

## VICOP PLAN FOR A LARGE ORGANISATION (500 – 5000+)

Use this as an example of how to implement the Code of Practice.

Its purpose is to give a sense of how an organisation might develop your own VICOP Plan and the processes behind meeting the principles of the Code. This document is not meant to be prescriptive.

### For consideration:

The Aged Care Provider is responsible for creating the right environment for adoption of the Code by ensuring prospective and current employees understand the purpose of the Code and the way in which their organisation is responding to seven principles that underpin it.

Organisations should ensure that this information is easily accessible to employees (downloadable), distributed in accordance with current procedures and processes and clearly identifies how the organisation will adopt the seven principles.

### [insert AGED CARE PROVIDER ORGANISATION NAME]: VICOP PLAN

The CEO of [insert Aged Care Provider name] signed up to the [Aged Care Voluntary Industry Code of Practice](#) (VICOP) Leadership Pledge on [insert date].

[insert Aged Care Provider name] has developed this VICOP Plan for July 2021-June 2022, to show how it plans to meet or exceed the principles of the Code when they come into effect on 31 July 2021. At the end of each 12 month cycle the Aged Care Provider should report against their progress in the previous year's plan and publish this on their website utilising the self-report template, next year's plan should be developed and published in conjunction.

See end document for considerations around next year's plans.

| Principle   | What we will do  | Process undertaken to achieve task | In place<br>(Please tick) | Barriers to<br>progression (if any)   | Due Date           |
|---|--|------------------------------------|---------------------------|---------------------------------------|--------------------|
| Principle 1<br>Consumer-led<br>and<br>community<br>shared value | 1. Expand consumer <b>induction process</b> to include documentation of consumer/next of kin/responsible person's listing of their care services priorities.   |                                    | <input type="checkbox"/>  | E.g., Lack of access to documentation | 30 July 2021       |
|   | 2. Give <b>existing consumers</b> /next of kin/responsible person the opportunity to prioritise importance of services to them.  |                                    | <input type="checkbox"/>  |                                       | From 1 August 2021 |
|   | 2. Create process to identify <b>top 3 ranked care service priorities</b> .  |                                    | <input type="checkbox"/>  |                                       | 30 August 2021     |
|   | 3. Initiate processes to collate, analyse and <b>provide care priority feedback results to relevant areas</b> such as care managers, facility manager and/or board.                                    |                                    | <input type="checkbox"/>  |                                       | 5 September 2021   |
|   | 4. Initiate process for management/board process to <b>respond to consumer</b> and/or next of kin/responsible person care priority feedback.   |                                    | <input type="checkbox"/>  |                                       | From October 2021  |
|   | 5. Provide consumers with comprehensive <b>welcome pack with service information</b> . The purpose of the welcome pack is to give consumers greater awareness and better information about their care. |                                    | <input type="checkbox"/>  |                                       | 30 September 2021  |

|  |  |  |                          |  |                    |
|--|--|--|--------------------------|--|--------------------|
|  | <p>This will also include the prices of services.</p> <p>a. Ensure that services/availability/costs are explained on the organisation's website.</p>   |  |                          |  |                    |
|  | 6. Initiate <b>regular reviews of consumer induction processes</b> to ensure they are meeting best practice.   |  | <input type="checkbox"/> |  | From July 2021     |
|  | 7. Undertake <b>half yearly consumer pulse surveys</b> and post results digitally and in hard copy for public viewing.   |  | <input type="checkbox"/> |  | From December 2021 |
| <b>Principle 2</b><br><b>Living well and integrated models of care</b> | 1. Attend ACWIC webinar on care plan developments and seek associated business collateral if required.   |  | <input type="checkbox"/> |  | October 2021       |
|  | 2. <b>Update or develop policy</b> to support the implementation of care plans in organisation including regular review cycle.   |  | <input type="checkbox"/> |  | November 2021      |
|  | 3. Ensure care plan implementation policy receives required <b>internal approvals</b> .  |  | <input type="checkbox"/> |  | January 2022       |
|  | 4. <b>Promote upcoming care plan</b> reviews to consumers, their families and carers through newsletter, noticeboard and induction program.  |  | <input type="checkbox"/> |  | March 2022         |
|  | 5. Schedule and <b>hold one-on-one care plan interviews</b> with consumers and/or next of kin/responsible person.  |  | <input type="checkbox"/> |  | March- April 2022  |
|  | 6. <b>Draft care plans</b> during interviews and share with consumers and/or next of kin/responsible person.   |  | <input type="checkbox"/> |  | March- April 2022  |
|  | 7. <b>Agree care plans</b> with consumer and/or next of kin/responsible person.  |  | <input type="checkbox"/> |  | May- June 2022     |
|  | 8. <b>Schedule next care plan review</b> with consumer and/or next of kin/responsible person.  |  | <input type="checkbox"/> |  | June 2022          |
| <b>Principle 3</b><br><b>Board Governance</b>                          | 1. Ensure organisation's Rules of Association or Constitution provide <b>sufficient guidance to Board on good governance</b> . If necessary, develop Terms of Reference for the Board or amend Rules/Constitution to ensure good governance guidance included. |  | <input type="checkbox"/> |  | July 2021          |
|  | 2. Identify Managers/Board members to be part of a <b>clinical governance/care committees</b> to address clinical quality and safety matters   |  | <input type="checkbox"/> |  | September 2021     |
|  | 3. Infill existing template in our organisation's care system or download/customise ACWIC template for <b>reporting on clinical quality and safety</b> .   |  | <input type="checkbox"/> |  | October 2021       |
|  | 4. Provide up-to-date <b>record of clinical quality and safety matters</b> to Clinical   |  | <input type="checkbox"/> |  | November-ongoing   |

|  |   |  |                          |  |  |
|--|---|--|--------------------------|--|--|
|  | Governance/Care Committee for decision on a monthly basis.  |  |                          |  |  |
| Principle 4<br>Best-practice sharing and industry benchmarking         | 1. Attend ACWIC Best practice <b>workforce planning webinar</b> and identify key organisational practices/processes to enhance. <ul style="list-style-type: none"> <li>a. <b>Consult with relevant managers on these</b> improvement areas and develop a strategy to implement enhancements and manage change.</li> </ul> |  | <input type="checkbox"/> |  | August 2021<br><br>September 2021          |
|  | 2. Identify providers offering similar services and establish quarterly meetings/on-site visits to share best practice and innovative solutions to service and care.  |  | <input type="checkbox"/> |  | November 2021 – ongoing on quarterly basis |
|  | 3. <b>Promote innovations/Assistive Technology</b> digitally  |  |                          |  | From February 2022 – ongoing               |
|  | 4. Explore options and costs of undertaking <b>industry benchmarking</b>  |  | <input type="checkbox"/> |  | From March 2022                            |
| Principle 5<br>Education & Training, including workforce accreditation | 1. Hold internal meetings on workforce planning to ensure <b>aligned management understanding</b> of how it impacts on training and education.  |  | <input type="checkbox"/> |  | August 2021                                |
|  | 2. Undertake an analysis of worker skills required by first determining existing and incoming client needs (as outlined in their care plans).   |  | <input type="checkbox"/> |  | September 2021                             |
|  | 3. Compare consumer needs with worker skills  |  | <input type="checkbox"/> |  | October 2021                               |
|  | 4. Undertake <b>consumer needs’ forecasting</b> over the next 1-5 years. How will your consumers’ needs change over that time? Utilise Centre for Growth and Translation Research (CGTR) data   |  | <input type="checkbox"/> |  | October 2021                               |
|  | 5. Seek <b>feedback from staff</b> on where they see their training gaps. What do they need to know to do their jobs well?  |  | <input type="checkbox"/> |  | November 2021                              |
|  | 6. Use the comparison of consumer needs (current and forecasted) and workers skills to <b>identify skill gaps in workforce</b> . Include consideration of worker  |  | <input type="checkbox"/> |  | November 2021                              |
|  | 7. Identify <b>training options available</b> to meet these gaps  |  | <input type="checkbox"/> |  | December 2021                              |
|  | 8. <b>Seek internal approvals</b> to give workers paid leave to undertake identified training to meet skill gaps  |  | <input type="checkbox"/> |  | January 2022 onwards                       |
|  | 9. Allocate funding in budget to <b>cover worker training costs</b> including any course fees and worker replacement costs.   |  | <input type="checkbox"/> |  | March 2022 – ongoing                       |

|   |  |  |                          |  |                         |
|---|--|--|--------------------------|--|-------------------------|
| Principle 6<br>Workforce Planning                             | 1. <b>Develop organisation's workforce model</b> and plan by reviewing ACWIC's Best Practice Guide for helpful processes and tools.<br>a. Download workforce planning templates from ACWIC site where appropriate. |  | <input type="checkbox"/> |  | October 2021            |
|   | 2. Attend one of ACWIC's Workforce Planning webinars to understand how to use templates and tools - and the implication of Royal Commission recommendations.   |  | <input type="checkbox"/> |  | October 2021            |
|   | 3. Analyse and refine current workforce planning practices to implement best practice.   |  |                          |  | November-December 2021  |
| Principle 7<br>Proactive Assurance and continuous improvement | 1. Undertake <b>half yearly consumer surveys</b> to see whether their top 3 identified priorities in their care plans (see principle 2) are being met.   |  | <input type="checkbox"/> |  | February 2022 – ongoing |
|   | 2. Post results of consumer survey (trends) on organisation website and/or noticeboard.  |  | <input type="checkbox"/> |  | March 2022-ongoing      |
|   | 3. Create anonymous feedback mechanisms in each care facility for staff to provide their thoughts on services and care which are collated quarterly.   |  | <input type="checkbox"/> |  | May 2022-ongoing        |
|   | 4. Post trends of anonymous feedback on internal organisation webpage.   |  | <input type="checkbox"/> |  | May-June 2022-ongoing   |
|   | 5. Publicise the organisation's intended response to anonymous feedback.   |  | <input type="checkbox"/> |  | June 2022-ongoing       |

#### Appendix A.

##### Consideration for June 2022:

In developing the next year's plan, providers should consider which Principles should be addressed, taking into account if your organisation has grown or changed significantly.

For example,

- a. if your organisation has started to adopt assistive technology, the expectation of the companies who have pledged their support will be to ensure they have processes in place for assistive technology.
- b. Reflecting on how the organisation has engaged their workforce, consumers, Boards etc in the development and monitoring of the Code over the previous year and improvements to be made in the next year.
- c. Consider reviewing employee and consumer understanding of the Code's Principles against the progress on the aspirations in the Plan. This could be completed by employee/consumer surveys or a questionnaire or focused discussions. The next plan could then focus on areas of the Code that this process has discovered need attention. The data collated from the survey/questionnaire will identify areas to be considered for focus in the next annual plan.