

Updated
March 2002

PAG

2002

Sample Policy and Procedure Manual

"...suitable for all HACC-funded PAGs, group based and other residential services."

✓
Approved

The manual was developed in consultation with PAG Managers and Coordinators in the Northern Metropolitan Region of Melbourne. The manual has since been distributed to all HACC-funded PAGs in metropolitan Melbourne.

"I gave it to the Team Leader, and informed them that a situation was about to occur and then left the room. The Team Leader and other staff found the policy and procedure and were able to implement the correct response. For me, this is where the real value of the manual is - my staff can use it" PAG Manager

The Manual has also been implemented across other program areas:

The Manual is an excellent resource for implementing organisational policies and procedures. We have adapted the manual to underpin all the community health program areas. The policy and procedures are always well received by the accreditation programs including QICSA and the Commonwealth Aged Care Standards. I highly recommend this manual to other community based services.

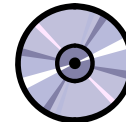
Noel Fitzpatrick
CEO
Macedon Ranges Health Services

PAG
Specific

The PAG *Sample Policy and Procedure Manual* contains:

- a comprehensive set of sample policies and procedures, (see overleaf)
- an evaluation framework to assess and improve service quality; and
- a client assessment tool.

Adaptable



Organisations can tailor the sample policy and procedures to reflect their culture, the range and nature of services, and the needs of clients. Prompts are given at points where organisational specific information can be inserted. Each manual comes with a CD version and includes sample documents, such as position descriptions, a PAG Client Care and Information Record, and an Evacuation Plan, suitable for adaptation.

Meeting
HACC
Requirements

The *PAG Policy and Procedure Manual* will assist agencies to meet the requirements of the HACC Program, HACC National Standards and individual Funding and Service Agreements.

This is a stand alone manual - the first PAG manual to cover all requirement of being a HACC-funded organisation in 2002 - and beyond.

About the Authors

Effective Change is a Melbourne based research and consultancy company with extensive experience working in the human services sector. Other publications include: *How to Prepare an Agency Training Plan, A Training Needs Assessment Kit for HACC Volunteers and Transporting Older People: A Training Resource for Community Transport*

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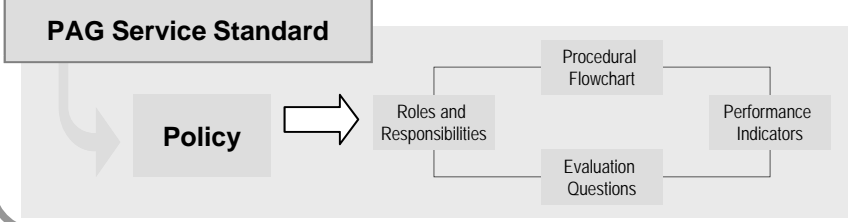
An invoice will be sent with the manual.

The PAG Sample Policy and Procedure Manual has been widely implemented across Victoria

The Eastern, Northern, Southern and Western metropolitan regions of the Department of Human Services have successfully implemented the *PAG Policy and Procedure Manual* for their HACC-funded Planned Activity Group programs.

www.effectivechange.com.au

Manual Structure



Summary of PAG Sample Policy and Procedures

Sample Flowchart

In the Event of a Missing Client

All clients at risk of wandering should have a name tag while at the Centre and their photo should be on the client file.

