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RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Commonwealth Home Care Standards Department of Health Active Service Model Victorian HACC Triennial Plan 2012-2015
RELATED LEGISLATION:	Commonwealth Aged Care Act 1997 Commonwealth Home & Community Care Act 1985 Privacy and Data Protection Act 2014 Health Records Act 2001 Occupational Health and Safety Act 2004
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This document is available in alternative formats (e.g. larger font) if requested.

1 PURPOSE

This policy establishes a framework for the services offered and delivered by Loddon Shire Council to the community through its Home and Community Care (HACC) Program.

2 SCOPE

This policy applies to council staff administering the services and relevant community members applying for, or receiving services.

3 POLICY

Council has a commitment through its HACC Program to provide basic maintenance and support services which are cost effective and meet the needs of individuals so they can remain in their own homes as long as possible. Services are defined as those essential to a person's continuing independence and are provided through:

1. General home care
2. Respite care
3. Personal care
4. Home and property maintenance
5. Planned activity group
6. Meals on wheels
7. Senior citizens
8. Assessment

In accordance with the Home and Community Care Act (1985), Loddon Shire Council will:

- ensure that clients' needs are comprehensively assessed and regularly reviewed with appropriate assistance and support arranged. Our assessment process will identify the full range of needs in consultation with the user and facilitate providing an effective and affordable service package to meet these needs
- ensure that clients' rights are protected and that they have sufficient information to understand their rights and make informed choices
- focus on provision of quality services and continual service improvement
- work positively and cooperatively with other local service providers to ensure well planned and coordinated responses for clients
- actively work to identify and address potential risks, to ensure the safety of clients, staff and the organisation
- support clients to be more independent at home and in the community, thereby enhancing their quality of life and preventing inappropriate admission to long term residential care
- provide flexible, timely services that respond to the needs of the client
- charge fees for services based on the current Victorian HACC Fees Policy fee schedule and any subsequent Commonwealth fees policy.
- ensure that all council staff will have valid National Police checks and, where applicable, Working with Children checks before attending a client's home
- ensure clients (and/or their representatives) have access to information about:
 - making complaints
 - advocacy processes

- their privacy and confidentiality, including the collection, use and disclosure of personal information
- ensure that complaints and client feedback are dealt with fairly, promptly, confidentially and without retribution
- ensure each client's (and/or their representative's) choice of advocate is respected and will, if required, assist clients (and/or their representatives) to access an advocate
- 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.

3.1 Accreditation

Loddon Shire Council has an obligation to ensure that its Home and Community Care Program meets state and federal guidelines. To achieve this, the program undergoes a cycle of accreditation under the Commonwealth Home Care Standards.

3.1.1 Standard One - Effective Management

Expected Outcomes

- 1.1 Corporate Governance
- 1.2 Regulatory Compliance
- 1.3 Information Management Systems
- 1.4 Community Understanding and Engagement
- 1.5 Continuous Improvement
- 1.6 Risk Management
- 1.7 Human Resource Management
- 1.8 Physical Resources

3.1.2 Standard Two - Appropriate Access and Service Delivery

Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

Expected Outcomes

- 2.1 Service Access
- 2.2 Assessment
- 2.3 Care Plan Development and Delivery
- 2.4 Service User Reassessment
- 2.5 Service User Referral

3.1.3 Standard Three - Service User Rights and Responsibilities

Each service user (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

Expected Outcomes

- 3.1 Information Provision
- 3.2 Privacy and Confidentiality
- 3.3 Complaints and Service User Feedback
- 3.4 Advocacy
- 3.5 Independence

3.2 Senior citizens

In recognition of the benefits that senior citizens clubs bring to the community, Council provides consistency in the financial and operational management of the senior citizens centres. There are six clubs within the Loddon Shire: Boort, East Loddon, Inglewood, Pyramid Hill, Wedderburn and Tarnagulla.

Senior citizens clubs play a vital role in the lives of many older and often isolated people, and provide the opportunity to meet socially, enjoying meals and activities.

3.2.1 Council's commitment to the senior citizens clubs

Loddon Shire Council will be responsible for the payment and purchasing of:

- chemicals associated with meeting Food Safety Act requirements
- utilities – gas, water and electricity
- staff wage costs associated with cleaning or provision of meals
- hire costs for Tarnagulla hall
- building and contents insurance
- cash reimbursements as determined annually by the Community Care Coordinator for social activities where clubs are using bus transport
- booking of clubrooms and hire fees for use by external community groups.

3.2.2 Senior citizens clubs commitment to Council

Each senior citizens club will be responsible for:

- payment of telephone and facsimile costs
- prompt notification to Council's Building and Contracts Officer of impending maintenance requirements, or proposed modification/maintenance to buildings
- providing details of clubroom hires to allow hire charges to be levied to the user.

4 HUMAN RIGHTS STATEMENT

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act (2007). Loddon Shire Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee Health and Safety Representatives in any workplace change that may affect the health and safety of any of its employees.

5 REVIEW

The Community Care Coordinator will review this policy for any necessary amendments no later than 3 years after adoption of this current version.