



Policy Statement

Care and Service Delivery

Helping Hand is committed to delivering outstanding care and service and exceeding the quality care expectations of all our stakeholders.

Our collective approach to care and service delivery is:

- relationship based
- culturally respectful
- inclusive
- based on sound evidence and research
- driven by best practice standards
- focused on safety, dignity and choice.

Our vision is to be the most trusted and exceptional partner in aged care and wellbeing services. Outstanding Care and Service Delivery is a key strategic pillar that supports this vision.

Through the Care and Service Delivery Policy, Helping Hand endorses the following commitments:

- Our actions and decisions will always take into consideration the individual's sense of self and their point of view
- We partner with the individual in developing care plans that reflect the needs, goals and preferences of the client and that optimize their health and wellbeing
- We respect the client's desire to have control of their life
- The safety of the consumer is paramount
- We ensure that people are treated with dignity and respect, that care and services are inclusive and do not discriminate, and that cultural safety is understood and embraced
- Our care and services will empower people in our care to make informed choices, enjoy independence, and balance duty of care while embracing the dignity of risk
- We make care and service decisions that are informed by research and evidence and meet or exceed best-practice standards
- We embrace and celebrate all forms of diversity and deliver care tailored to the individual
- The information we provide to our clients and their families will be professional, accurate and timely. Our communications will be respectful, inclusive and easy to understand
- We establish and maintain clear and accountable structures and processes for the oversight of clinical services and care delivery.

Links to Quality Standards

Standard 1: Consumer dignity and choice

Standard 2: Ongoing assessment and planning with consumers

Standard 3: Personal care and clinical care

Standard 4: Services and supports for daily living