

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 2 relates to ongoing assessment and planning with clients.

2. POLICY STATEMENT

The policy demonstrates commitment to ensuring that the Positive Ageing and Inclusion team undertakes initial and ongoing assessment and planning for care and services in partnership with the client. Assessment and planning has a focus on optimising health and well-being in accordance with the client's needs, goals and preferences.

3. OBJECTIVES

To ensure assessment and planning are effective, with any risks to the safety, health and wellbeing of the individual to be assessed and included in planning of care and services.

The focus is to guide the implementation of a safe and effective service and program that achieve the clients' outcome and meet requirements.

Client outcome:

"I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being."

4. POLICY SCOPE AND IMPLEMENTATION

The Positive Ageing and Inclusion team demonstrate the following:

- (a) Assessment and planning, including consideration of risks to the client's health and well-being, informs the delivery of safe and effective care and services.
- (b) Assessment and planning identifies and addresses the client's current needs, goals and preferences, including advance care planning and end of life planning if the client wishes.
- (c) Assessment and planning:
 - i) is based on ongoing partnership with the client and others that the client wishes to involve in assessment, planning and review of the client's care and services; and
 - ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the client.
- (d) The outcomes of assessment and planning are effectively communicated to the client and documented in a care and services plan that is readily available to the client, and where care and services are provided.
- (e) Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the client.

5. DEFINITIONS

<i>Term</i>	<i>Definition</i>
<i>Advanced Care Planning</i>	The process of planning for future health and personal care, whereby the person's values, beliefs and preferences are made known so they guide decision-making at a future time when that person cannot make or communicate their decisions.
<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">• a person appointed under relevant legislation to act or make decisions on behalf of a client; and• a person the client nominates to be told about matters affecting the client. <p>Interchangeable with the word 'consumer' in the Aged Care Quality Standard.</p>
<i>Diversity</i>	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).
<i>End of Life Care</i>	The care provided to a client in the period when they are nearing the end of their life. It can include physical, spiritual and psychological support.
<i>Partnership</i>	A working relationship between two or more people. In these Standards, partnership refers to organisations finding ways to work with clients and listening to their needs, goals and preferences, to plan their care and services.

6. ROLES AND RESPONSIBILITIES

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

<i>Role</i>	<i>Responsibility</i>
<i>Contractors</i>	<ul style="list-style-type: none">Understand and comply with the policy requirements
<i>Volunteers</i>	<ul style="list-style-type: none">Understand and comply with the policy requirements
<i>Executive Leadership Team</i>	<ul style="list-style-type: none">Authority to approve and amend the policy

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).