

COMMUNITY CARE SERVICES

COUNCIL POLICY NO. 120

1. POLICY

Gannawarra Shire Council, Community Care Services provide a range of basic support services to eligible and brokered (business) clients who are experiencing difficulties in managing daily tasks and wish to continue living at home.

Community Care Services will be guided by the following three Standards:

1. Demonstrated effective management processes based on a continuous improvement approach to service management, planning and delivery.
2. Demonstrated commitment to clients and their carers/families regarding appropriate access and service delivery.
3. Demonstrated commitment to consult with clients and their carers/families regarding their rights and responsibilities.

In order to meet the above three standards Gannawarra Shire Council Community Care Services will:

- implement corporate governance processes that are accountable to stakeholders;
- develop systems to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards;
- develop effective information management systems;
- understand and engage with the community in which it operates and reflect this in service planning and development;
- actively pursue and demonstrate continuous improvement in all aspects of service management and delivery;
- actively work to identify and address potential risk, to ensure the safety of clients, staff and the organisation;
- manage human resources to ensure that adequate numbers of appropriately skilled and trained staff / volunteers are available for the safe delivery of care and services to clients;
- manage physical resources for the safe delivery of care and services to clients and organisation personnel;
- ensure each client's access to services is based on consultation with the client (and/or their representative), equity, consideration of available resources and program eligibility;
- ensure each client participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity;
- ensure each client and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan;
- ensure each client's needs are monitored and regularly reviewed taking into account relevant program guidelines and in accordance with the complexity of the client's needs. Each clients' care plan is reviewed in consultation with them;
- ensure Community Care Services refer client's and/or their representative to other providers as appropriate;

- ensure each client, or prospective client, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities;
- ensure each client's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information;
- ensure complaints and client feedback are dealt with fairly, promptly, confidentially and without retribution;
- ensure each client and/or their representative's choice of advocate is respected by Community Care Services and will, if required, assist the client and/or their representative to access an advocate; and
- ensure the independence of client's is supported, fostered and encouraged.

A range of procedures have been developed and performance measures identified to support meeting the Community Care standards. These will form part of the Community Care Quality Improvement Plan which will be reviewed as needed, but at least every three years.

2. POLICY REVIEW

Council will review this policy as required but always within two years after a general election of the Council.

At the time it was developed, this policy was compliant with the *Victorian Charter of Human Rights and Responsibilities Act 2006*.

3. FURTHER INFORMATION

Members of the public may inspect all policies at Gannawarra Shire Council's Kerang and Cohuna office or online at www.gannawarra.vic.gov.au.

Any enquiries in relation to this policy should be directed to the Director Community Wellbeing on (03) 5450 9333.

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