

<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>	26 April 2022
<b>Outcome area</b>	2. Our community that welcomes, celebrates, and supports everyone.
<b>Strategy</b>	2.1 Acknowledge our beginnings, embrace our diversity
<b>Delivery Program</b>	2.1.3 Provide services that meet changing community needs and celebrate our diversity
<b>Operational Plan</b>	2.1.3.1 Provide support services for seniors and their carers

### 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>	<b>Application</b> This policy applies to Council's Community Care programs and services.
<b>2</b>	<b>Legislation</b> Eurobodalla Shire Council must comply with the Aged Care Quality Standards when delivering Australian government funded aged care services. The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.  The Standards are: <ol style="list-style-type: none"> <li>1. Consumer dignity and choice</li> <li>2. Ongoing assessment and planning with consumers</li> <li>3. Personal care and clinical care</li> <li>4. Services and supports for daily living</li> <li>5. Organisation's service environment</li> <li>6. Feedback and complaints</li> <li>7. Human resources</li> <li>8. Organisational governance.</li> </ol>
<b>3</b>	Council is responsible for delivering Aged Care services consistently, in line with Aged Care Quality Standards and funding requirements, as prescribed by the Australian Government Department of Health.
<b>4</b>	<b>Program Policies</b> Details of the acceptance and management of aged care clients against the Aged Care Quality 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 Aged Care Quality Standards and Home Care Packages guidelines.
<b>5</b>	<p><b>Concerns</b></p> <p>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 Aged Care Quality Standards (Standard 6).</p>

**Implementation**

Implementation steps		Responsibility
<b>1</b>	<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 Aged Care Quality Standards, funding guidelines and Home Care Packages Guidelines.</p>	Council Officers
<b>2</b>	<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
<b>3</b>	<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
<b>4</b>	<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**

This policy will be reviewed every 4 years. It may also be reviewed and updated as necessary if legislation requires it; or when Council’s related policies, functions, structure or activities change; or when technological advances or new systems change the way that Council manages Aged Care Services.

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

**Note:** *The next general local government election is expected to be held in September 2024.*

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

Performance indicator	Data source(s)
Quality Review against the Aged Care Quality Standards	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
Aged Care Quality Standards Guidelines	<a href="https://www.agedcarequality.gov.au/standards/guidance">https://www.agedcarequality.gov.au/standards/guidance</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 GMR17/008
4	26 April 2022	Council	22/91	E16.0297	Reviewed & updated at new Council term. Report GMR22/046

#### Internal use

Responsible officer	Director, Community, Arts and Recreation			Approved by	Council
Min	22/91	Report	GMR22/046	Effective date	26 April 2022
File	E16.0297	Review date	Feb 2022	Pages	3