

**Anchor
Excellence**

Anchor Compliance

Anchor Compliance provides a full suite of services for statutory and non-statutory assistance relating to non-compliance in residential aged care and home care. Services include Governance & Business Advisor and Care and Services Advisor appointments.

Anchor Excellence has proven and demonstrated success via compliance remediation services to services in a number of ways:

- **Statutory Appointments** - In accordance with Legislative Requirements (For example - organisations that have been sanctioned and must comply with directions as per the Notice of Decision to Issue Sanctions).
- **Non-Statutory Appointments** - Increasingly, Anchor Compliance has been deployed in organisations as a proactive response to identified risk and potential non-compliance to the Aged Care Quality Standards.

Why Anchor Compliance for your organisation?

- Your organisation has received a sanctioned/notice to agree by the Aged Care Quality and Safety Commission, and there is an obligation to appoint an eligible Advisor.
- Your service has received a non-compliance notice or not mets through Commission contact - the work required to return to compliance requires additional resourcing and guidance (outside of what the organisation can provide); you may want your PCI independently reviewed before it is submitted to the Commission.
- You have proactively identified compliance risks that your internal team is not resourced to manage, and you need help.
- Your accreditation/quality review is on the horizon, and the Board/Executive is seeking independent feedback to track compliance risk, or your team needs help with the self-assessment or assessment visit readiness.
- You are experiencing an increase in complaints/ SIRS notifications, and the Executive/ Board are seeking independent assessment in order to assess compliance risk.
- You have been working on non-compliance, and you are seeking independent assessment on the adequacy of that work and/or support the team to identify any sustainability issues.



Why appoint Anchor as your 'Eligible Advisor'

- We match the Advisor Team to the type and size of provider to ensure you have the best fit linked team. Our approach is proven with success across residential and home care providers - of all sizes and types.
- We have worked in very complex situations, including where providers have had repeated serious non-compliance. Over 50% (check this with Paul) of services with serious non-compliance have chosen Anchor Excellence for these required appointments.
- We are able to provide skilled professionals mapped to your needs.
- We will assist you to meet your obligations under your Notice to Agree/Sanction.
- We will document a clear and accountable compliance remediation plan, PCI and reporting requirement for commission accountability meetings (virtual or face-to-face).
- We will assist you in designing and deploying a practical training plan that builds the right capacity to address non-compliance. AnchorAcademy is evidence-based and ACN endorse programs will uplift capability where needed.
- Our team have the skills and qualifications and executive-level experience across aged care service management and governance.
- All Anchor leaders have deep operational management experience.
- All Anchor team members have undertaken Compliance Essentials : Key personnel training and meet obligations as Key personnel. We assure that our leaders are not 'disqualified individuals' per the Aged Care Act and have the right qualifications for their appointments.
- We provide objective, unbiased, reliable advice and support. The lived experience of your consumer will drive our efforts.
- We have all the tools and resources necessary to help you return to compliance.
- We will help your management team, and staff be ready for assessment visits and system change arising from the reform agenda.
- We assist your Board/Governing Body to be Standard 8 ready, ensuring a risk and governance framework, including a clinical governance framework.
- We have experience in CALD-specific services.
- We used evidence-based and contemporary best practice approaches to improving care and services/business and governance.
- We will enable your leaders to grow and develop.

What our clients have to say:

"We are overjoyed with the positive response from the Aged Care Quality and Safety Commission. This is such a great result for us after so much hard work. On behalf of the whole team, I thank you for providing us with the tools and guidance to improve the organisation throughout the sanction period and beyond and for keeping us abreast of compliance changes and for assisting us in implementing these in our home. You really are leaders enabling Leaders!"

Please pass on our appreciation to the whole Anchor team who have assisted us in response to the Aged Care Quality and Safety Commission. It was quite a process but produced fantastic results and, importantly, allowed my team to see their hard work and effort being recognised. Not only is this a great result for us, but showcases your teams' outstanding skill and experience in this space within the industry. We are truly grateful.

- CEO, NSW based residential aged care provider

Contact Us

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