

### 1. RATIONALE

The Positive Ageing & Inclusion Team deliver:

- the Commonwealth Home Support Programme (CHSP),
- Community Passenger Network (CPN) Program and,
- Community Bus Program

The team is committed to a culture of inclusion and respect and promoting clients' dignity, independence and choice.

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards from July 2019. Standard 1 relates to client dignity and choice.

### 2. POLICY STATEMENT

The policy demonstrates commitment to ensuring that the Positive Ageing and Inclusion team:

- (a) has a culture of inclusion and respect for clients; and
- (b) supports clients to exercise choice and independence; and
- (c) respects clients' privacy.

### 3. OBJECTIVES

To ensure the delivery of the CHSP, State funded programs, CPN and Community Bus programs are compliant with the Aged Care Quality Standards and Home Care Standards.

The focus is to guide the implementation of a high quality service and programs that achieve personal outcomes and meet requirements of the individual.

#### **Client outcome:**

*"I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose."*

### 4. POLICY SCOPE AND IMPLEMENTATION

*The Positive Ageing and Inclusion team demonstrate the following:*

- (a) Each client is treated with dignity and respect, with their identity, culture and diversity valued.
- (b) Care and services are culturally safe.
- (c) Each client is supported to exercise choice and independence, including to:
  - i. make decisions about their own care and the way care and services are delivered; and
  - ii. make decisions about when family, friends, carers or others should be involved in their care; and
  - iii. communicate their decisions; and
  - iv. make connections with others and maintain relationships of choice, including intimate relationships.
- (d) Each client is supported to take risks to enable them to live the best life they can.
- (e) Information provided to each client is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- (f) Each client's privacy is respected and personal information kept confidential.

### 5. DEFINITIONS

<i>Term</i>	<i>Definition</i>
<i>Client</i>	<p>A person to whom an organisation provides or is to provide care through an aged care service. Reference to client includes reference to a representative of the client, so far as the provision can apply to a representative of the client.</p> <p>A client representative includes:</p> <ul style="list-style-type: none"> <li>• a person appointed under relevant legislation to act or make decisions on behalf of a client; and</li> <li>• a person the client nominates to be told about matters affecting the client.</li> </ul> <p>Interchangeable with the word 'consumer' in the Aged Care Quality Standard.</p>
<i>Culturally Safe</i>	<p>Care and services that are planned and delivered in a way that is spiritually, socially, emotionally and physically safe and respectful for clients. Culturally safe care and services also ensure that a person's identity is respected so that who they are and what they need is not questioned or denied.</p>
<i>Diversity</i>	<p>Clients' varied needs, characteristics and life experiences. Clients may have specific social, cultural, linguistic, religious, spiritual, psychological, medical, and care needs. The term also refers to peoples' diverse gender and sexuality identities, experiences and relationships, including lesbian, gay, bisexual, transgender or intersex (LGBTI).</p>
<i>Independence</i>	<p>The state or quality of being independent, freedom from dependence, exemption from reliance on, or control by, others, self-subsistence or maintenance, direction of one's own affairs without interference.</p>

### 6. ROLES AND RESPONSIBILITIES

<i>Role</i>	<i>Responsibility</i>
<i>Positive Ageing &amp; Inclusion Team</i>	<ul style="list-style-type: none"> <li>• Understand and comply with the policy requirements</li> </ul>
<i>Contractors</i>	<ul style="list-style-type: none"> <li>• Understand and comply with the policy requirements</li> </ul>
<i>Volunteers</i>	<ul style="list-style-type: none"> <li>• Understand and comply with the policy requirements</li> </ul>

<i>Role</i>	<i>Responsibility</i>
<i>Executive Leadership Team</i>	<ul style="list-style-type: none"><li>• Authority to approve and amend the policy</li></ul>

### 7. REFERENCES

- Aged Care Quality Standards
- CHSP Good Practice Guide
- Social Justice Principles
- Assessment and Planning Policy
- Equity Access and Social Inclusion policy
- Risk Management Policy
- Work Health and Safety Policy
- Aged Care Act 1997
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Home and Community Care Act 1985
- Human Rights and Equal Opportunities Act 1986
- Privacy Act 1988
- Work Health Safety Act 2011
- Freedom of Information Act 1982
- Mental Health Act 2009
- Racial Discrimination Act 1975

### 8. REVIEW AND EVALUATION

This policy will be reviewed in 2026 by the Positive Ageing & Inclusion Team (or earlier as required).