COMMUNITY AGED CARE PACKAGES – STANDARD 1

EFFECTIVE MANAGEMENT

Objective

1.1 To implement corporate governance processes that are accountable to stakeholders
1.2 To have systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.
1.3 To ensure effective information systems are in place
1.4 To understand and engage with the community of Gilgandra Shire and reflect this in service planning and development
1.5 To actively pursue and demonstrate continuous improvement in all aspects of service management and delivery
1.6 To actively work to identify and address potential risk in order to ensure the safety of Clients, staff and the organisation
1.7 To ensure adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to Clients
1.8 To manage physical resources to ensure the safe delivery of care and services to Clients and organisation personnel

Scope

Applicable to all staff, clients, and their carers/representatives and relates to services provided by Jack Towney Hostel and Cooee Lodge Hostel.

Policy

1.1 Corporate Governance

- All staff will abide by Council’s policies and procedures and, specifically, the Community Aged Care Packages procedures manual and Community Care Common Standards Guide.
- In line with Council’s Code of Conduct, staff may receive gifts from Clients. Any gifts (or offers of gifts) above $50 MUST be recorded in Council’s Gift Register, located in Council’s Strong Room.
- A Client will not be levied any charges other than the ongoing fee to receive services, with such fees determined by the funding body.
• Any cash donations shall be accounted for as Sundry Income. If such donations are to provide for a specific item of equipment, such expenditure to purchase the equipment should be capitalised and the equipment be included in Council’s asset register.

1.2 Regulatory Compliance

• Council’s aged care facilities will maintain a current licence with the NSW Food Authority.

• All staff will be aware of and comply with the relevant Australian/New Zealand Food Authority Standards 3.2.2 and 3.2.3 contained in the Food Safety Manual.

• Parking Authority Permits will be displayed when transporting all Clients, and their carers/representatives.

• All documentation (evidence of ongoing care and quality of care) will be carried out in line with funded program guidelines and the Community Care Common Standards

1.3 Information Management Systems

• Gilgandra Community Aged Care Packages will maintain the necessary personal information relevant to the provision of services, unless otherwise requested by the client.

• All Client records will be kept secure and only accessible by authorised staff

• The Client can have access to their file upon written request.

• Access to the Client’s files by a family member, advocate or friend will only be granted on receipt of written permission from the Client.

• All staff will abide by the Council policies and the procedures listed in the Community Aged Care Packages procedures manual.

• A security audit of records will be undertaken once every three months.

1.4 Community Understanding & Engagement

• All areas of the Service will respond in a culturally sensitive way to the broad range of issues faced by Clients (and their carers/representatives) from diverse cultures and backgrounds and actively work to eliminate any barriers Clients may face in gaining support from the services requested

• No Client will be disadvantaged due to race, isolation or financial situation

• Surveys will be conducted twice per year
1.5 **Continuous Improvement**

- The individual Client Care Plans are continually updated as service gaps and improvement opportunities are identified (at least once every six months).
- Training Plans for staff will be developed and updated following annual appraisals

1.6 **Risk Management**

- All staff will abide by Council’s relevant WH&S and Risk Management policies and IT Disaster Recovery Plan
- Following a risk assessment at the Client’s home, any hazards identified will be reported to the Client with a request to eliminate or minimise the hazards
- Gilgandra Community Aged Care Packages will provide a standard of care that ensures the best outcome for each Client, whilst respecting the Client’s right to choose to take risks.
- Clients will be supported by trained staff in managing their behaviours using the most effective practices
- In the event of staff finding a Client collapsed, injured or deceased, staff will respond with dignity and promptness and follow the relevant procedures in the Community Aged Care Packages in order to minimise the distress that may arise from such an event

1.7 **Human Resource Management**

- All staff will abide by Council’s relevant HR policies

1.8 **Physical Resources**

- Staff will ensure that all equipment remains operational within Australian Standards and Legislative requirements.
- Gilgandra Community Aged Care Packages abide by Council’s policies in relation to motor vehicles
- Gilgandra Community Aged Care Packages vehicles are to be garaged at the relevant aged care facility when not in use
**Relevant Legislation**

Aged Care Act 1997  
Australian & New Zealand Food Standards  
Privacy Act  
WHS Act 2011

**Associated Documents**

Funding and delivery agreements with Federal and State Government funding bodies  
Community Care Common Standards Guide  
Relevant Council policies
COMMUNITY AGED CARE PACKAGES – STANDARD 2

APPROPRIATE ACCESS & SERVICE DELIVERY

Objective

2.1 To ensure access to services is based on consultation with the Client (and/or their carer/representative), equity, consideration of available resources and program eligibility.

2.2 To ensure each Client participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.

2.3 To ensure each Client and/or their representative, participates in the development of a care/service plan that is based on assessed goals and is provided with the care and/or services described in their plan.

2.4 To ensure each Client’s needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the Client’s needs. Each Client’s care/service plan is reviewed in consultation through consultation.

2.5 To refer Clients (and/or their representative) to other providers as appropriate.

Scope

Applicable to all staff, clients, and their carers/representatives and relates to services provided by Jack Towney Hostel and Cooee Lodge Hostel.

Policy

2.1 Service Access

- Each Client has access to services that are planned, delivered and reviewed, taking into consideration available resources and evaluated in consultation with them and their carer/representative.

- Gilgandra Community Aged Care Packages will supply the following services to those who meet the essential criteria; people who are frail, frail aged or have a disability:
  - Assisted showering
  - Light housework
  - Laundry
  - Respite
  - Emotional support
  - Advocacy
  - Transport to and from medical and other appointments as required
  - Socialisation service
  - Regular monthly group outings
  - Treatments such as basic dressings, eye drops, BGL monitoring
  - Lawn Mowing (Jack Towney only)
• Delivery of freshly cooked midday meal and evening meal 7 days per week if required (Cooee Lodge only)

• A Client (or potential Client) will have a continuing right to receive service following the Client’s prior refusal of service due to being placed on a waiting list

• A Client may request that services be temporarily suspended for a maximum of 52 days per year

• Notice of cancellation of a service must be received by 12 noon the previous day to avoid incurring the relevant fees for that day

2.2 Assessment

• Clients must have a current ACAT assessment in order to receive services with the results of such assessment determining eligibility and level of service to be provided

2.3 Care Plan Development & Delivery

• Each Client will participate in the development of a care plan based on assessed goals/needs in line with their ACAT assessment and will be provided with the care or services agreed to in their plan

• Each Client will be offered a copy of their Care Plan

• Each Client will be supported in their goals to maintain community integration, access and interaction to stimulate interest and companionship to improve their mental and physical wellbeing

• Gilgandra Community Aged Care Packages recognise the important contribution carers/representatives make and includes them in the planning and provision of services to the Client in their care, supports their goals and accepts their right to choose what they will and will not do in their caring role

2.4 Client Reassessment

• Clients goals will be reassessed in line with the original ACAT assessment (or earlier on request from the Client or their carer/representative)

2.5 Client Referral

• With the written consent of the Client or carer/representative, a referral will be made to other community support services as the needs of the Client and their carer/representative change or increase.
**Relevant Legislation**

Aged Care Act 1997  
Australian & New Zealand Food Standards  
WHS Act 2011  
Privacy Act

**Associated Documents**

ACAT assessment  
Relevant Council policies
COMMUNITY AGED CARE PACKAGES – STANDARD 3

CLIENT RIGHTS & RESPONSIBILITIES

**Objective**

3.1 To ensure each Client, or prospective Client, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make choices and gain an understanding of the services available to them and their rights and responsibilities

3.2 To ensure each Client’s right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information

3.3 To ensure complaints and Client feedback are dealt with fairly, promptly, confidentially and without retribution

3.4 To ensure each Client’s (and/or their representative’s) choice of advocate is respected by the service provider and the service provider will, if required, assist the Client (an/or their representative) to access an advocate

3.5 To ensure the independence of Clients is supported, fostered and encouraged

**Scope**

Applicable to all staff, clients, and their carers/representatives and relates to services provided by Jack Towney Hostel and Cooee Lodge Hostel.

**Policy**

3.1 **Information Provision**

- Each Client and prospective Client (and their carer/representative) will have access to information to allow for informed choice, with such information provided in a format appropriate to their age, disability, cultural and linguistic background in order to assist them to make choices and gain an understanding of the services available to them and their rights and responsibilities.

3.2 **Privacy & Confidentiality**

- Each Client has the right in all aspects of their lives to privacy and dignity.

- Gilgandra Community Aged Care Packages will encourage the positive portrayal of Clients and their carers/representatives, including special needs groups and provide effective, quality services in the least intrusive way.

- All matters pertaining to the Clients, volunteers, staff members and the administration of Gilgandra Community Aged Care Packages will be treated as confidential to ensure that the privacy and confidentiality of the individuals and the organisation is maintained.
• Confidentiality is respected in the collection, use and disclosure of personal information.

3.3 Complaints & Client Feedback

• It is recognised that Clients (or their carer/representative) have the right to lodge a complaint if not satisfied with any aspect of the service they are receiving.

• Complaints will be dealt with confidentially, fairly, promptly and without retribution, in line with Council’s Complaints Policy

3.4 Advocacy

• All areas of the service will acknowledge advocacy programs and individual advocates and the action taken by them when representing the interest of a Client

• Gilgandra Community Aged Care Packages will respect the choice of advocate of the Clients (and/or their carer/representative) and will assist with access to an advocate if required.

3.5 Independence

Clients (and their carers/representatives) will be encouraged and supported to set goals to be as independent as possible and:

• to maintain their previous lifestyle
• to achieve maximum independence
• to maintain family relationships
• to participate in the community at their preferred level
• to take responsibility for their own choices; and
• to maintain their own finances

Relevant Legislation

Aged Care Act 1997
Australian Federal Government and NSW State Government (funding bodies)
Privacy Act
WHS Act 2011

Associated Documents:

Relevant Council policies

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<th>Director Community Development &amp; Services</th>
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<td>348/12</td>
</tr>
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<td>1</td>
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This policy forms part of Gilgandra Shire Council’s Policy Register