

### 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 4 relates to services and supports for daily living which includes, but is not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.

### 2. POLICY STATEMENT

The policy demonstrates commitment to ensuring that the Positive Ageing and Inclusion team provides safe and effective services and supports for daily living that optimise the client's independence, health, well-being and quality of life.

### 3. OBJECTIVES

To ensure strategic documents, policies and procedures clearly demonstrate the service supports the individual's wellbeing, their preferred outcomes and quality of life.

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

#### **Client outcome;**

*"I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do".*

### 4. POLICY SCOPE AND IMPLEMENTATION

The Positive Ageing and Inclusion team demonstrate the following:

- (a) Each client gets safe and effective services and supports for daily living that meet the client's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- (b) Services and supports for daily living promote each client's emotional, spiritual and psychological well-being.
- (c) Services and supports for daily living assist each client to:
  - i. participate in their community within and outside the organisation's service environment; and
  - ii. have social and personal relationships; and
  - iii. do the things of interest to them.
- (d) Information about the client's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
- (e) Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

(f) Where meals are provided, they are varied and of suitable quality and quantity.

(g) Where equipment is provided, it is safe, suitable, clean and well maintained.

### 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>

### 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>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).