



Helping Hand

www.helpinghand.org.au

POL 01

Care and Service Delivery

Policy Statement

The Board and the Executive of Helping Hand Aged Care will support models of service delivery that place individuals at the focus of their approach by:

- / Embracing a concept of physical, emotional, social and spiritual “wellness” for clients that promotes a level of independence in keeping with their desired lifestyle.
- / Supporting older people to understand their potential, to identify their own goals, and to undertake the challenges necessary to attain those goals.
- / Providing information and professional advice that allows clients and carers to make informed decisions about their own service needs.
- / Assessing the need for care and services in consultation with clients and carers.
- / Using professional guidance to develop care and service plans that include both short and long term goals, and that are aimed specifically at maintaining, restoring or improving function.
- / Intervening purposefully, and continually reviewing care and services so that these meet clients’ assessed needs and their preferred outcomes.
- / Facilitating links between community, residential and other external service providers in order to provide better outcomes for clients.
- / Ensuring all clients have access to effective advocacy, chaplaincy and spiritual support.
- / Supporting carers in the choices they make about their caring role.

Reason

Supports HHAC Mission, Objectives & Principles of Care, Six Year Organisational Plan, Consumer and Carer Engagement Framework and Care Governance Framework.

Promotes compliance with Aged Care Act 1997, Disability Discrimination Act 1992, Carer Recognition Act 2010 and SA Carers Recognition Act 2005.

Responsible people

All staff are expected to acknowledge and support the individual needs of clients.

Status

| Version no. | Approved by | Approval date | Last reviewed |
|-------------|-------------|---------------|---------------|
| 1 | Board | June 2006 | June 2015 |