

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 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.
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Updates planned for 2020 – Guide only

Sept – Dec

- **Safe environment:** Review the Catering process.
- **Health and wellbeing:** Review the procedures for Oral and Dental Care, Skin Care and Hygiene, Wound Management (include care of Shingles), Communication and Sensory Loss (including an ear wax management guideline), palliative care (including Assisted Dying, Vic legislation), Nutrition and Hydration, Diabetes Management and Pain management.

Carried over to 2021

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

LeapFrog Update Guide – July - August 2020

Handbooks				
Document	No	No of Pgs	New/ updated	Description
Consumer Information Booklet		29	Updated	<ul style="list-style-type: none"> • Updated in accordance with new and updated procedures such as; whistleblower policy, complaints handling, culturally appropriate care and sexuality and intimacy. • And general tidy up.
Staff Handbook		31	Updated	<ul style="list-style-type: none"> • Updated in accordance with new and updated procedures such as; whistleblower policy, complaints handling, culturally appropriate care and sexuality and intimacy. • The customer service approach section has been deleted as there should be a focus on customer centred care and services • And general tidy up.
Health Professional Handbook		29	Updated	<ul style="list-style-type: none"> • Updated in accordance with new and updated procedures such as; whistleblower policy, complaints handling, culturally appropriate care and sexuality and intimacy. • The customer service approach section has been deleted as there should be a focus on customer centred care and services • And general tidy up.
Supplier Handbook		22	Updated	<ul style="list-style-type: none"> • Updated in accordance with the new whistleblower policy. • And general tidy up.
Volunteer Handbook		33	Updated	<ul style="list-style-type: none"> • Updated in accordance with new and updated procedures such as; whistleblower policy, complaints handling, culturally appropriate care and sexuality and intimacy. • The customer service approach section has been deleted as there should be a focus on customer centred care and services • And general tidy up.

Management Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Strategic Plan Objectives (Objective 1- Diversity Action Plan)</i>	1.0.8	5	Updated	<ul style="list-style-type: none"> • Updated to include key actions related to providing more inclusive practice/services for LGBTI consumers
<i>Working Folders and Document Update List</i>	2.1.2	10	Updated	<ul style="list-style-type: none"> • Updated with renumbered, changed, deleted and or new forms and documents
<i>Australian Privacy Principles Policy</i>	4.0.1	3	Updated	<ul style="list-style-type: none"> • Section added for the consumer to consent whom health and well-being information and initiated and any limitations to sharing of sensitive information
<i>Staff Development Program</i>	5.4.4	6	Updated	<ul style="list-style-type: none"> • Updated to include additional sexuality and intimacy training

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"> • The key results areas and performance criteria (conduct, health and safety, quality improvement, and knowledge and skills) have been updated according to the responsibilities for the workforce identified in the clinical governance framework and reviewed to ensure they are consistent for all positions. • The physical demand analysis section - frequency for type of work has been reviewed and frequency has been deleted other than for the specific type of work. This is to provide clarity for staff for their role. And a note has been included all to state assistive technology will be considered on an individual basis. • The training analysis section related to Skills has been updated to include consumer-centred care/services and complaint handling using the 6 step method.
Position descriptions				
Management	1.0			
<i>CEO/General Manager</i>	1.1	5	Updated	<ul style="list-style-type: none"> • Updated according to the changes to the position description template • The main responsibilities and KRA & performance criteria sections have been reviewed and aligned to the updated clinical governance framework
<i>Director of Care</i>	1.2	5	Updated	<ul style="list-style-type: none"> • Updated according to the changes to the position description template • The main responsibilities and KRA & performance criteria sections have been reviewed and aligned to the updated clinical governance framework
<i>CFO/ Finance Manager</i>	1.3	5	Updated	<ul style="list-style-type: none"> • Updated according to the changes to the position description template • A few minor changes to the main responsibilities and KRA & performance criteria sections
<i>Site / Facility Manager</i>	1.4	5	Updated	<ul style="list-style-type: none"> • Updated according to the changes to the position description template. • The main responsibilities and KRA & performance criteria sections have been reviewed and aligned to the updated clinical governance framework
<i>Quality & Risk Manager – includes Privacy & Complaints Officer</i>	1.5	6	Updated	<ul style="list-style-type: none"> • Updated according to the changes to the position description template • A few minor changes to the main responsibilities and KRA & performance criteria sections
<i>Human Resource Manager/ People & Culture</i>	1.6	6	Updated	<ul style="list-style-type: none"> • Updated according to the changes to the position description template
<i>Services Manager – includes purchasing & contract mx</i>	1.7	6	Updated	<ul style="list-style-type: none"> • The main responsibilities and KRA & performance criteria sections have been reviewed and aligned to the updated clinical governance framework

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Management Manual				
Document	No	No of Pgs	New/ updated	Description
Administration				
	2.0			
<i>Accounts & Payroll Clerk</i>	2.1	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template The main responsibilities and KRA & performance criteria sections have been updated to include the reporting of employee payroll information to the ATO using the Single Touch Payroll (STP) enabled software
<i>Administrative Assistant / Receptionist</i>	2.2	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Admissions Coordinator</i>	2.3	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
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 changes to the position description template
<i>Health & Safety Representative</i>	3.2	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
Consumer care				
	4.0			
<i>Clinical Care Coordinator - medication management & IPC coordination</i>	4.1	7	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template The main responsibilities and KRA & performance criteria sections have been reviewed and aligned to the updated clinical governance framework
<i>ACFI Coordinator</i>	4.2	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Registered Nurse</i>	4.3	6	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template The main responsibilities and KRA & performance criteria sections have been reviewed and aligned to the updated clinical governance framework
<i>Enrolled Nurse - Team Leader</i>	4.4	6	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Enrolled Nurse</i>	4.5	6	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Personal Carer – Team Leader</i>	4.6	6	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Personal Carer</i>	4.7	6	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Physiotherapist Assistant</i>	4.8	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
Activity program				
	5.0			
<i>Activity Program Coordinator</i>	5.1	6	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template The main responsibilities and KRA & performance criteria sections have been reviewed and aligned to the updated clinical governance framework
<i>Activities Assistant</i>	5.2	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template

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Management Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Volunteer</i>	5.3	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
Services				
<i>Chef/ Cook</i>	6.1	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template The main responsibilities and KRA & performance criteria sections have been reviewed and aligned to the updated clinical governance framework
<i>Food Services Assistant</i>	6.2	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Cleaner</i>	6.3	4	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Laundry Attendant</i>	6.4	4	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Cleaning & Laundry Attendant</i>	6.5	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template
<i>Maintenance & Grounds</i>	6.6	5	Updated	<ul style="list-style-type: none"> Updated according to the changes to the position description template

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
Infection Prevention & Control	23.0	18	Updated	<ul style="list-style-type: none"> Some minor changes to the influenza vaccination program
<i>PPE Poster</i>		2	Updated	<ul style="list-style-type: none"> Reviewed, some additions to clarify how to put on and remove PPE
Respiratory Illness Outbreak Management	23.3	16	Updated	<ul style="list-style-type: none"> The section related to prevention and preparedness has been updated in relation to the influenza vaccination program The COVID-19 outbreak management section has been updated with more current information
<i>Influenza Vaccination Program – Annual Action Plan</i>	23.3.7	4	Updated	<ul style="list-style-type: none"> Reviewed, minor updates aligned with the requirement for all staff and volunteers to be vaccinated
COVID-19				
<i>COVID-19 Outbreak Management Plan</i>	23.3.8	15	Updated	<ul style="list-style-type: none"> Comprehensive review and update of the COVID-19 Outbreak Management Plan template in accordance with updated reference documents Managers will need to keep checking for updated resources as they become available
<i>COVID-19 Cleaning Schedule</i>	23.3.9	5	New	<ul style="list-style-type: none"> New form specifically for cleaning during the COVID- 19 pandemic.
Templates				
<i>COVID-19 Transfer Letter</i>		1	Updated	<ul style="list-style-type: none"> Reviewed, minor change.
<i>Families COVID-19 Letter</i>		2	Updated	<ul style="list-style-type: none"> Reviewed, no change
<i>GPs COVID-19 Letter</i>		1	Updated	<ul style="list-style-type: none"> Reviewed, no change.
<i>Initial RAC report to PHU COVID-19</i>		1	Updated	<ul style="list-style-type: none"> Reviewed, no change

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
Signage				
<i>Attention all visitors - COVID-19 Pandemic (prevention)</i>		1	Updated	<ul style="list-style-type: none"> Updated sign for entrance in accordance with changed requirements
<i>Attention all staff COVID-19 (prevention)</i>		1	Updated	<ul style="list-style-type: none"> Updated in accordance with updated reference documents
<i>COVID-19– Room Density and Social Distancing (prevention)</i>		1	New	New sign for rooms and spaces to communicate capacity of each room/space based on 4 m ² per person. It also has a reminder related to social distancing.
<i>Attention all staff - Infection Prevention and Control precautions during COVID-19 (information sheet)</i>		5	New	<ul style="list-style-type: none"> New information sheet to provide staff with clear guidance about the precautions they should take during COVID 19 The information sheet can be displayed on staff communication boards/it can be used also for toolbox training
<i>COVID-19 Entrance Sign for Visitors (outbreak)</i>		1	Updated	<ul style="list-style-type: none"> Updated sign for entrance in accordance with changed requirements
<i>Attention all staff sign COVID-19 (outbreak)</i>		1	Updated	Updated sign for staff communication boards in accordance with changed requirements
<i>COVID-19 sign – Red Zone (outbreak)</i>		1	New	New sign for staff noticeboards in accordance with the Department of Health advice related to COVID – 19 outbreak management
<i>COVID-19 sign – Green Zone (outbreak)</i>		1	New	New sign for staff noticeboards in accordance with the Department of Health advice related to COVID – 19 outbreak management
<i>COVID-19 sign – Donning and Doffing Stations</i>		2	New	New signs to communicate donning and doffing stations

Health and Wellbeing Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Consumer and Family Orientation Program</i>	40.0.1	1	Updated	<ul style="list-style-type: none"> General update and some structural changes to the form
Care Plan System Resource Booklet		58	Updated	<ul style="list-style-type: none"> Updated to include the new forms that have been developed over the past few months and deleted forms have been removed
Sexuality and Intimacy	40.5	13	Updated	<ul style="list-style-type: none"> A comprehensive review and update has been completed in accordance with more current references including sexual diversity and LGBTI inclusive practice. Note: to be able to identify as a specialist provider for LGBTI people the organisation needs to be able to demonstrate: <ol style="list-style-type: none"> Rainbow Tick Accreditation. OR Evidence of: <ol style="list-style-type: none"> A public commitment to the inclusion of LGBTI people supported by an LGBTI action plan and inclusivity policy, and Completion of Silver Rainbow LGBTI Awareness Training by a minimum of 90% of all staff (management and direct workers), and Active and resourced LGBTI advisory group, and Internal LGBTI Champions/ Diversity Officers that are adequately resourced For either (1) or (2), the organisation should be able to demonstrate it is able to support each of the groups covered by the term LGBTI. For example, organisations can provide evidence that they have consulted with peak intersex or transgender support groups and/or have signed the Darlington Statement.
<i>Sexual Health Assessment</i>	40.5.1	4	Updated	<ul style="list-style-type: none"> Renamed, was the Sexual Health Assessment Instructions and content updated
<i>Sexual Health Plan</i>	40.5.2	1	New	<ul style="list-style-type: none"> New sexual health plan based on the sexual health assessment. It has been developed as a separate document for consumer privacy.
Short-term care plans				
<i>Short Term Care Plan – Respiratory Illness</i>	2	2	Updated	<ul style="list-style-type: none"> Updated to enable the plan to use for all types of respiratory illness including COVID-19

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Internal Assessment (Audit) System				
Sheet	Internal Assessment Tools	No of Pgs	New/ updated	Description
Safe Environment				
10	Infection Prevention and Control	14	Updated	<ul style="list-style-type: none"> Sections added to enable a comprehensive assessment of work practice compliance to required PPE criteria
Health and Wellbeing (Clinical Audits)				
14	Consumer Dignity and Choice	8	Updated	<ul style="list-style-type: none"> The sexuality and intimacy sections have been moved to Sheet Number 17 Sexuality and Intimacy
17	Sexuality and Intimacy	7	New	<ul style="list-style-type: none"> New internal assessment (audit) sheet aligned to the updated Sexuality and Intimacy procedure
18	Assess, Plan and Deliver Safe, Effective Care	8	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.17
19	Medication Management	9	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.18
20	Pain Management	4	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.19
21	Palliative Care	5	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.20
22	Catering - Nutrition & Hydration	7	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.21
23	Skin Care & Wound Management	6	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.22
24	Continence Management	4	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.23
25	Promote Cognition & Mental Health, Behaviour Management & Restraint	8	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.24
26	Mobility & Falls Prevention	5	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.25
27	Oral and Dental Care	5	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.26
28	Communication and Sensory Loss	4	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.27
29	Sleep and Rest	4	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.28
30	Respiratory Management	5	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.29
31	Diabetes Management	5	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.30
32	Enteral Nutrition	5	Updated	<ul style="list-style-type: none"> Renumbered, was IA Sheet No.31