



Government of **Western Australia**  
Department of **Health**  
**Licensing and Accreditation Regulatory Unit**

# Licensing Standards

## Approved Supervisor

**Licensing and Accreditation Regulatory Unit**

Department of Health  
189 Royal Street  
East Perth WA 6004

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# Application – Approved Supervisor

Approved Supervisors working at licensed private psychiatric hostels are governed by the requirements of the *Hospitals (Licensing and Conduct of Private Psychiatric Hostels) Regulations 1997* (the Regulations). The Regulations are created under the auspices of the *Private Hospitals and Health Services Act 1927* (the Act).

Regulation 7(1) provides that the Chief Executive Officer, Director General of Health may, on the written application of a licence holder, approve a natural person as a supervisor of a hostel if that person is considered to be a fit and proper person to be in charge of the day to day management of a hostel.

The Regulations also govern:

- the withdrawal of approval, section 7(2) (a) and (b)
- the management of hostels (the licence holder's responsibility for staff including ensuring that an Approved Supervisor is on the premises at all times, section 8 (1), (2), (3) and (4))
- supervisors' requirement for maintaining a register of information, section 15 (2).

The Department of Health Licensing and Accreditation Regulatory Unit regulates the licensing process for Approved Supervisors and has created the 'Licensing Standards for Approved Supervisors – Private Psychiatric Hostels' (the Standards) to:

- facilitate the licensing application, renew and investigations process
- provide clarity for Licence Holders, Applicant, Approved Supervisors and other stakeholders of private psychiatric hostels as to the minimum criteria used to assess Approved Supervisors.

## Approved Supervisor application process

The licence holder of a private psychiatric hostel applies on behalf of a nominated individual requesting consideration for their approval as an Approved Supervisor. The licence holder ensures that the applicant meets the minimum standards.

The licence holder obtains the current '*Application for Approval of Supervisor Form*' from the Licensing and Accreditation Regulatory Unit and completes it in accordance with the application instructions, ensuring both the licence holder and the Approved Supervisor sections are completed.

Where the Licensing and Accreditation Regulatory Unit is satisfied that the Applicant meets the minimum standards for an Approved Supervisor, the application for approval is granted.

## Approved Supervisor Renewal Process

Certificates of Approval and Approved Supervisor identity cards expire on 31 December each year and must be renewed if required for the subsequent year. The licence holder and the Approved Supervisor complete renewal forms in accordance with the instructions and forward the forms to the Licensing and Accreditation Regulatory Unit within the designated timeframe.

Where the Licensing and Accreditation Regulatory Unit is satisfied that the Applicant meets the minimum standards the application for renewal of Approved Supervisor status is granted.

These Standards must be read in conjunction with the 'Licensing Standards for the Arrangements for Management Staffing and Equipment – Private Psychiatric Hostels'.

# Glossary of terms

**Applicant** – A person applying to be approved as an Approved Supervisor

**Approved Supervisor** – a natural person approved under the *Hospitals (Licensing and Conduct of Private Psychiatric Hostels) Regulations 1997*, Regulation 7

**Authorised person** – a person who is authorised in legislation or regulation as having the right to inspect, visit or otherwise access facilities, records or information in the course of their duties.

**Day to day management** – managing the regular activities required to ensure a hostel can carry out its functions.

**Direct personal care** – support or assistance with dressing, grooming, washing or similar, provided to residents who are unable to adequately care for themselves.

**Emergency procedures** – procedures to recognise and respond to internal and external emergencies including fire/ smoke, medical and evacuation

**First Aid Qualification** – St John Ambulance HLTAID003 ‘Provide first aid’

**Licence holder** – the person, body corporate or firm granted a licence to conduct a private psychiatric hostel in accordance with the *Private Hospital and Health Services Act 1927*.

**Mental health first aid** – help provided to a person developing a mental health problem or in response to a mental health crisis

**Minimum** – the least level of provision which is considered safe for a given function. Anything below the minimum level is considered unsatisfactory.

**Premises** – the physical aspects of the hostel, including the buildings.

**Private psychiatric hostel** – a private premises in which 3 or more persons who:

- a) are socially dependent because of mental illness; and
- b) are not members of the family of the proprietor of the premises, reside and are treated or cared for

**Standards** – a set of requirements which describe the minimum level required to be assessed as achieving acceptable performance.

**Staff** – any person engaged by the licence holder to perform duties or tasks in the hostel.

# Standard 1: Identity

**The Applicant / Approved Supervisor is a natural person.**

## **Mandatory criteria**

- 1.1 The identity of the Applicant / Approved Supervisor is established by legal documentation.

## **Evidence to be submitted**

P1.1 Applicant / Approved Supervisor:

The Applicant / Approved Supervisor provides documentation which establishes their:

P1.1.1 name

P1.1.2 previous name(s), if existing

P1.1.3 preferred name

P1.1.4 date of birth

P1.1.5 residential address

P1.1.6 phone number

P1.1.7 email address.

P1.2 Licence holder:

P1.2.1 supplies a statement confirming their support for the applicant

P1.2.2 provides evidence of licence holder name

P1.2.3 provides the facility name

P1.2.4 provides the facility address.

P1.3 Applicant / Approved Supervisor and licence holder:

P1.3.1 supplies one recent (taken within three months of the date of the application), colour passport photograph signed and dated by both the applicant and licence holder on the reverse side.

# Standard 2: Character and reputation

**The Applicant / Approved Supervisor is of good character and reputation.**

## **Mandatory criteria**

- 2.1 The Applicant / Approved Supervisor has not been convicted of any charges, and is not currently subject to any charge, for offences which would render the applicant unsuitable to be an Approved Supervisor.
- 2.2 The Applicant / Approved Supervisor displays trustworthiness and honesty.

## **Evidence to be submitted**

- P2.1 The Applicant / Approved Supervisor:
  - P2.1.1 provides a current national police clearance (dated no more than six months from the date of the application)
  - P2.1.2 provides references to the licence holder which affirm his or her good character and reputation and indicates an ability to comply with the Approved Supervisor Code of Conduct
  - P2.1.3 where applicants have been a citizen or permanent resident of a country other than Australia after turning 18 years, the applicant provides a statutory declaration stating they have never been convicted of murder or sexual assault, or convicted of, and sentenced to imprisonment for, any other form of assault or offences that would render the applicant/Approved Supervisor of unsuitable character.
- P2.2 Licence holder:
  - P2.2.1 submits a declaration that thorough reference checks have been performed for the Applicant / Approved Supervisor.

# Standard 3: Competency requirements

**The Applicant / Approved Supervisor is competent to perform the duties of an Approved Supervisor.**

## Mandatory criteria

- 3.1 The Applicant / Approved Supervisor is informed and has an understanding of the obligations and duties of an approved supervisor under the *Hospitals (Licensing and Conduct of Private Psychiatric Hostels) Regulations 1997 (WA)*, and under any relevant conditions imposed on the licence for the hostel, including any obligations and duties which may exist under any current standards issued by the Department.
- 3.2 The Applicant / Approved Supervisor is provided with an appropriate level of training and instruction in matters relevant to the day to day operations of the hostel, and can properly discharge those functions. In particular, the Applicant / Approved Supervisor has been provided with an appropriate level of training and instruction in respect of :
  - 3.2.1 medication procedures
  - 3.2.2 documentation, as per regulations and licensing requirements
  - 3.2.3 personal care routines and general supervision of residents
  - 3.2.4 assistance with daily social activities for residents
  - 3.2.5 hostel emergency procedures
  - 3.2.6 effective communication with residents
  - 3.2.7 maintaining a professional relationship with residents.
- 3.3 The Applicant / Approved Supervisor maintains the minimum First Aid Qualification.
- 3.4 The Applicant / Approved Supervisor understands and enacts the policies and procedures of the facility.
- 3.5 The Applicant/ Approved Supervisor is to undertake and enacts induction and on-going training on emergency procedures
- 3.6 The Applicant/ Approved Supervisor has good written and verbal English language skills.

## Evidence to be submitted

- P3.1 The Applicant / Approved Supervisor:
  - P3.1.1 provides a First Aid Qualification certificate which is valid for a minimum of three months from the date of the application
  - P3.1.2 on request, provides evidence of the required training, education or experience to demonstrate the required competencies
  - P3.1.3 articulates an understanding of the functions of the Approved Supervisor
  - P3.1.4 on request, supplies evidence of English language competency or certification.
- P3.2 Licence holder:
  - P3.2.1 provides a declaration that the Applicant / Approved Supervisor possesses the required competency to be an Approved Supervisor.



# Standard 4: Code of conduct

**The Applicant / Approved Supervisor complies with the Licensing and Accreditation Regulatory Unit Code of Conduct for Approved Supervisors.**

## **Mandatory criteria**

The Applicant / Approved Supervisor must:

- 1.1 behave honestly and with integrity
- 1.2 act with due care and diligence
- 1.3 treat residents with respect and courtesy and without harassment, that being physical, verbal or emotional
- 1.4 comply with any lawful and reasonable directions given by the employer
- 1.5 maintain appropriate confidentiality in respect to any dealings with residents, hostel staff and any matters arising during the course of their work
- 1.6 ensure complaints by residents, their family or carers are brought to the immediate attention of the manager
- 1.7 not use or borrow residents' belongings
- 1.8 not consume or be under the influence of illicit drugs or alcohol whilst on duty (this includes taking illicit drugs and/or drinking alcohol prior to work)
- 1.9 not possess or maintain firearms or weapons of any kind on the premises
- 1.10 not accept gifts or cash from residents, their carers or family, or staff which may be perceived to be given in order to influence or secure favour
- 1.11 declare to the licence holder any conflict of interest or any matter that may be perceived as a conflict of interest in relation to their employment or duties
- 1.12 comply with all applicable Australian laws and the National Standards for Mental Health Services
- 1.13 not have sexual relationships with other staff, residents, their carers or family. This includes any form of physical contact which has as its purpose some form of sexual gratification, whether initiated by the staff member, resident, their carer or family member
- 1.14 not become signatory/sole signatory to residents' bank accounts or a witness to residents' wills
- 1.15 advise their employer on other current / additional employment
- 1.16 immediately report episodes of inappropriate behaviour by other staff, residents, their carers, family or visitors to the employer

## **Acknowledgement**

The Department of Health has adapted the Uniting Care Mental Health Code of Conduct for use in the Licensing and Accreditation Regulatory Unit Approved Supervisor Code of Conduct and acknowledges its appreciation to the Uniting Care Group, New South Wales for giving permission to reproduce their work.





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