

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** indicates sleep 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.
- Please note, 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.

Disclaimer Statement:

- It is not intended that the Policies and Procedures are used verbatim, they must be adapted to meet your organisation's needs in consultation with relevant staff groups and if required using specialist advice based on your circumstances.
- LeapFrog PL makes no warranty of any kind, expressed or implied, with regard to the documentation contained in the policies and procedures including subscription update documents.
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Updates planned for 2020 – Guide only

July - Sept

- **Health and wellbeing:** Review the procedures for Sexuality and Intimacy, Palliative Care (including Assisted Dying, Vic legislation), Pain Management, Communication and Sensory Loss (including an ear wax management guideline),
- **Management:** Review position descriptions according to the updated Clinical Governance Framework.
- **Handbooks:** Review the consumer information, health professional, staff, supplier, volunteer handbooks and update in accordance with updated policy/procedures related to; whistleblower, complaint handling, culturally appropriate care and sexuality and intimacy.

Oct – Nov

- **Health and wellbeing:** Review the procedures for Oral and Dental Care, Skin Care and Hygiene, Wound Management (include care of Shingles), Nutrition and Hydration and Diabetes Management.
- **Safe environment:** Review the Catering process.
- **Management:** Review the Quality Indicator Program to include the 2 new indicators; falls and fractures and medication management.

December

- **Management:** Review of HR processes and procedures (6) and the Personnel Database including appraisal outcomes.

Management Manual				
Document	No	No of Pgs	New/ updated	Description
Governance and Risk Management	1.0	11	Updated	<ul style="list-style-type: none"> The policy has been updated to include a commitment to achieving organisational objectives with integrity A general update throughout the document with reference to new or changed documents The strategic planning section has had commission added about A section has been added related to the Whistleblower policy.
<i>Events Calendar</i>	1.0.7	5	Updated	<ul style="list-style-type: none"> Updated to include activities related to the language skills program and the use of professional interpreters
<i>Strategic Plan Objectives</i>	1.0.8	4	Updated	<ul style="list-style-type: none"> General tidy up completed
<i>Governing Body Induction Program</i>	1.0.10	1	Updated	<ul style="list-style-type: none"> Renamed, was board/Dir induction program Reference to the governing body updated Whistleblower policy included
<i>Clinical Governance Framework Template</i>		27	Updated	<ul style="list-style-type: none"> The Clinical Governance Framework, Attachment 4 - Practising open disclosure has been updated to include the changes to the Consumer-centred care guide (2.0.2) and the Incident reporting procedure and related forms.
<i>Strategic plan template</i>		11	Updated	<ul style="list-style-type: none"> A general review and update of the template A few sections have been renamed and placed in different order Sections added for Data and demographics and, workforce analysis
<i>Risk Management Plan</i>	1.12	8	Updated	<ul style="list-style-type: none"> Risk 8 Consumer outcomes has been updated to include the changes to the clinical governance framework Risk 10 Infectious disease outbreak has been updated to include pandemic COVID 19
<i>Improvement Form</i>	2.0.2	3	Updated	<ul style="list-style-type: none"> Updated to include the Whistleblower Disclosure Record 1.2.1
Whistleblower Protection	1.2	8	New	<ul style="list-style-type: none"> New procedure in accordance with ASIC regulatory guide 270 Whistleblower policies.
<i>Whistleblower Disclosure Record</i>	1.2.1	4	New	<ul style="list-style-type: none"> New form to log and track the progress and outcomes of a whistle blower disclosure
<i>Whistleblower Disclosure Report Template</i>		1	New	<ul style="list-style-type: none"> New template for reporting whistleblower disclosures to the governing body
<i>Reporting Framework</i>	4.1.2	3	Updated	<ul style="list-style-type: none"> Updated to include the Whistleblower disclosure report and the reporting of reports received from the Aged Care Quality and Safety Commission and updates of the Aged Care Quality Standard Self-assessment when completed
<i>Staff and Volunteer Details Sheet</i>	5.1.3	4	Updated	<ul style="list-style-type: none"> The section related to language skills has been reviewed and updated
<i>Organisational Orientation Program</i>	5.1.5	4	Updated	<ul style="list-style-type: none"> Whistleblower policy added
<i>Staff Development Program</i>	5.4.4	5	Updated	<ul style="list-style-type: none"> Whistleblower policy training added training related to cultural diversity and the use of bony staff and professional interpreters has been added

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
Incident Reporting	21.1	11	Updated	<ul style="list-style-type: none"> The section for open disclosure has been reviewed and updated Guidance provided by the Australian open disclosure framework has been deleted and a new guide (21.1.7) developed using the Aged Care Quality and Safety Commission's, Open disclosure framework and guidance
<i>Open Disclosure Response Flowchart</i>	21.1.1	3	Updated	<ul style="list-style-type: none"> Updated in accordance with the Aged Care Quality and Safety Commission's, Open disclosure framework and guidance
<i>Open Disclosure Guide</i>	21.1.7	3	New	<ul style="list-style-type: none"> New guide developed using the Aged Care Quality and Safety Commission's, Open disclosure framework and guidance The guide refers to the organisation's Clinical Governance Framework, Attachment 4 - Practising open disclosure that provides guidance for organisational enablers for open disclosure

Health and Wellbeing Manual				
Document	No	No of Pgs	New/ updated	Description
Consumer Dignity and Choice	40.0	10	Updated	<ul style="list-style-type: none"> The language services section has been updated to include new sign language interpreting service available to government funded aged care services from June 2020
Culturally Appropriate Care	40.4	7	Updated	<ul style="list-style-type: none"> A comprehensive review and update in accordance with more current reference documents
<i>Use of Bilingual Staff and Interpreters Guide</i>	40.4.1	5	New	<ul style="list-style-type: none"> New guidance for a workplace language skills program using bilingual staff and the use of interpreters Information related to the use of bilingual staff and interpreters as being moved from the procedure 40.4 this new guide has been updated with updated references
<i>Bilingual Skills Register</i>	40.4.2	2	Updated	<ul style="list-style-type: none"> Renamed, was Multilingual staff/volunteer list renumbered, was 40.4.1
<i>Bilingual Skills Usage Record</i>	40.4.3	2	New	<ul style="list-style-type: none"> New form for registered bilingual staff to record enquiries for the use of their language skills
<i>Interpreter Service Record</i>	40.4.4	2	Updated	<ul style="list-style-type: none"> Renumbered, was 40.4.2 Format has been changed to a register rather than a record for each interpreter service for individual consumers
Assess, Plan and Deliver Safe Care	41.0	12	Updated	<ul style="list-style-type: none"> Reference to the <u>Quality improvement (2.0)</u> – Consumer centred care: consumer engagement and codesign and the <u>Consumer Centred Care Guide (2.0.2)</u> has been added to the consumer centred care section. This

Internal Assessment (Audit) System				
Sheet	Internal Assessment Tools	No of Pgs	New/ updated	Description
1	Governance & Risk Management	7	Updated	<ul style="list-style-type: none"> • A general update • The clinical governance section has been updated to assess whether the clinical governance framework has been effectively implemented • New section added for the whistleblower policy and procedure
7	Service Environment and Asset Management	4	Updated	<ul style="list-style-type: none"> • Question 26 from Sheet Number 14 related to access to toilets from the dining/activities/ lounge areas has been added to the design, layout and wayfinding section
8	Occupational Health and Safety	13	Updated	<ul style="list-style-type: none"> • Updated in line with the updated incident reporting procedure related to open disclosure • a new section has been added to assess work practice compliance to the Open Disclosure Response Flowchart
14	Consumer Dignity and Choice	9	Updated	<ul style="list-style-type: none"> • Q23 related to consumers ability to personalise their room has been deleted as it is already in IA Sheet No.7 • Q24 &25 have been integrated under the dignity and respect section • Q26 has been transferred to IA Sheet No.7 • Question added related to the use of language services for consumers with cognitive and communication loss
16	Culturally Appropriate Care	6	Updated	<ul style="list-style-type: none"> • A comprehensive review and update in accordance with the updated procedure for culturally appropriate care

Staff Competency Package				
Document	No	Pgs	New/ updated	Description
Quality	1.0			
Incident reporting	1.2			
Demonstrates ability to complete an incident report using an Improvement Form	1.2.1	2	Updated	<ul style="list-style-type: none"> • Reviewed and updated with minor changes