

Compliance Assurance

Compliance risk is heightened by the changing regulatory environment, high staff turnover and elevated work pressures due to acute staff shortages. The incidence of serious non-compliance is significant and the consequences severe, including reputational damage, financial loss and most significantly the possibility of doing harm to vulnerable people.

Just as boards obtain external verification of financial reports, increasingly boards and clinical governance committees are seeking validation that the risks of non-compliance are as reported by management through external assurance audits.

Pride Living’s Audit methodology is designed to:

- Assess the risk of non-compliance with the Standards
- Identify opportunities to strengthen organisational governance systems
- Affirm the attestations of the executive
- Demonstrate appropriate risk management by governing bodies as required under Standard 8

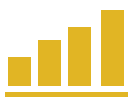
Through this, the governing body can be assured the risk of non-compliance is appropriately managed in accordance with the board’s risk management statement.

Compliance Assurance is vital for Standard 8 requirements, such as the risk management framework, clinical governance framework and quality management systems.

Service overview

Our third-party quality assurance of compliance programs have been developed to support providers assess their compliance with the Aged Care Quality Standards.

Your Audit includes:



Four-scale compliance rating across the 8 Standards



Residents' experience surveys



Assistance in prioritising continuous improvement activities by benchmarking



Key findings report



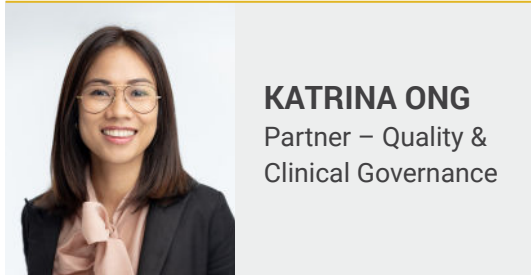
Suggested priority action plan



Summary of recommendations (incl. education) to close gaps

Why Pride Living

- ✓ Our consultants are experienced advisors in **compliance remediation**
- ✓ Our consultants have current knowledge of **best practice and assessment expectations** of the Aged Care Quality Standards
- ✓ Multidisciplinary team with **broad operational and governance experience**
- ✓ **Ongoing access to our consultants** – we encourage clients to communicate with our consultants post review as this supports best practice and minimises future non-compliance risk



KATRINA ONG
Partner – Quality &
Clinical Governance

Pricing

Depending on your needs, we provide:

- **Key Risk Audit:** We examine across all 8 Standards but focus on key risk areas that are likely areas of risk to non-compliance.
- **Top 10 Non-Compliance Audit:** We assess against the top 10 non-compliances. If this audit identifies systemic issues, it can be upgraded to our Key Risk Audit service.

As our pricing reflects the size of facilities and scope of work, please get in touch with us to arrange a quote.

Next steps

If you would like to discuss or engage in our Compliance Assurance services, please contact clientservice@prideliving.com.au or call Denise Bradshaw on (02) 9060 6445 to arrange a time to meet with our consultants.



PRIDE LIVING

Suite 1002/100 Walker Street
North Sydney NSW 2060

+61 2 9060 6445

clientservice@prideliving.com.au

Suite 208/454 Collins Street
Melbourne VIC 3000

www.prideliving.com.au