

<b>Policy title</b>	Aged Care Services
<b>Responsible manager(s)</b>	Manager, Community Care
<b>Contact officer(s)</b>	Manager, Community Care
<b>Directorate</b>	Community, Arts and Recreation
<b>Approval date</b>	28 March 2017
<b>Focus area</b>	Liveable Communities
<b>Delivery Program link</b>	Provide access and social participation opportunities
<b>Operational Plan link</b>	Provide social support and recreation activities

### Purpose

This policy is designed to outline the relationships and parameters of Aged Care service delivery by Council and key areas of responsibility under legislation and funding agreements.

### Policy aims

Make Council's policies and requirements for Aged Care services readily accessible and understandable to the public.

### Policy details

<b>1</b>	<p><b>Application</b> This policy applies to Council's Community Care programs and services.</p>
<b>2</b>	<p><b>Legislation</b> Eurobodalla Shire Council must comply with the Home Care Common Standards when delivering Australian government funded aged care services. The three Standards are linked to eighteen expected outcomes. The Standards are:</p> <ol style="list-style-type: none"> <li>1. Effective management – with eight expected outcomes to meet.</li> <li>2. Appropriate access and service delivery – with five expected outcomes to meet.</li> <li>3. Service user's rights and responsibilities – with five expected outcomes to meet.</li> </ol>
<b>3</b>	<p>Council is responsible for delivering Aged Care services consistently, in line with Home Care Common Standards and funding requirements, as prescribed by the Australian Government Department of Health.</p>
<b>4</b>	<p><b>Program Policies</b> Details of the acceptance and management of aged care clients against the Home Care Common Standards are provided in the Community Care Program Policies and Program Operation Manuals, which outlines all aspects of service delivery and reporting, in line with Home Care Standards and funding guidelines.</p>
<b>5</b>	<p><b>Concerns</b> Concerns received regarding the provision of Community Care aged care services will be entered into Council's Records Management system and will remain confidential, in accordance with Council's Privacy Management Plan and funding requirements. Complaints will be dealt with in accordance with Council's Complaints Policy and Home Care Common Standards (Expected Outcome 3.3).</p>

**Implementation**

Implementation steps		Responsibility
1	<p><b>Operational guidelines</b></p> <p>This policy will be implemented according to Council’s Community Care Policies and Program Operation Manuals, which specify in detail how the programs will be managed, in line with Council, the Home Care Common Standards and funding guidelines.</p>	Council Officers
2	<p><b>Staff</b></p> <p>Under supervision, applicable council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.</p>	Council Officers
3	<p><b>Concerns</b></p> <p>Public concerns communicated to Council in relation to this policy will be recorded on Council’s records system and handled in accordance with Council’s Customer Service or Complaints policy. These records will be used to determine any follow-up actions and analyse the history of reported public concerns.</p>	Council Officers
4	<p><b>Consultation</b></p> <p>Any consultation deemed necessary will occur as required with key stakeholders, which may include (but not be limited to) the community, other agencies, statutory and industry bodies. Public submissions regarding this policy are invited for consideration during the exhibition period.</p>	As required

**Review**

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner.

**Note:** *Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2020.*

This policy may also be reviewed and updated as necessary when legislation requires it; or Council’s functions, structure or activities change; or when technological advances or new systems change the way that Council manages Aged Care Services.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Quality Review against the Home Care Common Standards and Community Options Australia (for ComPack) Service Review	Community Care records
Complaints	Council Records
Funding Requirements	Output Records

### Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

#### Related legislation and policies

Name	Link
Home Care Common Standards Guidelines	<a href="http://www.aacqa.gov.au/for-providers/home-care/processes-and-resources/resources-specifically-for-home-care/fact-sheets/homecarecommonstandsv14_0.pdf">www.aacqa.gov.au/for-providers/home-care/processes-and-resources/resources-specifically-for-home-care/fact-sheets/homecarecommonstandsv14_0.pdf</a>

#### Related external references

Name	Link
Office of Local Government	<a href="http://www.olg.nsw.gov.au">www.olg.nsw.gov.au</a>

#### Change history

Version	Approval date	Approved by	Minute No	File No	Change
1	24 Nov 2009	Council	09/369	E06.0378 E09.3418	Policy adopted – report G09/145
2	23 Jul 2013	Council	13/172	E06.0378 E13.7095	Updated Template, updated review date, links, policy statement and implementation steps –report O13/112
3	28 Mar 2017	Council	17/56	E06.0378 E16.0297	Updated review date, links, standards, government funding agencies

#### Internal use

Responsible officer	Director, Community, Arts and Recreation			Approved by	Council
Min	17/56	Report	GMR17/008	Effective date	28 March 2017
File	E06.0378 E16.0297	Review date	Sept 2020	Pages	3