

## Benetas Voluntary Industry Code of Practice (VICOP) Plan 2021-2022

Benetas signed up to the [Aged Care Voluntary Industry Code of Practice](#) (VICOP) Leadership Pledge on 2 November 2020. This Plan shows continuous improvements that Benetas is carrying out to strengthen its practice. Benetas will report on progress against these planned actions annually and publish this on our website.

Principle	What this means	What we will do
<b>Principle 1</b> <i>Consumer-led &amp; community shared value</i>	We actively engage with consumers in their own care and services, and in the design and delivery of services and programs.	<ul style="list-style-type: none"> <li>Continue to conduct regular surveys with our customers; continue to hold regular meetings with clients and their representatives</li> <li>Implement new ways to engage and include our consumers, and a new Consumer Participation Register</li> <li>Improve the process and the experience for people moving into a residential care home</li> </ul>
<b>Principle 2</b> <i>Living well &amp; integrated models of care</i>	We take into account physical, social, mental, emotional, cultural and spiritual needs, and quality of life.	<ul style="list-style-type: none"> <li>Review and improve how we welcome new Home Care clients and plan their care</li> <li>Review and improve how we plan for and review resident care</li> <li>Support better integration between our different services</li> </ul>
<b>Principle 3</b> <i>Board governance</i>	We have effective management and governance.	<ul style="list-style-type: none"> <li>Continue to make sure that our Board has the rights skills mix, and regularly reviews its own performance</li> </ul>
<b>Principle 4</b> <i>Best-practice sharing &amp; industry benchmarking</i>	We share good practice and engage with the aged care sector.	<ul style="list-style-type: none"> <li>Continue to participate in industry conferences and networks; and publish our research</li> <li>Hold a best practice showcase to share improvement successes internally</li> <li>Fully implement 'Moving on Audits' as our internal quality assurance platform</li> </ul>
<b>Principle 5</b> <i>Education &amp; training</i>	We value our employees and support them to be skilled and enabled to contribute.	<ul style="list-style-type: none"> <li>Continue with our annual Employee Awards, Benetas Scholarship, "What You Do Matters" campaign, and employee recognition programs</li> <li>Develop tailored people plans for all parts of the organisation</li> <li>Support our leaders and managers to build their skills and capability</li> <li>Deliver learning and development programs in clinical and non-clinical areas</li> <li>Align our education and training with our quality assurance</li> </ul>
<b>Principle 6</b> <i>Workforce planning</i>	We plan for the people and skills we need to deliver the services and programs our consumers need and want.	<ul style="list-style-type: none"> <li>Support workforce planning through use of ACWIC tools and resources</li> <li>Streamline our recruitment to speed up the process and improve the experience</li> <li>Explore establishing a Benetas Learning Academy</li> <li>Make sure we are attracting the best and brightest to work with Benetas</li> </ul>
<b>Principle 7</b> <i>Proactive assurance &amp; continuous improvement</i>	We monitor and report on our performance and our continuous improvement actions.	<ul style="list-style-type: none"> <li>Refresh our Quality Plan and Quality Management Framework to enhance the focus on Continuous Improvement</li> <li>Establish a "You Said, We Did" page on our website</li> </ul>