

Committed to the Code.

How we're transitioning to meet the standards of the Aged Care Voluntary Industry Code of Practice

The Uniting NSW.ACT transition plan

Uniting NSW.ACT committed to the Aged Care Voluntary Industry Code of Practice in January 2021. Tracey Burton, Executive Director, signed the Leadership Pledge on 27 January 2021.

This transition plan, current at 14 April 2021, has been developed to indicate how we plan to improve and enhance our practice in line with the standards of the Code by 1 July 2021.

Principle 1: Consumer-led and community shared values

Consumers are central to care decisions and outcomes.

What we do now	How we plan to improve or enhance our practice as per the Code	Completion date
<p>Uniting supports consumer decision making through:</p> <ul style="list-style-type: none">• Consumers and family participation in assessment and care planning, and risk taking• Consumers sitting on recruitment panels, food forums, and improvement teams• Consumers and families being encouraged to attend training sessions e.g. infection control, food safety and Person First ©.	<ul style="list-style-type: none">• Establish Consumer Reference Group to provide mechanism for consumers to consult on policy and service design.• Run co-design workshops with consumers and refresh the consumer engagement framework.	<p>June 2021</p> <p>June 2021 - ongoing</p>

Principle 2: Living well and integrated models of care

Focus is on consumers' quality of life and realising this through holistic and integrated models of care.

What we do now	How we plan to improve or enhance our practice as per the Code	Completion date
<p>Uniting's models of care (Household Model in Residential Aged Care and Neighbourhood Model in Home and Community Care) are underpinned by person-centred principles and informed by contemporary practice approaches.</p> <p>These models centre on the older person being the expert in their own life, and the care teams working with them to find the best routine and supports to support quality of life.</p> <p>Uniting partners with local providers and referrers to external specialists to support people to access the right care at the right time.</p> <p>Uniting has developed an outcomes framework for older people and has commenced measuring quality of life in Home and Community Care.</p>	<ul style="list-style-type: none"> Utilise outcomes measurement data to inform service design and delivery in Home and Community Care. Expand outcomes measurement collection to Residential Aged Care. Take part in the 12-month trial of PainChek and expand the use of Moove 'n' Groove programs. Leverage further opportunities to collaborate with PHN/LHDs post COVID-19. 	<p>May 2021</p> <p>July 2021</p> <p>May 2021</p> <p>Ongoing</p>

Principle 3: Board governance

Strong governance underpins performance, mitigates risk and drives culture.

What we do now	How we plan to improve or enhance our practice as per the Code	Completion date
<p>Uniting has an established governance model in place, and promotes a culture of open disclosure through sharing of learnings from adverse events and implementing learnings. This includes:</p> <ul style="list-style-type: none"> Board orientation and induction program Board governance structure including subcommittee for care and safety Care and clinical governance framework Open Disclosure Policy and processes Risk-based support model for early detection and action of risk. 	<ul style="list-style-type: none"> Embed service-level governance and provide education on how these mechanisms work with consumers/families. Promotion of open disclosure mechanisms through use of collateral within services such as posters / banners. Enhanced visibility and support of Board and Executive through more regular site visits. 	<p>September 2021</p> <p>Ongoing</p> <p>April 2021</p>

Principle 4: Best-practice sharing and industry benchmarking

Sharing lessons learnt and better practice supports continuous improvement and leads to better outcomes for consumers.

What we do now	How we plan to improve or enhance our practice as per the Code	Completion date
<p>Uniting has dedicated resources in Practice Excellence, Research and Social Policy, Quality and Governance as well as a MOU in place with universities to ensure that best-practice sharing and industry benchmarking occurs.</p> <p>In addition, Uniting has:</p> <ul style="list-style-type: none"> Established quality leadership forums and communities of practice to support knowledge sharing and continuous improvement across services Uniting participates in several government-funded pilots for new offerings such as a Specialist Dementia Care Unit at Eabrai ACT and Northern Sydney LHD Concierge services. 	<ul style="list-style-type: none"> Publish our research agenda and recent papers on: <ul style="list-style-type: none"> Evaluation of Household Model by UTS Older Person's Mental Health - Annesley Case Study Moove 'n' Groove evaluation Publish our National Quality Indicator Program scores and compliance rating in comparison to national benchmarks on our website and within local services. Signed up to support and be a contributor to the proposed Aged Care Centre for Growth and Translational Research (via Flinders University) Host industry round tables / community of practice on key areas of practice: Household Model; food; staying connected and engaged; and, wounds and pressure areas. 	<p>April 2021</p> <p>September 2021</p> <p>June 2021</p> <p>June – December 2021</p>

Principle 5: Education and training, including workforce accreditation

Better skilled and qualified staff deliver better outcomes for consumers.

What we do now	How we plan to improve or enhance our practice as per the Code	Completion date
<p>Uniting has an established Organisational Capability Framework and online platform for learning, to support workforce growth and development.</p> <p>In addition to this:</p> <ul style="list-style-type: none"> • Every service has a training needs analysis and training plan relevant to the needs of staff and consumers • Role-based training and competency programs have been developed that include supporting staff to obtain accredited qualifications in areas such as palliative care and dementia • All people leaders are required to go through our 'Leading with Heart' program • We provide on the job coaching and development • We have established communities of practice and peer networks, and partnerships with Universities and TAFEs. 	<ul style="list-style-type: none"> • Implement professional development programs to grow leadership and build capability, including: <ul style="list-style-type: none"> • Clinical excellence program • Certificate IV in Palliative and Dementia care specialisation for care workers and Homemakers • Expansion of Confident Communicator (CALD employees) • English as a second language programs offered to staff. • Signed up to participate in Transition to Practice Tender for new graduates with two potential providers (~20 grads). • Personal Care Workers will be accredited under the new worker registration scheme (when implemented). 	<p>March 2021 – December 2021</p> <p>March 2021</p> <p>To be confirmed</p>

Principle 6: Workforce planning

Holistic and innovative care practices and better care outcomes require improved workforce planning.

What we do now	How we plan to improve or enhance our practice as per the Code	Completion date
<p>Uniting understands the profile and skills mix of our current workforce. We do this by undertaking:</p> <ul style="list-style-type: none"> • Regular reviews of workforce profile and skills mix relevant to consumer need and demand • Continuous Conversation performance and development program • Targeted recruitment campaigns. 	<ul style="list-style-type: none"> • Each service has formalised service level workforce plans and we are rolling out coaching on workforce planning and effective rostering. • Our Organisational Capability Framework will be refreshed to meet emerging skills and capabilities with role-based learning programs and pathways developed and implemented. 	<p>May 2021 – April 2022</p> <p>June 2021</p>

Principle 7: Proactive assurance and continuous improvement

High performance is built on information, transparency and a culture of continuous improvement.

What we do now	How we plan to improve or enhance our practice as per the Code	Completion date
<p>Uniting has robust Quality Management Systems in place. This includes:</p> <ul style="list-style-type: none"> • Overarching Quality Management Framework • Quality assurance programs for Residential and Home and Community Care • Established continuous improvement program at global and local levels • Developed and implemented Safe and Effective Key Result Areas and Risk Based Support Model to track and drive performance and improvement. 	<ul style="list-style-type: none"> • Publish complaints trends, resolution timeframes and improvements on website and within local services e.g. 'you said, we did' posters/banners. • Measure effectiveness of Quality Management Framework annually. 	<p>September 2021</p> <p>September 2021</p>