

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 7 relates to human resources.

2. POLICY STATEMENT

The policy demonstrates commitment to ensuring that the Positive Ageing and Inclusion team has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

3. OBJECTIVES

The Positive Ageing & Inclusion team has a commitment to:

- Provide a human resource management system that is comprehensive so that it can deal with any issues it may encounter
- Provide a safe and healthy workplace in which staff members can carry out their duties
- Ensure appropriately skilled staff to deliver the care, services and programs
- Ensure that staff roles and responsibilities are clearly defined
- Support and train staff and volunteers in the delivery of their roles and responsibilities
- Ensure staff and volunteers conduct themselves in the City of Marion values and comply with the Code of Expected Behaviours.

Client outcome

"I get quality care and services when I need them from people who are knowledgeable, capable and caring."

4. POLICY SCOPE AND IMPLEMENTATION

The Positive Ageing and Inclusion team demonstrates the following:

- (a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
- (b) Workforce interactions with clients are kind, caring and respectful of each client's identity, culture and diversity.
- (c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
- (d) The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
- (e) Regular assessment, monitoring and review of the performance of each member of the workforce.

5. DEFINITIONS

Policy Ref/Security Classification:

Category: Corporate Policy

Owner: Manager Community Connections

Authorisation Date: 24/02/22 (ELT220224)

Review Date: February 2026

<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>Respectful</i>	<p>Understanding a person's culture, acknowledging differences, and being actively aware of these differences. It is about understanding that each client is unique and has a right to be treated in an inclusive and respectful way.</p>
<i>Workforce</i>	<p>People working in an organisation who are responsible for its maintenance or administration, or the care and services, support of, or involvement with, clients.</p> <p>A member of the workforce is anyone the organisation employs, hires, retains or contracts (directly or through an employment or recruitment agency) to provide maintenance or administration, or care and services under the control of the organisation. It also includes volunteers who provide care and services for the organisation.</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
- Code of Expected Behaviours

8. REVIEW AND EVALUATION

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