaviour Support Planning online education session (price per person)	\$200 + GST	
7	Assessment Visit Readiness: Accreditation and Unannounced Online Education (price per person)	\$250 + GST	
8	Clinical Management and Governance Essentials Masterclass - 5 Modules delivered online (price per person) (ACN Endorsed)	\$495 + GST	
9	New Graduate, New to Industry Program (Price Per Person) - 12 modules delivered online (price per person) (ACN Endorsed)	\$1,850 + GST	
Item #	Anchor Packages	Price	Order (✓)
10	<b>Anchor Handover Complete Package</b> - includes: <ul style="list-style-type: none"> <li>• Templated Policy</li> <li>• Templated Process</li> <li>• Guidance Material</li> <li>• Handover Build Process</li> <li>• Handover Template</li> <li>• Handover Example</li> <li>• Training Slide Deck</li> <li>• Drafted PCI</li> <li>• Glossary</li> <li>• Approved Abbreviation List</li> <li>• GP Referral Form</li> </ul> <p><i>Please note: If AE will complete the Build process this is dependent on remote access to clinical systems</i></p>	\$995 + GST (Build process completed by client)  Client VIP Discount rate of 10%  For AE to complete the Build process for the Handover template - price on Enquiry	
11	<b>Serious Incident Response Scheme (SIRS) Package</b> - includes: <ul style="list-style-type: none"> <li>• Templated SIRS Policy and Appendix SIRS table</li> <li>• Templated SIRS Process</li> <li>• Templated SIRS Notification Form</li> <li>• Templated Witness Statement Form</li> <li>• Templated Investigation File Note</li> <li>• SIRS Register (Excel)</li> <li>• Root Cause Analysis (RCA) Form</li> <li>• Fishbone Tool to accompany RCA</li> <li>• SIRS Process Guide (Visual Tool)</li> <li>• SIRS Summary material for staff</li> <li>• SIRS Summary material for residents and their families</li> <li>• Training Slide deck for staff</li> <li>• SIRS legislation and Guidance Material</li> </ul>	\$2,500 + GST  Client VIP Discount rate of 10%	
12	<b>Restrictive Practice and Behaviour Support Planning Package</b> - includes:	1-3 Homes : \$2,995 + GST	

	<ul style="list-style-type: none"> <li>• Welcome letter with guidance on implementing the package</li> <li>• Templated Processes: <ul style="list-style-type: none"> <li>◦ Chemical Restraint</li> <li>◦ Environmental Restraint</li> <li>◦ Mechanical Restraint</li> <li>◦ Physical Restraint</li> <li>◦ Seclusion</li> <li>◦ Emergency Use</li> <li>◦ Restrictive Practices Classification Table</li> <li>◦ Behaviour Support Planning when Restrictive Practice is in use</li> <li>◦ Behaviour Support Planning when Restrictive Practice is being considered</li> <li>◦ Behaviour Support Planning when Restrictive Practice use is ongoing</li> <li>◦ Behaviour Support Planning without Restrictive Practice</li> <li>◦ Behaviour Support Planning for NDIS Participants living in Residential care</li> </ul> </li> <li>• Drafted Implementation Plan for Continuous improvement using the Commission's Format</li> <li>• Restrictive Practice Register (Excel)</li> <li>• Consent Forms</li> <li>• Restrictive Practice Checklist</li> <li>• Resource Library including <ul style="list-style-type: none"> <li>◦ Legislation</li> <li>◦ Commission Regulatory Bulletin RB 2021-13</li> <li>◦ Behaviour Support Planning resource- a guide to risk assessment responsive/ reactive behaviours</li> <li>◦ General Consumer risk assessment</li> <li>◦ Evidence Base</li> </ul> </li> <li>• Training slide deck x 2 (General Information AND Staff training)</li> <li>• Toolbox Resource – Staff</li> <li>• Information Summary / Cover Letter – Residents, Families and Medical Practitioners and staff</li> <li>• Guide to Restrictive Practice Poster</li> <li>• Behaviour Support Planning Policy (where Restrictive Practice is in use or ongoing use and NDIS)</li> <li>• Behaviour Support Planning Policy (where Restrictive Practice is not in use and NDIS)</li> <li>• Behaviour Support Planning Checklists</li> </ul>	<p>4-10 Homes: \$6,995 + GST</p> <p>10 + Homes: \$10,995 + GST</p>	
13	<p><b>Case Conference Package</b> - includes:</p> <ul style="list-style-type: none"> <li>• Templated Case Conference Policy</li> <li>• Templated Case Conference Process</li> <li>• Letter to Representatives re Case Conference booking, also includes <ul style="list-style-type: none"> <li>◦ Form with questions against each of the Quality Standards for Representatives to complete prior to the Case Conference as preparation</li> </ul> </li> <li>• Template Case Conference and Feedback Form</li> </ul>	<p>\$995 + GST</p> <p>Clients get 10% discount</p>	

	<ul style="list-style-type: none"> <li>Case Conference Date Tracker</li> </ul>		
#	Tools	Price	Order (✓)
14	Templated Function and Accountability Matrix (Excel)	\$195 + GST	
15	Templated Aged Care Quality Standards Deep File Review Compliance Checker and Consumer of the Day form	\$495 + GST	
16	Templated Risk and Governance Framework with measures	\$195 + GST	
17	Psychotropic Register (Excel)	\$99 + GST	
18	Clinical and Minimum Compliance Reporting	\$150 + GST	
19	Call Bell Guideline	\$195 + GST	
20	Smoking Guideline	\$195 + GST	
21	Examples of messages for text platforms	\$295 + GST	
22	Master Orientation Checklist (aligned to the Aged Care Quality Standards) <ul style="list-style-type: none"> <li>Staff Checklist</li> <li>Agency Checklist</li> </ul>	\$295 + GST	
23	Infection Control Chain Breach Register	\$195 + GST	
24	Template Self Assessment tool - Excel	<i>Please contact us for pricing</i>	
#	Policies and Processes	Price	Order (✓)
25	Clinical Governance Manual <ul style="list-style-type: none"> <li>Introduction to Clinical Governance               <ul style="list-style-type: none"> <li>Core elements of Clinical Governance</li> </ul> </li> <li>Clinical Governance and the Aged Care Quality Standards and the Serious Incident Response Scheme (SIRS)</li> <li>Responsibility for Clinical Governance</li> <li>Clinical Governance Committee Business Rules</li> <li>Clinical Governance Compliance Reporting tool</li> <li>Sample Standing Agenda for Clinical Governance Committee</li> </ul> <p>Anchor Excellence will also facilitate a half day workshop to align the template manual with the client's model of care and their brand.</p> <p>The price includes 1 revision by client, any extra revision will be costed separately</p>	\$4,850 + GST	
26	Small Provider Board Manual <ul style="list-style-type: none"> <li>Board Advisory Committee Governance Policy</li> </ul>	\$1,500 + GST	

	<ul style="list-style-type: none"> <li>● Board Code of Conduct</li> <li>● Board Delegation of Authority</li> <li>● Board Grievance and Dispute Resolution Policy</li> <li>● Board Member induction Policy</li> <li>● Conflict of interest Policy</li> <li>● Privacy and Confidentiality Policy</li> <li>● Privacy statement and Consent</li> <li>● Chart of Delegations</li> <li>● Risk Appetite Statement</li> </ul> <p>Anchor Excellence will also deliver a 30 minute coaching session with an Anchor Leader to discuss using the manual, how to implement and how to tailor the content.</p>		
27	<p>Education Manual</p> <ul style="list-style-type: none"> <li>● Clinical Education Evaluation</li> <li>● Clinical learning and Development Strategy</li> <li>● Education Evaluation</li> <li>● Education Needs Analysis - Admin</li> <li>● Education Needs Analysis - AIN</li> <li>● Education Needs Analysis - Consumer</li> <li>● Education Needs Analysis - Leadership Team</li> <li>● Education Needs Analysis - RN</li> <li>● Learning and Development Compliance Framework</li> <li>● Learning and Development Strategy</li> <li>● Learning and Development Policy</li> <li>● Underpinning of the 2022-2024 Learning and Development Strategy</li> <li>● Toolbox training outline</li> <li>● Education / training record</li> </ul> <p>Anchor Excellence will also deliver a 30 minute coaching session with an Anchor Leader to discuss using the manual, how to implement and how to tailor the content.</p>	\$1,500 + GST	
28	<p>Dignity of Risk</p> <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> <li>● Two (2) Forms <ul style="list-style-type: none"> <li>○ Consumer Risk Action Plan</li> <li>○ Consumer Risk Case Conference form</li> </ul> </li> </ul>	\$295 + GST	
29	<p>End of Life Care Manual</p> <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> <li>● End of Life Cultural and Spiritual Considerations</li> <li>● End of Life Pain Assessment Checklist</li> <li>● Coronial Process Factsheet</li> </ul>	\$1,500 + GST	

30	<p>Medication Management Manual</p> <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> <li>● Responsibilities of staff</li> <li>● Medication advisory committee</li> <li>● Medication management and antimicrobial stewardship</li> <li>● Management of medication incident</li> <li>● Competencies x 30</li> </ul> <p>Anchor Excellence will also deliver a 30 min coaching session with an Anchor Leader to discuss using the manual, how to implement and how to tailor the content.</p>	\$2,500 + GST	
31	<p>High Impact / High Prevalence Risk</p> <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$395 + GST	
32	<p>Risk Management</p> <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> <li>● Risk Appetite Statement</li> <li>● Template Risk Register</li> <li>● Universal Risk Assessment</li> <li>● Business Risk Assessment</li> <li>● Reporting and Escalation Scale</li> </ul> <p>Anchor Excellence will also deliver a 1 hour coaching session with an Anchor Leader to discuss using the manual, how to implement and how to tailor the content.</p>	\$2,200 + GST	
33	<p>Feedback Management</p> <ul style="list-style-type: none"> <li>● Policy</li> <li>● Complaints Process</li> <li>● Compliments Process</li> <li>● Template Complaint Acknowledgement Letter</li> <li>● Template Complaint Closure Letter</li> <li>● Template Feedback Register</li> <li>● Feedback form - Compliment</li> <li>● Feedback form - Other</li> </ul>	\$495 + GST	
34	<p>Critical Incident Investigation</p> <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> <li>● Investigation form</li> <li>● Register</li> </ul>	\$395 + GST	
35	<p>Deteriorating Resident</p> <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$250 + GST	

	<ul style="list-style-type: none"> <li>● Pathway</li> </ul>		
36	Cultural Safety* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
37	Cultural Diversity* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
38	Pain Management* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
39	Spirituality* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
40	Falls prevention and management* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> <li>● Post Falls checklist</li> </ul>	\$250 + GST	
41	Skin integrity* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
42	Consumer Service Partnership* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
43	External referrals and Off-site treatment* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
44	Antimicrobial Stewardship* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
45	Sexual Diversity* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	
46	Open Disclosure* <ul style="list-style-type: none"> <li>● Policy</li> <li>● Process</li> </ul>	\$195 + GST	



47	Emotional wellbeing (POLICY ONLY)*	\$195 + GST	
48	Document Management Framework <ul style="list-style-type: none"> <li>• Policy</li> <li>• Process</li> <li>• Template Register</li> </ul>	\$250 + GST	
#	Recruitment Support and Position Descriptions	Price	Order (✓)
49	Template Position Descriptions <ul style="list-style-type: none"> <li>• Small Provider Chief Executive Officer</li> <li>• Chief Financial Officer</li> <li>• Chief Operating Officer</li> <li>• Head of Marketing / Customer Experience</li> <li>• General Manager</li> <li>• Care Manager</li> <li>• Quality Coordinator</li> <li>• Registered Nurse</li> <li>• Administration Assistant</li> <li>• Assistant in Nursing / Care Service Employee</li> <li>• Infection Prevention and Control (IPC) Lead</li> </ul> Tailoring for your organisation is an additional cost	\$250 - \$500 + GST  <i>Price on Enquiry for the role</i>	
50	Hogan Assessments - Profiling and analysis report for recruitment	\$1,200 + GST	

AnchorAcademy session group discounts are available. Please contact us if you would like to register a group.

All Anchor Excellence template policies, processes and tools include style guiding.

Purchase 10 policies for only \$1,500 + GST (**only applies to items marked with \***)

Prices are subject to change. To place an order, please select each item that you would like to order, and send the order form to [info@anchorexcellence.com](mailto:info@anchorexcellence.com), or your Anchor Leader(s) with the completed order form attached.