

### 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 8 relates to organisational governance.

### 2. POLICY STATEMENT

The policy demonstrates commitment to ensuring that the Positive Ageing and Inclusion team's governing body is accountable for the delivery of safe and quality care and services.

### 3. OBJECTIVES

The Positive Ageing & Inclusion team has a commitment to working within the City of Marion's governing foundations that achieve the organisational's strategic direction and comply with the Aged Care Quality Standards.

#### Client outcome

*"I am confident the organisation is well run. I can partner in improving the delivery of care and services."*

### 4. POLICY SCOPE AND IMPLEMENTATION

The Positive Ageing and Inclusion team demonstrates the following:

- (a) Clients are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.
- (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
- (c) Effective organisation wide governance systems relating to the following:
  - i. information management
  - ii. continuous improvement
  - iii. financial governance
  - iv. workforce governance, including the assignment of clear responsibilities and accountabilities
  - v. regulatory compliance
  - vi. feedback and complaints.
- (d) Effective risk management systems and practices, including but not limited to the following:
  - i. managing high-impact or high-prevalence risks associated with the care of clients
  - ii. identifying and responding to abuse and neglect of clients
  - iii. supporting clients to live the best life they can

- iv. managing and preventing incidents, including the use of an incident management system.
- (e) Where clinical care is provided — a clinical governance framework, including but not limited to the following:
  - i. antimicrobial stewardship
  - ii. minimising the use of restraint
  - iii. open disclosure.

### 5. DEFINITIONS

<i>Term</i>	<i>Definition</i>
<i>Antimicrobial stewardship</i>	Efforts by an organisation to reduce the risks related to increasing antimicrobial resistance and to extend the effectiveness of antimicrobial treatments. It can include a broad range of strategies, such as monitoring and reviewing how antimicrobials are used.
<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>Complaint</i>	<p>Any written or verbal statement outlining a problem or concern involving an organisation including its staff, the service they provide, or the terms of engagement or contract with an organisation.</p> <p>A formal objection concerning a decision, communication, behaviour or service by personnel of an organisation.</p>
<i>Continuous Improvement</i>	<p>A systematic, ongoing effort to raise an organisation's performance in achieving outcomes for clients under the Quality Standards. Continuous improvement:</p> <ul style="list-style-type: none"> <li>• responds to the needs and feedback of clients,</li> <li>• supports the workforce to improve and innovate in providing safe and quality care and services, and</li> <li>• can address practices, process or outputs to achieve a desired outcome.</li> </ul>

<i>Term</i>	<i>Definition</i>
<i>Governance</i>	The rules, practices, processes and systems an organisation uses to direct and manage that organisation and its services.
<i>Governing Body</i>	The individual or group of people with overall responsibility and ultimate accountability for the organisation. This includes responsibility for the strategic and operational decisions that affect the safety and quality of care and services.
<i>Open Disclosure</i>	Open discussions with clients, their family, carers and other support people of incidents that have caused harm, or had the potential to cause harm to the client.
<i>Respectful</i>	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.
<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 &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

**Policy Ref/Security Classification:**

**Category:** Corporate Policy

**Owner:** Manager Community Connections

**Authorisation Date:** 24/02/22 (ELT220224)

**Review Date:** February 2026

- 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).