VICOP PLAN FOR A SMALL ORGANISATION (1 - 500)

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 (please tick)	Barriers to progression (if any)	Due Date
Principle 1 Consumer-led and community shared value	1. Expand consumer **induction process** to include documentation of consumer/next of kin/responsible person's listing of their care services priorities.		☐	E.g., Lack of access to documentation	30 July 2021
	2. Give **existing consumers/next of kin/responsible person** the opportunity to prioritise importance of services to them.		☐		From 1 August 2021
	3. Create process to identify **top 3 ranked care service priorities**.		☐		30 August 2021
	4. Initiate processes to collate, analyse and **provide care priority feedback results to relevant areas** such as care managers, facility manager and/or board.		☐		5 September 2021
	5. Initiate process for management/board process to **respond to consumer** and/or next of kin/responsible person care priority feedback.		☐		30 September 2021
Principle 2 Living well and integrated	1. Attend ACWIC webinar on care plan developments and seek associated business collateral if required.		☐		October 2021
	2. **Update or develop policy** to support the implementation of care plans in		☐		November 2021

models of care	organisation including regular review cycle.				
	3. Ensure care plan implementation policy receives required **internal approvals.**		☐		January 2022
	4. **Promote upcoming care plan** reviews to consumers, their families and carers through newsletter, noticeboard and induction program.		☐		March 2022
	5. Schedule and **hold one-on-one care plan interviews** with consumers and/or next of kin/responsible person.		☐		March- April 2022
	6. **Draft care plans** during interviews and share with consumers and/or next of kin/responsible person.		☐		March- April 2022
	7. **Agree care plans** with consumer and/or next of kin/responsible person.		☐		May- June 2022
	8. **Schedule next care plan review** with consumer and/or next of kin/responsible person.		☐		June 2022
Principle 3 Board Governance	1. Ensure organisation's Rules of Association or Constitution provide **sufficient guidance to Board on good governance**. If necessary, develop Terms of Reference for the Board or amend Rules/Constitution to ensure good governance guidance included.		☐		July 2021
	2. Identify Managers/Board members to be part of a **clinical governance/care committees** to address clinical quality and safety matters		☐		September 2021
	3. Infill existing template in our organisation's care system or download/customise ACWIC template for **reporting on clinical quality and safety.**		☐		October 2021
	4. Provide up-to-date **record of clinical quality and safety matters** to Clinical Governance/Care Committee for decision on a monthly basis.		☐		November- ongoing
Principle 4 Best-practice sharing and industry benchmarking	1. Review ACWIC Case Study examples of best practice on their website and **consider practices the organisation could adopt**		☐		September 2021
	2. Identify providers offering similar services and **establish ways to collaborate on best practice** (for example, CEO to CEO quarterly meetings, HR management sharing of success stories).		☐		February 2022- ongoing
Principle 5 Education & Training, including	1. Hold internal meetings on workforce planning to ensure **aligned management understanding** of how it impacts on training and education.		☐		July 2021

workforce accreditation	2. 28. Compare workers skill sets and consumer needs.		☐		August 2021
	3. Use this comparison to **determine skill gaps** in organisation's workforce.		☐		September 2021
	4. **Promote and fund professional development** (PD) opportunities in line with identified gaps for staff and encourage support from supervisor.		☐		December 2021 onwards
Principle 6 Workforce Planning	1. **Develop organisation's workforce model** and plan by reviewing ACWIC's Best Practice Guide for helpful processes and tools. a. Download workforce planning templates from ACWIC site where appropriate.		☐		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.		☐		October/November 2021
Principle 7 Proactive Assurance and continuous improvement	1. Undertake **half yearly consumer surveys** to see whether their top 3 identified priorities in their care plans (see principle 2) are being met.		☐		February 2022 – ongoing
	2. Post results of consumer survey (trends) on organisation website and/or noticeboard.		☐		March 2022

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.