

Notes:

- Changes are in **red text** within the documents and the below guidelines provide some detail of the changes.
- A document with a **red heading** denotes a new document or a document with significant changes.
- Some clients may already have some changes depending when you purchased manuals.
- Internal assessments, care plan system forms, handbooks, care plan resource booklet and competencies will be updated as relevant in accordance with procedure updates.
- **The subscription updates are not a compliance service.**
- **Whilst we are happy to initially assist you to understand the content of the Quality Management System, your organisation needs to ensure staff adapting documents have the knowledge and skills (including computer skills) to update the system to your organisational needs. Should you require consulting assistance a fee of \$200 / hr + gst (or pro-rata) will apply.**

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Updates planned for 2020 – Guide only

February

- **Management:** Complaint handling procedure in accordance with the Commission's resource documents and new procedure for Whistleblower Protection. Update the Financial Information Booklet and the Events Calendar to identify when the MyAged Care webpage and the handbook needs updating. Review the Quality of Care Report template.
- **Safe environment:** Develop an Open Disclosure Guideline and review the Open Disclosure Flowchart in accordance with the Commission's resource documents.

March

- **Health and wellbeing:** Review the Culturally Appropriate Care procedure (40.4), the Sexuality and Intimacy procedure (40.5) and the Palliative Care (including Assisted Dying, Vic legislation) procedures. Develop a guideline for consumer-centred care which is demonstrated through the concepts of co-design and consumer engagement.

April

- **Health and wellbeing:** Review the Communication and Sensory Loss procedure (including an ear wax management guideline), the Oral and Dental Care, the Pain Management, Skin Care and Hygiene, Wound Management (include care of Shingles) procedures.

May

- **Management:** Review of HR procedures (6) and the Personnel Database including appraisal outcomes. Review position descriptions according to the updated Clinical Governance Framework. Review the timing of when the Quality Indicator Program is to include the 2 new indicators; falls and fractures and medication management.

June

- **Health and wellbeing:** Review the Nutrition and Hydration and Diabetes Management procedures.
- **Safe environment:** A new procedure for Workplace Drugs and Alcohol. Review the Catering process.
- **Surveys:** Governance and Workforce

August/September

- **Health and wellbeing:** Review of the procedures for; Mobility and Falls Prevention, Continence Management. Review of the Activity Guide. A new flowchart/guide for the use of MyAgedCare for admission and discharge.
- **Safe environment:** Review the Emergency procedures process and procedures (11)

October

- **Health and wellbeing:** Review of the procedures for Enteral Nutrition, Respiratory Management, Medication Management procedure and guidelines including the requirements for an Impress System and Poison's Plan.

November

- **Management:** Review the Purchasing process and the Contract Management procedure. Review the Service Environment & Asset Management procedures (5) for Essential Safety Measures, Legionella Control, Electrical Safety, Isolation Lock Out Tag, Working at Heights. A new Bus Safety procedure. Create a Spreadsheet/s for the Maintenance Calendar, the Asset Register and Thermometer Calibration.

December

- **Management:** Financial Management process and procedures (2) and include fraud and corruption control.
- **Safe environment:** Review of the Occupational Health and Safety process and procedures for Hazardous Manual Handling, Return to Work, Workplace Bullying, Occupational Violence, Slips, Trips and Falls, Workplace Health and Wellbeing.

Surveys

Document	No	No of Pgs	New/updated	Description
Consumer Feedback Survey – Standard 8 Organisational Governance – Collation Sheet		2	Updated	<ul style="list-style-type: none"> • Updated incorrect heading

Handbooks

Document	No	No of Pgs	New/updated	Description
Consumer Information Booklet		26	Updated	<ul style="list-style-type: none"> • Our Goal, Mission and Values has been updated • Updated the meetings diagram • Compulsory reporting contact details changed from The Department to The Commission • Attachments added: <ul style="list-style-type: none"> • I have a Concern Brochure • Translated Information for people receiving aged care poster

Handbooks				
Document	No	No of Pgs	New/ updated	Description
Health Professional Handbook		27	Updated	<ul style="list-style-type: none"> • Our Goal, Mission and Values has been updated • Updated the meetings diagram • Compulsory reporting contact details changed from The Department to The Commission • The Visiting Services section has been renamed Visiting Support Services and has been updated. • The Quality of work section has been renamed Health Practitioner Responsibilities and has been updated in accordance with the Clinical Governance Framework. • Attachment added: <ul style="list-style-type: none"> • I have a Concern Brochure
Staff Handbook		31	Updated	<ul style="list-style-type: none"> • Our Goal, Mission and Values has been updated • Updated the meetings diagram • Attachment added: <ul style="list-style-type: none"> • I have a Concern Brochure • Compulsory reporting contact details changed from The Department to The Commission
Supplier Handbook		21	Updated	<ul style="list-style-type: none"> • Our Goal, Mission and Values has been updated • Compulsory reporting contact details changed from The Department to The Commission
Volunteer Handbook		32	Updated	<ul style="list-style-type: none"> • Our Goal, Mission and Values has been updated • Updated the meetings diagram • Compulsory reporting contact details changed from The Department to The Commission • Attachment added: <ul style="list-style-type: none"> • I have a Concern Brochure

Management Manual				
Document	No	No of Pgs	New/ updated	Description
Governance & Risk Management	1.0	11	Updated	<ul style="list-style-type: none"> • The Key Personnel section has been renamed Notifying Material Changes for Approved providers with reference to the <u>Regulatory Compliance procedure (2.5)</u>
<i>Statements for Stakeholders</i>	1.0.1	1	Updated	<ul style="list-style-type: none"> • Updated to include Our Goal, Our Mission and Our Values
<i>Committee and Meeting Structure</i>	1.0.3	1	Updated	<ul style="list-style-type: none"> • Renamed – was Committee Structure • Minor changes
<i>Clinical Governance Framework Template</i>		27	Updated	<ul style="list-style-type: none"> • A comprehensive review of the Clinical Governance Framework has been undertaken using the guidance, resources, toolkits and other references provided by the Aged Care Quality and Safety Commission. • Resource folder provided
<i>Statistical Report (and related graphs)</i>	2.0.6	3	Updated	<ul style="list-style-type: none"> • New sections added related the source and type of complaints and call bell response times. • Related graphs updated

Management Manual				
Document	No	No of Pgs	New/ updated	Description
Regulatory Compliance	2.5	4	Updated	<ul style="list-style-type: none"> • Updated to include the transition of responsibility from the Department of Health to the Aged Care Quality and Safety Commission which includes compliance and enforcement, prudential standards and management of compulsory reporting. • Includes reference to The Commission’s regulatory bulletins and explanatory factsheets. • Notifying material changes by approved provider to The Commission has been included.

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Missing Consumer Flow Chart</i>	21.1.2	1	Updated	<ul style="list-style-type: none"> • Updated in accordance with The Commission Guide for reporting unexplained absences
<i>Elder Abuse Compulsory Reporting Flow Chart</i>	21.1.4	1	Updated	<ul style="list-style-type: none"> • Updated in accordance with The Commission Guide for reporting reportable assaults
<i>Incident Reporting Guide</i>	21.1.5	2	Updated	<ul style="list-style-type: none"> • Updated in accordance with The Commission Guide for reporting reportable assaults and unexplained absence’
Elder Abuse	21.5	12	Updated	<ul style="list-style-type: none"> • Updated in accordance with The Commission Guide for reporting reportable assaults, including updated forms
<i>Compulsory Reporting of Consumer Assault</i>	21.5.1	3	Updated	<ul style="list-style-type: none"> • Updated in accordance with The Commission Guide for reporting reportable assaults
<i>Elder Abuse Report Register</i>	21.5.2	2	Updated	<ul style="list-style-type: none"> • Updated in accordance with The Commission Guide for reporting reportable assaults
<i>Types of Elder Abuse & Response Guide</i>	21.5.3	4	Updated	<ul style="list-style-type: none"> • Updated in accordance with The Commission Guide for reporting reportable assaults
<i>Other Types of Elder Record</i>	21.5.4	6	Updated	<ul style="list-style-type: none"> • Reviewed, no change
<i>Business Continuity Plan</i>	22.1.1	10	Updated	<ul style="list-style-type: none"> • Photocopier failure moved from the Gas Supply Failure section to the Power Outage section
Food Safety Program	27.0	4	Update	<ul style="list-style-type: none"> • A comprehensive review of the Food Safety Program has occurred in accordance with more current references for class 1 food safety program requirements
<i>Business Details</i>	27.0.1	1	Update	<ul style="list-style-type: none"> • Reviewed, minor changes
<i>Organisational Chart</i>	27.0.2	1	Update	<ul style="list-style-type: none"> • Reviewed, minor changes
<i>Competencies and Skills for Food Safety</i>	27.0.3	1	Update	<ul style="list-style-type: none"> • Reviewed, no change
<i>Training Plan for Food Handlers</i>	27.0.4	1	Update	<ul style="list-style-type: none"> • Reviewed, no change
<i>Staff Training Record Sheet</i>	27.0.5	2	Update	<ul style="list-style-type: none"> • Reviewed, no change
<i>Process Flow Chart</i>	27.0.6	1	Update	<ul style="list-style-type: none"> • Updated to include heat boost to texture modified foods, an arrow to cool following texture modify and a new box for cold modify texture. An arrow from Thaw to identify that the food could then be Stored cold

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Kitchen Layout & Bait Stations</i>	27.0.7	1	Update	<ul style="list-style-type: none"> Reviewed, no change
<i>Hazard Analysis and Control</i>	27.0.8	11	Update	<ul style="list-style-type: none"> A comprehensive review in accordance with updated procedures.
<i>Inhouse Food Safety Orientation</i>			Update	<ul style="list-style-type: none"> Allergen factsheets and information for food businesses (June 2019) added
Personal Hygiene	27.1	3	Update	<ul style="list-style-type: none"> Renamed, was Health and Hygiene Practices General update References updated
<i>Staff Illness Record Sheet</i>	27.1.1	2	Update	<ul style="list-style-type: none"> Reviewed, no change
Purchase and Reveal of Goods	27.2	2	Update	<ul style="list-style-type: none"> Sections updated related to Supplier Agreements and corrective action if delivered goods are not at the correct temperature
<i>Preferred Suppliers List</i>	27.2.1	2	Update	<ul style="list-style-type: none"> Reviewed, no change
<i>Goods Reveal Record Sheet</i>	27.2.2	2	Update	<ul style="list-style-type: none"> Instructions updated to include corrective action if delivered goods are not at the correct temperature
<i>Register of Food Brought into the Facility</i>	27.2.3	2	Update	<ul style="list-style-type: none"> Reviewed, minor changes
Storage	27.3	3	Update	<ul style="list-style-type: none"> The Temperature Danger Zone section has been renamed, Potentially hazardous food and updated The Use-by and Best-before date section has been renamed as Product Identification & Labeling and has been updated References updated
Food Preparation	27.4	8	Update	<ul style="list-style-type: none"> Comprehensive review and content reformatted. New sections for Preparing ready-to-eat foods and Cook serve foods Includes the requirements for the 4 hour / 2 hour storage rule and the 2 hour / 4 hour cooling rule More specific guidance added for texture modified foods including foods that are not cooked or are modified before cooking References updated
<i>Time Log for High Risk Foods & Example</i>	27.4.1	2	Update	<ul style="list-style-type: none"> Instructions updated and structure reformatted to more clearly demonstrate the 4 hour / 2 hour storage rule when preparing ready-to-eat foods such as sandwiches and uncooked deserts
<i>Texture Modified Food & Thickened Fluids Preparation Guide</i>	27.4.2	4	Update	<ul style="list-style-type: none"> Reviewed, no change
<i>Chopping Board Sign</i>		1	Update	<ul style="list-style-type: none"> Reviewed, no change
Cleaning and Sanitising	27.5	3	Update	<ul style="list-style-type: none"> References updated and a comprehensive review and update of the content in accordance with the updated references.
<i>Cleaning Schedule & Record Sheet</i>	27.5.1	4	Update	<ul style="list-style-type: none"> Comprehensive review and update of the instructions, cleaning and sanitising methods and the schedule

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Cleaning Verification Checklist</i>	27.5.2	2	New	<ul style="list-style-type: none"> New form to record the outcome of the daily hygiene inspection of the food premises and the equipment and utensils used post cook or on ready-to-eat foods including any corrective action
Temperature Monitoring	27.6	1	Update	<ul style="list-style-type: none"> Reviewed, minor changes
<i>Temperature Record Sheet</i>	27.6.1	2	Update	<ul style="list-style-type: none"> Instructions updated to include the 4 hour/2 hour storage rule
<i>Activity Log for High Risk Foods & Example</i>	27.6.2	2	Update	<ul style="list-style-type: none"> Instructions updated Restructured restructure to enable corrective action to be included
Maintenance and Calibration	27.7	1	Update	<ul style="list-style-type: none"> The Calibration sections have been updated and referencing updated
<i>Calibration Record Sheet</i>	27.7.1	2	Update	<ul style="list-style-type: none"> Format changed to record 1 reading instead of 3 according to the updated Calibration Guide
<i>Calibrate a Probe Thermometer Guide</i>	27.7.2	1	Update	<ul style="list-style-type: none"> The calibration methods for ice-point and boiling point calibration have been simplified using a more current reference
Waste Disposal	27.8	1	Update	<ul style="list-style-type: none"> Reviewed, minor changes and reference updated
Pest Control & Animals	27.9	2	Update	<ul style="list-style-type: none"> Updated in accordance with an updated reference
Corrective Action	27.10	1	Update	<ul style="list-style-type: none"> Reviewed, minor changes
<i>Corrective Action Log</i>	27.10.1	2	Update	<ul style="list-style-type: none"> Reviewed, no change
Food Poisoning	27.11	4	Update	<ul style="list-style-type: none"> Reference to the new <u>Listeria Management procedure (27.16)</u> for specific information and guidance to prevent and control Listeria has been added.
Food Recall	27.12	1	Update	<ul style="list-style-type: none"> Reviewed, minor change
<i>Food Recall Record Sheet</i>	27.12.1	2	Update	<ul style="list-style-type: none"> Reviewed, no change
Review and auditing	27.13	2	Update	<ul style="list-style-type: none"> The annual review section has been updated to provide some clarity about how to conduct the annual review
<i>Internal Assessment Sheet (No.13)</i>		11	Update	<ul style="list-style-type: none"> Updated in accordance with the updated Food Safety Program procedures and related documents
Menu Planning	27.14	4	Update	<ul style="list-style-type: none"> Updated in accordance with updated references. The Healthy eating section has been renamed, Good nutrition and updated with an updated reference Alternatives to deli meats has been included using an updated reference.
<i>Menu</i>	27.14.1	1		<ul style="list-style-type: none"> To be reviewed 2020 with the Catering process and Nutrition and Hydration procedure
<i>Recipes</i>	27.14.2	1	Update	<ul style="list-style-type: none"> Reviewed, no change
Food Allergens and Intolerance	27.15	4	Update	<ul style="list-style-type: none"> References and resources updated Content updated in accordance with the updated references
<i>Food Allergen Matrix</i>	27.15.1	2	Update	<ul style="list-style-type: none"> Renamed, was Food Allergen/Additive Matrix The columns have been renamed and aligned to the key types of allergens.
<i>Allergens and intolerances Factsheets for food businesses</i>		30	Update	<ul style="list-style-type: none"> Updated resource – June 2019

LeapFrog Update Guide – December 2019 – January 2020

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
Listeria Management	27.16	7	New	<ul style="list-style-type: none"> New procedure that includes; what is listeria and information about listeriosis, high-risk foods related listeria, listeria management control, Lm monitoring program including a sampling plan and response plan.
<i>Listeria Management Record Sheet</i>	27.16.1	2	New	<ul style="list-style-type: none"> New record sheet to record the sampling details, the results and corrective action taken, if a positive sample for Lm is received
Recipes				
Beverages	1.0			
Fortified Drinks	1.1	1	Update	<ul style="list-style-type: none"> Reference updated

Health and Wellbeing Manual				
Document	No	No of Pgs	New/ updated	Description
Advance Care Planning (NSW)	40.1	7	New	<ul style="list-style-type: none"> New procedure for Advance Care Planning relevant to NSW
<i>Advance Care Planning</i>	40.1.1.	3	New	<ul style="list-style-type: none"> Form for identifying the types of care planning documents that an individual consumer may have
<i>Personal Values and Preferences</i>	40.1.2	3	New	<ul style="list-style-type: none"> Form to assist to identified individual personal values and preferences
Restraint Minimisation	40.2	12	Updated	<ul style="list-style-type: none"> Section added for appropriate documentation for each instance of prn Psychotropic medication according to the Commission's guidance Section added for How the Commission Assesses the use of Restraint
<i>Consumer Database or Handover Sheet</i>	41.0.17	2	Updated	<ul style="list-style-type: none"> Updated to include the ability to print a Handover Sheet using the ISOBAR tool. The Handover Sheet headings have been colour coded to match the Handover Guide (41.0.32)
<i>Respite Admission Process</i>	41.17.1	1	Updated	<ul style="list-style-type: none"> Social, Cultural, Spiritual & Interests Assessment (40.3.1) added

Internal Assessment (Audit) System				
Sheet	Internal Assessment Tools	No of Pgs	New/ updated	Description
13	Catering & Food Safety Program	11	Updated	<ul style="list-style-type: none"> Updated in accordance with the update of the food safety program procedures and related documents