

Documents for you to provide or have available at Site Audit for Accreditation or Renewal of Accreditation

Fact Sheet for Service Providers

Note – you may also have other documents, policies and procedures to show how your service meets the accreditation standards.

- House Rules
- Sample of 10% of residents' files, including tenancy agreements, resident prescribed records (for further details, please refer to *Section 10 of Residential Services (Accreditation) Regulation 2002* detailed over page or attached sample documents
- Consent forms and documentation dealing with substitute decision makers (if applicable)
- Residential Tenancies Authority documentation or similar (e.g. Entry Notices, Notice to Remedy Breach and Notice to Leave)
- Invoice, Receipt and Maintenance records
- Complaints Registers (for further details, please refer to *Section 10 of Residential Services (Accreditation) Regulation 2002* detailed over page or attached sample documents
- Day Diary (if you have one for the service)
- Insurance, including Building, Public Liability and Workcover (for employees)
- Position descriptions, staff contracts and staff training records (if applicable)
- Current rates notice
- Pest control invoice
- Fire Safety Management Plan, with current training and maintenance records (note – a fire evacuation drill must to be conducted every 12 months and records made)
- Policies and Procedures

Note - you *must* have policies and procedures in place for:

- Level 1 Service - for Standard 1.A.4 Prevention of Abuse and Neglect and Standard 1.B.10 Security and Other Emergencies
- Level 2 Service - for Standard 2.3 Food Delivery and Storage
- Level 2 Service - Food Licence and Food Safety Supervisor's Certificate
- Level 3 Service - Financial records and Medication records for residents (if applicable)
- Any other documentation which you believe may be relevant

Section 10 Residential Services (Accreditation) Regulation 2002

10 Prescribed records—Act, s 77

(1) The service provider for a registered service must make and keep the following records—

- (a) the full name, age, date of birth and gender of each resident in the service;
- (b) the name and contact details of each resident's next of kin, if known, and any known substitute decision maker;
- (c) details of each complaint received by the service provider about the service, including—
 - (i) the name of the person who made the complaint; and
 - (ii) the date the complaint was made; and
 - (iii) whether the complaint was oral or in writing; and
 - (iv) what action the service provider took to investigate and resolve the complaint; and
 - (v) the date the service provider took the action.

(2) If the residential service provides a food service, the service provider must also make and keep a record of each resident's special dietary requirements, if any.

Examples of special dietary requirements—

- nutritional care plan made by a dietician
- allergies or food intolerances
- cultural observances

(3) If the residential service provides a personal care service, the service provider must also make and keep a record of the following—

- (a) the daily living and medical or health supports required by each resident;
- (b) the name and contact details of each resident's doctor;
- (c) the name and contact details of each entity that referred a resident to the service, if known;
- (d) the details of any direction or instruction given by each resident to the service provider, an associate of the service provider or a staff member of the residential service about the personal care service required by the resident.

(4) The records mentioned in this section must be kept for at least 3 years after—

- (a) the day a resident to whom the record relates leaves the residential service; or
- (b) if the resident dies while residing at the residential service, the day the resident dies.

(5) In this section—

next of kin includes spouse.

substitute decision maker means—

- (a) an administrator appointed under the *Guardianship and Administration Act 2000*; or
- (b) an attorney appointed under the Powers of Attorney Act 1998; or
- (c) a guardian appointed under the *Guardianship and Administration Act 2000*.

For more information

You can contact Regulatory Services on (07) 3013 2666



or email RegulatoryServices@chde.qld.gov.au



The *Residential Services (Accreditation) Act 2002* and the *Residential Services (Accreditation) Regulation 2018* are available at www.legislation.qld.gov.au

