

Positive Ageing & Inclusion Policy

Standard 3 – Personal & Clinical Care



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 3 relates to personal and clinical care.

2. POLICY STATEMENT

The policy demonstrates commitment to ensuring that the Positive Ageing and Inclusion team delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the client's needs, goals and preferences to optimise health and well-being.

3. OBJECTIVES

To provide support to the individual that ensure they access safe and effective personal and/or clinical care that optimise their health and wellbeing and achieve their desired outcomes

Client outcome;

"I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me".

4. POLICY SCOPE AND IMPLEMENTATION

The Positive Ageing and Inclusion team demonstrate the following:

- (a) Each client gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
 - i. is best practice; and
 - ii. tailored to their needs; and
 - iii. optimises their health and well-being.
- (b) Effective management of high-impact or high-prevalence risks associated with the care of each client.
- (c) The needs, goals and preferences of clients nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
- (d) Deterioration or change of a client's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.
- (e) Information about the client's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.
- (f) Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

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(g) Minimisation of infection-related risks through implementing:

- i. standard and transmission-based precautions to prevent and control infection; and
- ii. practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

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">• 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>Clinical Care</i>	<p>Care provided by doctors, nurses, pharmacists, allied health professionals and other regulated health practitioners. Organisations providing clinical care are expected to make sure it is best practice, meets the client's needs, and optimises the client's health and well-being.</p>
<i>Personal Care</i>	<p>Services such as bathing, showering, dressing, feeding and going to the toilet.</p>

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>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).