

**Notes:**

1. Changes are indicated by **red text** within the documents and the below guidelines provide some detail of the changes.
2. A document with a **red heading** denotes a new document or a document with significant changes.
3. Note: some clients may already have some changes depending when you purchased manuals.
4. As documents are being updated changes are being made from she / he to they or their to respect gender diversity.

**PLEASE NOTE:** The frequency for the 2019 updates has been increased to enable documents to include the changes required for the new Aged Care Quality Standards, as well as updated legislation and / guidelines.

**Updates planned for 2019 – Guide only.**

**April - May 2019**

- **Management:** Review and update the Position Descriptions and align to the new Aged Care Quality Standard requirements, workforce orientation and staff development program aligned to the new standards. (Standard 7)
- **Surveys:** Review all surveys (8) using consumer focussed outcomes in the Aged Care Quality Standards.
- **Health and wellbeing:** Review the Lifestyle process (42.0) – Renumber 40.0 and rename Consumer Dignity and Choice. (Standard 1) Review the Professional Care Practice process (41.0) – rename Assess, Plan and Deliver Safe and Effective Care (Standards 1,2,3).
- Include consumer -centred care, diversity and dignity of risk, a flowchart for Deteriorating resident. The review will include the Sexuality and Intimacy and the Culturally Appropriate Care procedures
- Include the new requirement for explaining and signing the Charter of Aged Care Rights as of 1 July.
- Review the Restraint Free Approach procedure and align to any government changes (Standards 1,2,3,8)
- Review the Leisure, Interests and Activity Program (42.3) - rename Recreational and Social Activities (Standard 4).
- A number of care plan system forms will also be updated.

**June - July 2019**

- **Management:** Review and align the Human Resource Management process and related procedures (8) to the new Aged Care Quality Standards Standard 7. Review the Duty Statements.
- **Safe environment:** Review the Infection Control process (23.0) and include a separate document for an Antimicrobial Stewardship Program (Standards 3 and 8)  
Review the Food Safety Program inline with the new gastroenteritis OB guidelines (if released). Review the Cleaning and Laundry processes. Note: Vic gastroenteritis guidelines and reviewed national IPC guidelines due to be released in 2019. (Relates to the new Standards 4 and 5).

**August – October 2019 (ongoing updates)**

- **Management:** Asset Management -create a Spreadsheet/s for the Maintenance Calendar, the Asset Register and Thermometer Calibration and include an equipment replacement program. (Standards 4 and 5) A new Bus Safety procedure.
- **Safe environment:** New procedure for Workplace Drugs and Alcohol and a review of the Workplace Health and Wellbeing procedure
- **Health and wellbeing:** Review of the Skin Care & Hygiene, Wound Management and Communication and Sensory Loss (including ear wax management) and Oral and Dental Care procedures.

**December 2019 (ongoing updates)**

- **Management:** Financial Management process and procedures (2) and include fraud and corruption control.
- **Health and wellbeing:** Review of the Promote Cognitive and Mental Health and Palliative Care procedures. A new flowchart/guide for the use of MyAgedCare for admission and discharge and review the Respite and ACFI procedures.
- **Safe environment:** Review the Emergency Procedures process and procedures (11)

**Notes:**

- Internal assessments, care plan system forms, handbooks, care plan resource booklet and competencies will be updated as relevant in line with procedure updates.
- Please note that the subscription updates are not a compliance service.

<b>Management Manual</b>				
<b>Document</b>	<b>No</b>	<b>No of Pgs</b>	<b>New/updated</b>	<b>Description</b>
<b>Governance &amp; Risk Management</b>	<b>1.0</b>	<b>11</b>	Updated	<ul style="list-style-type: none"> <li>Comprehensive review and update in accordance with the new Aged Care Quality Standards, Standard 8 Organisational Governance.</li> <li>The Risk Management section has been moved to the new Risk Management procedure (1.1) – see below.</li> <li>You will notice that there are a few documented referred to within the document that will be developed in the next or following updates</li> </ul>
<i>Statements for Stakeholders</i>	1.0.1	1		<ul style="list-style-type: none"> <li>No change - updated in Jan 19</li> </ul>
<i>Organisational Chart</i>	1.0.2	1	Updated	<ul style="list-style-type: none"> <li>A minor change</li> </ul>
<i>Committee Structure</i>	1.0.3	1	Updated	<ul style="list-style-type: none"> <li>Updated to include a new committee for Best practice review</li> <li>The Staff &amp; Volunteer meetings have been renamed, Team Meetings</li> </ul>
<i>Committee Terms of Reference</i>	1.0.4	1	Updated	<ul style="list-style-type: none"> <li>Some structural changes including the addition of a reporting requirements section</li> </ul>
<b>Committee Terms of Reference</b>				
<i>Senior Management Team</i>	1	2	Updated	<ul style="list-style-type: none"> <li>Updated in accordance with the updated Governance &amp; Risk process and the requirements of the Aged Care Quality Standards.</li> </ul>
<i>Quality and Risk Committee</i>	2	1	Updated	<ul style="list-style-type: none"> <li>Renamed was the Quality Committee</li> <li>Updated in accordance with the updated Governance &amp; Risk process and the requirements of the Aged Care Quality Standards.</li> </ul>
<i>Consumer Meetings</i>	3	1	Updated	<ul style="list-style-type: none"> <li>Renumbered and renamed, was the Residents and Representatives Meeting, No. 6</li> <li>Members and objectives sections updates and the reporting requirements section added.</li> </ul>
<i>Best Practice Review Committee</i>	4	1	New	<ul style="list-style-type: none"> <li>New Committee Terms of Reference with the objective to review policies and procedures 5 yearly according to legislation, regulations, standards and guidelines and according the Document Control (2.1) and Review (2.2) procedures</li> </ul>
<i>Medication Advisory Committee</i>	5	3	Updated	<ul style="list-style-type: none"> <li>Reviewed, some minor changes and the reporting section has been added</li> </ul>
<i>Safe Environment Committee</i>	6	2	Updated	<ul style="list-style-type: none"> <li>Renumbered, was No. 3</li> <li>The monitoring of infection rates has been removed as this is now part of the MAC – Antimicrobial Stewardship Program</li> </ul>
<i>Outbreak Management Team</i>	7	1	Updated	<ul style="list-style-type: none"> <li>Renumbered, was No. 4</li> <li>The members section has been updated and the reporting section has been added</li> </ul>
<i>ICT Steering Committee</i>	8	1	Updated	<ul style="list-style-type: none"> <li>Reviewed, the members section has been updated and the reporting section has been added</li> </ul>
<i>Team Meetings</i>	9	1	Updated	<ul style="list-style-type: none"> <li>Renumbered and renamed, was the Staff &amp; Volunteer Meetings, No. 7</li> <li>General update, the members section has been updated and the reporting section has been added</li> </ul>
<i>Meeting Agenda</i>	1.0.5	1	Reviewed	<ul style="list-style-type: none"> <li>Template restructured for information to be more easily entered.</li> </ul>

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<b>Document</b>	<b>No</b>	<b>No of Pgs</b>	<b>New/updated</b>	<b>Description</b>
<i>Minutes of Meetings</i>	1.0.6	2	Updated	<ul style="list-style-type: none"> <li>• Template restructured for information to be more easily entered.</li> </ul>
<i>Events Calendar</i>	1.0.7	4	Updated	<ul style="list-style-type: none"> <li>• The Meeting Schedule section has been updated and some new additions e.g. the consumer experience survey and clinical governance framework review have been added</li> </ul>
<i>Strategic Plan Objectives 2019-2021 – includes a Diversity Action Plan</i>	1.0.8	4	Updated	<ul style="list-style-type: none"> <li>• Renamed, was Strategic Plan</li> <li>• Some structural changes to make the form easier to use</li> <li>• Strategic Objective 1 now includes an example for the objective – To provide more inclusive care and services. This objective relates to the requirement in the aged care quality standards (St.1- 3a) for a diversity action plan or similar document. The content will need to be adapted based on the information gathered during the strategic planning process related to inclusion and consumer feedback about their needs.</li> </ul>
<i>Annual Operational Plan</i>	1.0.9	2	Reviewed	<ul style="list-style-type: none"> <li>• Reviewed, a couple of tidy up additions</li> </ul>
<i>Director/Board Induction Program</i>	1.0.10	1	New	<ul style="list-style-type: none"> <li>• New form that provides the framework and record sheet for the induction of new Directors/Board members.</li> </ul>
<i>Clinical Governance Framework</i>	1.0.11	8	New	<ul style="list-style-type: none"> <li>• New framework that provides guidance for the safe and quality systems required to maintain and improve the consistency, safety and quality of clinical care, and to improve outcomes for consumers.</li> <li>• The framework includes; Assess, plan and deliver safe care; Antimicrobial stewardship; Minimising the use of restraint and; Practicing open disclosure.</li> </ul>
<i>Strategic Plan Template</i>		9	Updated	<ul style="list-style-type: none"> <li>• Acknowledgements to the Traditional Custodians and to the Diversity of the community and consumers have been added.</li> <li>• A section for Engaging and partnering with consumers has been included</li> <li>• A PESTLE analysis framework, with an example has been added</li> </ul>
<b>Risk Management</b>	<b>1.1</b>	<b>5</b>	Updated	<ul style="list-style-type: none"> <li>• The risk management sections have been moved from the Governance and Risk Management Process to create a new procedure</li> </ul>
<i>Risk Matrix</i>	1.1.1	1	Updated	<ul style="list-style-type: none"> <li>• Renumbered, was 1.0.12, some minor changes</li> </ul>
<i>Risk Management Plan</i>	1.1.2	8	Updated	<ul style="list-style-type: none"> <li>• Renumbered, was 1.0.10, a general tidy up. The section for Consumer Outcomes has been completely redone inline with the Clinical Governance Framework.</li> </ul>
<i>Project Risk Management Plan</i>	1.1.3	2	Updated	<ul style="list-style-type: none"> <li>• Renumbered, was 1.0.11, very minor changes</li> </ul>
<b>Quality Improvement</b>	<b>2.0</b>	<b>6</b>	Updated	<ul style="list-style-type: none"> <li>• The Conduct a Consumer-Focus Group section has been updated to consider the inclusion of language services and advocates</li> </ul>
<i>Customer Service Guide</i>	2.0.2	1	Updated	<ul style="list-style-type: none"> <li>• Apologies the diagrams had shifted and were not displaying in the version provided in the last update.</li> </ul>

**Management Manual**

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<i>Reporting Framework</i>	4.1.2	2	Updated	<ul style="list-style-type: none"> <li>General tidy up.</li> </ul>

**Health and Wellbeing Manual**

Document	No	No of Pgs	New/updated	Description
<i>Handover Sheet</i>	41.0.17	2	Updated	<ul style="list-style-type: none"> <li>The format has been updated to align with ISOBAR clinical handover framework as described in the Handover Guide below</li> </ul>
<i>Handover Guide</i>	41.0.32	2	New	<ul style="list-style-type: none"> <li>New guide for assist staff to give a good handover for safe and quality care of residents using the ISOBAR clinical handover framework.</li> </ul>

**Internal Assessments**

Sheet	Internal Assessment Tools	No of Pages	New/Updated	Description
1	Governance & Risk Management	6	Updated	<ul style="list-style-type: none"> <li>Updated in accordance with the update of the Governance &amp; Risk Management process and related procedure and forms.</li> </ul>