

# ACSA Quality Portal Newsletter

Your complete Aged Care Quality Compliance solution



## In case you missed it!

We know how hard it is to stay on top of all of the emails you receive. So we've put together this latest snapshot of "new stuff" in the ACSA Quality Portal, which should bring you up to speed in five minutes.

Here are some highlights from the last few months:

We've added a number of new self-assessments, including the following Aged Care specific standards:

- Clinical governance - ACQSC guidance
- Aged Care Facilities - COVID-19 Outbreak First 24 Hours
- NSW Rules of Conduct for Operators of Retirement Villages
- Aged Care Quality Standards (unmapped version)

And we've continued to add to our blog, with feature posts on areas of interest such as:

- NDIS/ACQS mapping;
- Key principles of co-design for NGOs; and
- How to ensure your policies and procedures are properly implemented.

Read on to find out more.

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*'Streamline compliance, and stay on top of new best practice guidelines'*



## New self-assessments

The last few months have been very busy for us on the standards front. We've added into SPP a number of new self-assessments to help providers ensure they deliver safe and high-quality services, as well as meet all of the governance and quality management requirements of the standards that apply to them.

### Clinical governance:

We have developed a new self-assessment for **clinical governance**, based on Aged Care Quality and Safety Commission guidance. This self-assessment is designed to assist residential aged care providers to develop and implement their clinical governance framework.

Undertaking our new self-assessment in SPP will help providers to better understand the core elements of clinical governance, and the roles and responsibilities of each stakeholder group that should be involved in the process.

It will help providers to identify key issues that need to be addressed in their clinical governance framework, and to meet their obligations under the Aged Care Quality Standards.

Each quiz contains a number of policy and resource templates which can be adapted by providers to reflect their own processes, and to align with best practice in implementing their clinical governance framework.

### Aged care:

We have also developed the following self-assessments, relevant to the aged care sector:

- A new unmapped self-assessment for the Aged Care Quality Standards, which may better suit providers who don't follow any other standards
- A new self-assessment for the NSW Rules of Conduct for Operators of Retirement Villages
- A new self-assessment for Aged Care Facilities – COVID-19 Outbreak First 24 hours



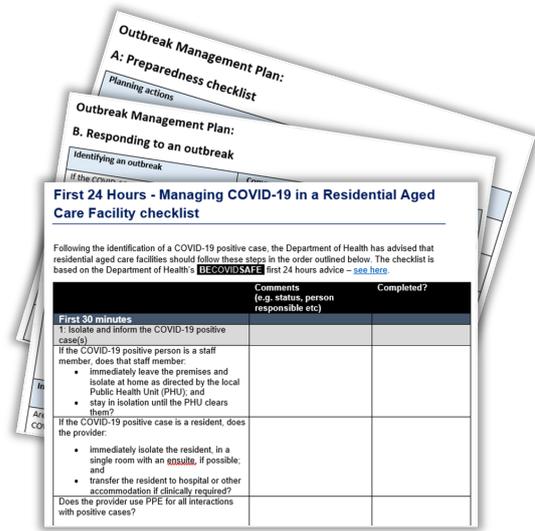


Work towards delivering a gold standard in aged care

## New resources

We've developed some new resources to assist organisations with preparing for an outbreak of Covid-19 in their workplace, and to ensure that they have an effective immediate response plan.

- Outbreak management plan A: preparedness checklist
- Outbreak management plan B: responding to an outbreak
- First 24 hours – managing COVID-19 in a Residential Aged Care Facility checklist



We've also added a great new Partnering with Consumers policy template to help you embed partnerships with consumers into all of your systems and processes.

## Handy tips - did you know?

Here are some handy tips to help you get the most out of SPP:

- **Open multiple tabs at the same time** – it can be quicker to navigate around the platform if you open multiple tabs at the same time. Just right click with your mouse and choose “open link in new tab”.
- **Hyperlinks as evidence** – increasingly, providers are using external documentation management systems, like Sharepoint. You can use Sharepoint hyperlinks or URLs as linked evidence in SPP. That way, when you update a document in Sharepoint, the linked evidence automatically updates in SPP. You can even link as evidence the URL for a folder of Sharepoint documents.
- **Searching for assessments and templates** – when using the search functions in SPP on the Standards tab or the Reading Room tab, just type in a small part of what you're looking for (e.g. “gov” or “complaint” etc). That way, any resource with that word or sequence of letters will appear in the search.
- **Inviting in a reviewer SPP** – If you would like to invite in a reviewer who is not familiar with SPP, there is a PDF “User Guide for third party reviewers” on the Help Tab. If you're still having problems, please give us a call.
- **Unlimited Users** – did you know that you can have unlimited users in your account? And there's no extra cost.
- **Benchmark against your peers** – for each set of standards, you can benchmark your progress against the average of other providers in your portal. Just click on the dropdown menu to the right of the progress bar of the self-assessment, and choose “View Progress Graph”.



**MY PROGRESS**  
Aged Care Quality Standards (2018) - Full Standard

YOUR PROGRESS REPORT FOR:

Standard	Progress (%)
A	~90
B	~80
C	~60

**Service's Document Library**

Documents uploaded to this Document Library

+ ADD DOCUMENTS + ADD WEB

Q Search

- Document: 1 Client Rights (1-client-rights.docx) Last updated at: 27/11/2018
- Document: 10 Board Recruitment Policy (10-board-recruitment-policy2.docx) Last updated at: 31/01/2019

**Reading Room**

The Reading Room brings together all the evidence guides, tools and templates from across SPP for easy access. Evidence Guides are organised by Standard and resources by topic/sub-topic. Click on the relevant links below to start browsing or search for a document by keyword.

Q Search resources by resource title, keyword or filename

> SPP Resources by Topic

> SPP Evidence Guides

> SPP Updates

*'Streamline compliance and stay on top of best practice guidelines'*

## What's new on the blog

Keep up to speed with our most recent posts.



### RAC providers who support NDIS participants: what you need to know

14th October 2020

RAC providers who support NDIS participants will be expected to comply with the NDIS Practice Standards from 1 December 2020.



### Implementing the 5 principles of co-design

28th September 2020

With the increased focus on co-design and consumer engagement in community service delivery, there are some things providers should know.



### You have policies and procedures – but are they being implemented?

14th September 2020

Your organisation has policies and procedures - but do they reflect your operations and are your workers following them?



### COVID-19 in residential aged care – how to respond in the first 24 hours

17th August 2020

The steps taken in the first 24 hours after an identified case COVID-19 are vital. Residential care providers should plan ahead to ensure that if faced with an outbreak, they are ready to act.



### Working in partnership with family, friends and carers

20th July 2020

This new self-assessment will assist your organisation to highlight priority areas and create action plans to make improvements to the engagement of carers.



### The importance of spiritual health when delivering quality care

16th June 2020

Spiritual health is a key component when providing quality health care. BNG has two self-assessments which will assist your organisation to assess their approach to spiritual care.



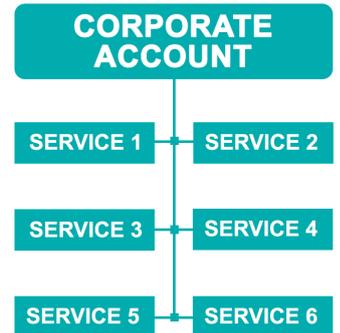
# Multi-Service Accounts (MSAs) - recent examples of how they can help

*'Streamline management by monitoring multiple services within one account'*

The Multi-Service Account (MSA) is an enterprise version of SPP.

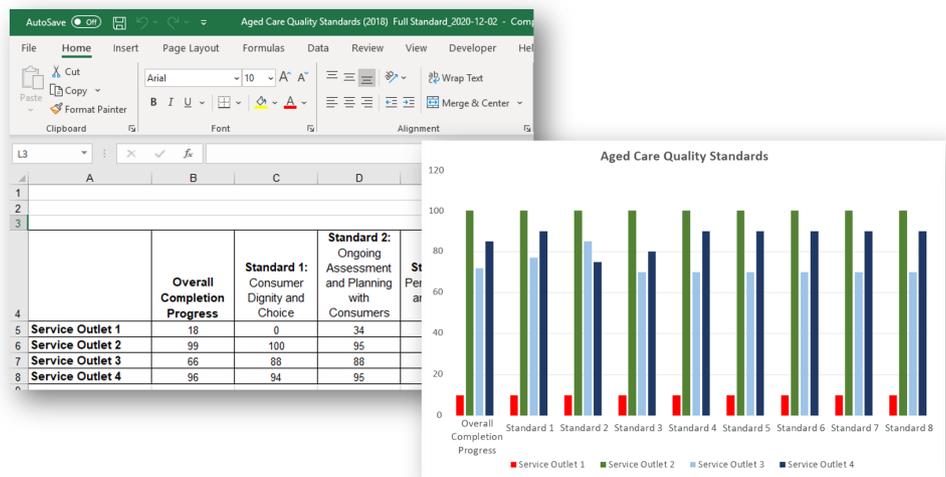
MSAs allow you to centrally monitor quality, risk and standards compliance at each outlet or service delivery level.

We've worked closely with a number of providers over the last several months to tailor compliance and risk management solutions to meet their specific needs. Examples of these tailored solutions include:



- **Managing Subcontractors** – setting up a risk framework (or ‘first line of defence’) to ensure that subcontractors meet their obligations. This helps providers ensure that all of their contractors have the required governance and risk management processes in place.
- **Best Practice** – over and above meeting mandatory quality standards at an organisational level, many providers want to monitor internal compliance requirements or best practice measurements for each site or service. For example, an aged care provider with multiple sites might want to benchmark each facility against Dementia Australia’s “Quality Care Recommendations” in relation to each of the Aged Care Quality Standards. Undertaking site level assessments can help identify site-specific items and areas for continuous quality improvement.
- **Work, Health and Safety** – we worked with one provider to develop a new self-assessment relating to WHS requirements specific to their state, which could then be implemented across multiple sites via their multi-service account. This is an example of BNG responding to a request to build a new self-assessment to meet their specific needs.

We’re always happy to discuss how SPP can be tailored to your organisation’s needs. Just let us know what you are trying to achieve, and we’ll see if we can help.



For more information, visit:  
[spp.ngoservicesonline.com.au/acsa](http://spp.ngoservicesonline.com.au/acsa)  
 or call us on 02 9569 1704

