

AGED AND COMMUNITY CARE POLICY

Policy Reference No.	POL/146
File No.	HCC10/422
Strategic Objective	2.1 Foster a community which is active and healthy.
Adopted by Council	6 December 2010
Re-Adopted	9 March 2021
Date for Review	March 2022
Responsible Officer	Manager Health & Community Wellbeing
Department	Health & Community Wellbeing

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1 PURPOSE

- 1.1 The purpose of this Policy is to guide Council in relation to the aged and community care system and the planning, delivery, and evaluation of aged and community care services to Hume residents.
- 1.2 This Policy describes:
- 1.2.1 Underpinning principles.
 - 1.2.2 The aged and community care system within Hume, its influences and drivers.
 - 1.2.3 Provision of aged and community care services to Hume residents, and
 - 1.2.4 Policy implementation.

2 POLICY STATEMENT

- 2.1 Council provides aged and community care services to eligible clients who are experiencing difficulties in managing daily living and wish to continue living at home. Aged and community care services delivered by Council complement a range of services and supports offered by other agencies (including Community Service Organisations, Non-Government Organisations and Community Health Services) which contribute to broader community outcomes.

3 DEFINITIONS AND ABBREVIATIONS

- 3.1 **The Aged and Community Care System:** The broader system which supports the planning, delivery and evaluation of services and programs that enable frail older people and people with disabilities to remain living in their home and their community.
- 3.2 **Hume City Council Aged and Community Care Services:** A range of services provided by Council that aim to support frail older people and people with disabilities to maintain independence, remain living at home, while improving physical, social and emotional wellbeing. These services are funded by the State and Federal Government under three distinct program streams including the:
- **Home and Community Care Program for Younger People (HACC PYP):** Provides support for younger people aged under 65, and Aboriginal and Torres Strait Islander people aged under 50, who require assistance with daily activities. Clients may require assistance due to physical and/or psychological impairment (for which they are ineligible for the National Disability Insurance Scheme (NDIS)), chronic illness or short-term health needs.
 - **Commonwealth Home Support Programme (CHSP):** Provides entry-level support to assist older people aged 65 years or over, and Aboriginal and Torres Strait Islander people aged 50 years or over. Supports are aimed to help people live independently in their homes and communities. CHSP also provides respite services for carers.

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- **Home Care Packages (HCP) Program:** Provides support for older people aged 65 years or over, and Aboriginal and Torres Strait Islander people aged 50 years or over. This program is designed to support older people with complex care needs, beyond the scope of CHSP services. The coordinated mix of individualised services are aimed to support people to maintain their health, independence and community participation. The level of assistance provided is dependent on the HCP level.

4 POLICY PRINCIPLES

4.1 Principles which underpin and guide this Policy include:

- Respect for all clients;
- A strong focus on addressing health inequities by being responsive to needs of the most vulnerable in the community;
- Establishing trust and rapport with all clients;
- Friendly and non-judgmental service;
- Clients are empowered to make their own choices and decisions with the service;
- Positive ageing for all individuals which includes:
 - Creating opportunities and choices for people.
 - Enabling people to maximise independence and control over their own lives.
 - Enhancing quality of life, and
 - Encouraging continued participation in all aspects of community life.
- An effective health service system which includes:
 - Access to information and culturally appropriate services to maintain wellbeing;
 - Sustainable workforce development to provide services across the continuum of care;
 - Supportive and effective agency partnerships in the delivery of care; and
 - Advocacy to address the challenges of the changing policy, social, workforce and community contexts in Hume City.

5 AGED AND COMMUNITY CARE SYSTEM WITHIN HUME

5.1 The aged and community care system within Hume is characterized, influenced, and driven by:

- A growing and ageing population.
- Expansion of the municipality's population within Council boundaries.
- High rate of disadvantage and the relationship between increased level of disadvantage and poorer health outcomes.
- Level of people with a disability.
- Increasing prevalence of chronic diseases and complexity of care needs.

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- Expectations of people seeking and receiving aged and community care services.
- The policy positions of Federal and State government in relation to the provision and delivery of aged and community care services, and the ability of funding received from these bodies to meet the direct and indirect costs of providing each type of service, and
- The need to support and effectively manage the diverse range of interfaces, relationships, networks, alliances, and partnerships Council has with public, not-for-profit and private service systems.

5.2 Council recognises it is not responsible for the provision and delivery of the entire range of aged and community services to the Hume community. However, it will endeavour to provide leadership and foster innovation within the broader aged and community care system, utilising its organisational resources, comprehensive knowledge and understanding of the local community, experience, expertise, and skills.

5.3 Council's objectives in relation to the aged and community care system within Hume are to:

- Provide aged and community care services designed and configured in ways that respond to the needs and preferences of the community, within the finite resources available.
- Ensure effective management and governance in relation to the planning, delivery and evaluation of all activities related to Council's aged and community care services.
- Engage with policy and funding agencies to advocate for adequate resources to support the provision of aged and community care services that meet community needs and expectations.
- Maintain a current and comprehensive knowledge of the aged and community care system and use this knowledge to support service innovation and demonstrate leadership within the sector.
- Maintain a current and comprehensive knowledge of demographic trends within the municipality to support effective service planning and responsible management of Council's aged and community care resources.
- Seek and utilise feedback from clients of services, their carers and the community including service providers and other agencies, to understand expectations and identify opportunities to improve service provision and delivery.
- Seek and respond to opportunities to consult, collaborate, and partner with other service providers and agencies to enhance and augment aged and community care service access and service options.
- Provide relevant data and information to other agencies and services providers to assist their planning and resource management in relation to aged and community care services, and
- Evaluate the impact and effectiveness of aged and community care services to ensure effective management and support continuous improvement.

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6 HUME CITY COUNCIL AGED AND COMMUNITY CARE SERVICE PROVISION

6.1 Council will provide aged and community care services that:

- Are client centred, focussed on promoting client capacity, wellness and reablement, independence and positive ageing whilst contributing to improved physical, social, and emotional wellbeing of clients, carers and communities.
- Recognise, embrace, and respond to diversity and are accessible and easy to navigate for the wide diversity of clients.
- Are equity based and assessed on client-centred needs and individual circumstances. Services are only provided to people within the eligible group, subject to assessment and in accordance with program rules. Eligibility does not confer entitlement to service provision.
- Facilitate and support efficient transition of clients into other aged and community care services within the municipality, where required, with particular attention to supporting continuity of care.
- Effectively utilise the expertise, knowledge and skills of staff who deliver aged and community care services.

6.2 Council provides the following service types:

- Assessment for HACC PYP services only
- Care coordination
- Case management
- Community transport
- Delivered and centre-based meals
- Home care
- Home maintenance
- Home modifications
- Personal care
- Policy and planning
- Respite care, and
- Social recreation programs.

7 POLICY IMPLEMENTATION

7.1 Service Planning

7.1.1 Regular and ongoing aged and community care service planning will be undertaken to ensure Council has a current and comprehensive knowledge of:

- The Hume municipality which includes:
 - Demographics
 - Population growth and projected growth
 - Spread of the population within Council boundaries

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- The cultural mix and changing diversity of the community
- Prevalence of chronic diseases, disability, and carers within our municipality, and
- Numbers and demographic of people within the municipality who are socio-economically disadvantaged.
- Service utilisation and projected demand in relation to aged and community care services.
- Community expectations of aged and community care service offering and provision.
- Current and future plans of other service providers and agencies, including other Local Government Authorities.
- Service innovations in the aged and community care environment, and
- Federal, State and Local government policy context and funding in relation to aged and community care.

7.1.2 Council will evaluate the aged and community care service planning process to determine the effectiveness of the research methodology and approach and to inform changes to future service planning processes.

7.2 Service Options and Provision

7.2.1 The range of aged and community care services provided by Council will be reviewed and evaluated regularly as part of the service planning process to determine how effectively the range and provision of services are meeting the needs of the community and making best use of finite resources.

7.2.2 A formal business case, including service demand, establishment and operational budgets will be prepared for all proposals for new and/or alternative service options.

7.2.3 Opportunities to collaborate and/or partner with other agencies to develop service options not currently available will be actively sought.

7.3 Service Innovation

7.3.1 Council will actively explore and investigate opportunities for service innovation within the aged and community care system. Opportunities for innovation may be initiated and driven internally or may be part of alliances, collaborations or partnerships with other agencies or services providers

7.4 Advocacy

7.4.1 Council will utilise its knowledge and breadth of expertise and resources to advocate on behalf of its community and, where agreed, other agencies and services providers external to Council. Advocacy activities may include, but not be limited to:

- Seeking additional funds and resources
- Seeking access to programs

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- Service innovation and service development
- Contributing to government policy review and/or development, and
- Advocating on behalf of community groups agencies and / or other service providers.

7.5 Financial Management

7.5.1 Council receives funding for aged and community care services from Federal and State governments. Council acknowledges funds received may not cover the full cost of providing and delivering each type of aged and community care service provided by Council. Council will ensure effective and responsible financial management in relation to the provision and delivery of aged and community care services by quantifying the fully reflective cost (direct and indirect) of providing each aged and community care service.

7.5.2 Cost considerations may include but not be limited to:

- Indirect client hours
- Staff induction
- Occupational Health and Safety
- Staff supervision, training and support
- Meetings to support service provision
- Consumables
- Client administration
- Physical infrastructure
- Case conferencing, and
- Unplanned leave.

7.5.3 Undertaking a comprehensive costing exercise for any aged and community care service provided, or is proposed Council may provide, will ensure Council has a complete understanding of the financial and human resource implications of service provision and the extent to which government funding does not cover the cost of services. This information will allow Council to make informed decisions regarding service provision and internal funding requirements of existing and proposed aged and community care services.

7.6 Human Resources Management

7.6.1 Council will engage a workforce suitably qualified and skilled to deliver safe and appropriate aged and community care services.

7.6.2 All staff will have a current and detailed position description.

7.6.3 Council will support the workforce to access targeted education and training opportunities to ensure services are respectful, safe and appropriate for frail older people, people with disabilities, people from diverse backgrounds and carers within the municipality.

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7.7 Collaboration and Partnering

- 7.7.1 Council will seek to collaborate and partner with other service providers and agencies where there are opportunities to enhance services or ensure they are more responsive to community needs.

7.8 Governance and Management

- 7.8.1 Council will implement mechanisms to support robust governance and effective management of aged and community care services. This will include:
- Reporting and accountability systems;
 - Procedures and guidelines to support safe and appropriate practice in relation to provision and delivery of aged and community care services;
 - Information management and record keeping that is accurate, timely and secure;
 - Utilisation of outcomes focused indicators to monitor activity, achievements, and performance, and
 - Responsive feedback systems for consumers of aged and community care services, staff, agencies and other services providers.

7.9 Evaluation and Continuous Improvement

- 7.9.1 To inform Council planning and budgeting, Council will monitor and evaluate the provision and delivery of aged and community care services using agreed outcomes and performance indicators as benchmarks which include, but may not be limited to:

- Activity targets
- Client feedback and satisfaction
- Adverse events
- Budget performance
- Workforce engagement
- Occupational Health and Safety outcomes
- Feedback from other service providers and agencies
- Satisfactory achievement of accreditation processes, and
- Aged Care Quality Standards

- 7.9.2 A range of strategies will be employed to assess Council's performance against agreed outcomes, targets, and performance indicators. Ongoing monitoring of performance will be undertaken and reported on an annual basis. Implementation of continuous improvement strategies and initiatives will be actioned where required.

7.10 Communication of this Policy

- 7.10.1 This policy will be communicated to all staff within Aged and Disability Services at orientation and following changes to the policy.

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7.10.2 Interested parties / agencies / partners can access this policy through the Council website or by directly contacting Aged and Disability Services.

7.11 Policy Review

7.11.1 This policy will be reviewed six months following initial ratification and every two years thereafter, or as required.

8 RELATED DOCUMENTS

- 8.1 Aged and Disability Services Operational Guidelines
- 8.2 Hume Positive Ageing Strategy 2014-2024
- 8.3 Hume City Council Plan 2017-2021
- 8.4 Home Care Common Standards
- 8.5 Hume City Council Social Justice Charter
- 8.6 Aged Care Quality Standards
- 8.7 Commonwealth Home Support Programme Manual 2020 – 2022
- 8.8 Home Care Package Program Manual 2020

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