

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.

May 2019

- **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 and record sheet 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 the legislative changes to begin 1 July (Standards 1,2,3,8)
- Review the Leisure, Interests and Activity Program (42.3) - rename Activity Program (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.
- **Safe environment:** Review the Infection Control process (23.0), include a separate document for an Antimicrobial Stewardship Program (Standards 3 and 8) and review the procedures for outbreak management (gastro & scabies), MROs. Review the Cleaning process and procedures and the Laundry process. Review the Food Safety Program inline with the new gastroenteritis OB guidelines. (Standards 4, 5 and 8).
- **Surveys:** Review all surveys (8) using consumer and workforce focussed outcomes in the Aged Care Quality Standards.

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. Update the Resident and Staff Databases.

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.

Management Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Position Description Template</i>	5.0.4	4	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards particularly related to; Conduct, Health & Safety, Quality Improvement and Knowledge and Skills Key Results Areas (KRAs) and performance criteria. These changes have been updated in each of the position descriptions. It is recommended that current staff are made aware of these changes and provided a copy of their updated position description.
Position Descriptions				
Management	1.0			
<i>CEO/General Manager</i>	1.1	5	Updated	<ul style="list-style-type: none"> Comprehensive review according to the requirements of the new Aged Care Quality Standards and the Governance (corporate and clinical) requirements
<i>Director of Care</i>	1.2	5	Updated	<ul style="list-style-type: none"> Comprehensive update according to the requirements of the new Aged Care Quality Standards and the Clinical Governance requirements
<i>CFO/ Finance Manager</i>	1.3	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Site / Facility Manager</i>	1.4	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Quality & Risk Manager</i>	1.5	6	Updated	<ul style="list-style-type: none"> Comprehensive review and update according to the requirements of the new Aged Care Quality Standards
<i>Human Resource Manager / People & Culture</i>	1.6	6	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Services Manager</i>	1.7	6	Updated	<ul style="list-style-type: none"> Comprehensive review and updated according to the requirements of the new Aged Care Quality Standards
Administration	2.0			
<i>Accounts & Payroll Clerk</i>	2.1	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Administrative Assistant / Receptionist</i>	2.2	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Admissions Coordinator</i>	2.3	5	Updated	<ul style="list-style-type: none"> Renamed, was Client Admissions Updated according to the requirements of the new Aged Care Quality Standards
Human resources & Health & safety	3.0			
<i>Workplace Trainer & Assessor</i>	3.1	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Health & Safety Representative</i>	3.2	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
Consumer care	4.0			
<i>Clinical Care Coordinator - medication management & IPC coordination</i>	4.1	7	Updated	<ul style="list-style-type: none"> Comprehensive review and updated according to the requirements of the new Aged Care Quality Standards

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Document	No	No of Pgs	New/ updated	Description
<i>ACFI Coordinator</i>	4.2	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Registered Nurse</i>	4.3	6	Updated	<ul style="list-style-type: none"> Comprehensive review and updated according to the requirements of the new Aged Care Quality Standards
<i>Enrolled Nurse - Team Leader</i>	4.4	6	Updated	<ul style="list-style-type: none"> Comprehensive review and updated according to the requirements of the new Aged Care Quality Standards
<i>Enrolled Nurse</i>	4.5	6	Updated	<ul style="list-style-type: none"> Comprehensive review and updated according to the requirements of the new Aged Care Quality Standards
<i>Personal Carer – Team Leader</i>	4.6	6	Updated	<ul style="list-style-type: none"> Comprehensive review and updated according to the requirements of the new Aged Care Quality Standards
<i>Personal Carer</i>	4.7	6	Updated	<ul style="list-style-type: none"> Comprehensive review and updated according to the requirements of the new Aged Care Quality Standards
<i>Physiotherapist Assistant</i>	4.8	5	Updated	<ul style="list-style-type: none"> Comprehensive review and updated according to the requirements of the new Aged Care Quality Standards
Activity program	5.0			
<i>Activity Program Coordinator</i>	5.1	6	Updated	<ul style="list-style-type: none"> <i>Renamed, was Lifestyle Program Coordinator</i> Comprehensive review and update according to the requirements of the new Aged Care Quality Standards
<i>Activities Assistant</i>	5.2	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Volunteer</i>	5.3	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
Services	6.0			
<i>Chef / Cook</i>	6.1	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Food Services Assistant</i>	6.2	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Cleaner</i>	6.3	4	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Laundry Attendant</i>	6.4	4	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Cleaning & Laundry Attendant</i>	6.5	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards
<i>Maintenance & Grounds</i>	6.6	5	Updated	<ul style="list-style-type: none"> Updated according to the requirements of the new Aged Care Quality Standards and general update
Duty Statements	7.0			
<i>Resident Care</i>	1	3	Updated	<ul style="list-style-type: none"> Minor changes
<i>Catering</i>	2	2	Updated	<ul style="list-style-type: none"> Minor changes
<i>Cleaning and Laundry</i>	3	2	Updated	<ul style="list-style-type: none"> Minor changes
<i>Administration</i>	4	1	Updated	<ul style="list-style-type: none"> Minor changes
<i>Maintenance and Grounds</i>	5	1	Updated	<ul style="list-style-type: none"> Minor changes

Management Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Organisational Orientation Program</i>	5.1.5	4	Updated	<ul style="list-style-type: none"> • A number of additions in accordance with the Aged Care Quality Standards requirements • It is recommended that all current staff are provided an orientation of the new requirements.
<i>Departmental Orientation Program</i>	5.1.6	2	Updated	<ul style="list-style-type: none"> • Minor changes
Departmental Orientation Program				
<i>Activities Program</i>	1	2	Updated	<ul style="list-style-type: none"> • Minor changes
<i>Administration</i>	2	2	Updated	<ul style="list-style-type: none"> • Minor changes
<i>Catering</i>	3	2	Updated	<ul style="list-style-type: none"> • Minor changes
<i>Cleaning Service</i>	4	2	Updated	<ul style="list-style-type: none"> • Minor changes
<i>Laundry</i>	5	2	Updated	<ul style="list-style-type: none"> • Minor changes
<i>Maintenance & Grounds</i>	6	2	Updated	<ul style="list-style-type: none"> • Minor changes
<i>Resident Care</i>	7	2	Updated	<ul style="list-style-type: none"> • A number of changes
<i>Staff Development Program</i>	5.4.4	4	Updated	<ul style="list-style-type: none"> • Comprehensive update in accordance with the Aged Care Quality Standards requirements
<i>Education Evaluation Sheet</i>	5.4.8	1	Updated	<ul style="list-style-type: none"> • The Presentation question about the length of the session has been changed to a positive focus for clarity
<i>Education Evaluation Report</i>	5.4.9	2	Updated	<ul style="list-style-type: none"> • The Presentation graph has been changed to reflect the change in the question about the length of the session • The section related to investment has been deleted