

Care and Services

1. PURPOSE

Helping Hand Aged Care Inc. (Helping Hand) is dedicated to enabling older people to live their best lives by delivering exceptional, person-centred care and services that exceed quality expectations and foster wellbeing at every stage of aging. Guided by our Vision to be the most trusted and exceptional partner in aged care and wellbeing services, this policy sets the foundation for a holistic, rights-based approach that places the voice and needs of each individual at the centre of care planning and service delivery.

We are committed to:

- Creating trusted, integrated communities that eliminate confusion, empowering older people to navigate their care journey with confidence and dignity.
- Building authentic relationships through deep understanding of each person's life story, preferences, and goals, ensuring care is personalised, meaningful, and responsive.
- Investing in a capable, compassionate workforce and fostering a culture of excellence, respect, and continuous improvement.
- Proactively responding to aged care reform, embracing innovation, and maintaining financial sustainability to ensure long-term impact and service quality.
- Partnering with consumers, families, and communities to co-design services and governance, strengthening trust, accountability, and positive outcomes for all stakeholders.

This policy underpins Helping Hand's strategic commitment to deliver outstanding care, support independence and choice, and create communities and experiences where every person can thrive, stay connected, and experience purpose and joy throughout later life.

2. SCOPE

This policy applies to all employees, contractors, volunteers, and students engaged with Helping Hand, including others acting on behalf of Helping Hand (including Associated Providers).

3. POLICY STATEMENT

We are committed to delivering person centred, high quality care and services that respect the rights, dignity and independence of every individual. We ensure care is tailored, inclusive, safe, and empowering – supporting choice, wellbeing and active participation in care planning. Our approach is consistent with the Aged Care Statement of Rights and Principles and guided by relevant legislation and best practice standards.

Helping Hand ensures that care and services are delivered in accordance with the Aged Care Act 2024, Aged Care Rules 2025, the National Disability Insurance Scheme Act 2013 (NDIS Act), NDIS Practice Standards, and the Strengthened Quality Standards (effective 1 November 2025).

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4. POLICY PRINCIPLES

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

Dignity, Respect and Choice - Every person is treated with dignity, respect, and kindness, with their preferences, values, and independence at the centre of care decisions.

Knowing the Person - Care is built on knowing and celebrating each person's life story, preferences, routines, and goals, enabling personalised and meaningful support.

Wellbeing - Care supports holistic wellbeing, including physical, emotional and social health, and a sense of purpose through activities and community engagement.

Connected and Belonging - We foster vibrant, inclusive communities where every individual feels connected, valued and a genuine sense of belonging.

Timely and Responsive Care - Care is provided when it is needed, with responsiveness prioritised for safety, comfort, and wellbeing.

Consistency and Communication - Care is delivered by well trained and well-informed staff, with clear, respectful, and two-way communication to ensure continuity and trust.

5. POLICY REQUIREMENTS

5.1 Rights-Based, Person-Centred Care

- We respect each person's right to control their life, supporting informed choice, independence, and dignity of risk.
- Care and services are inclusive, culturally safe, and free from discrimination, embracing diversity and supporting vulnerable groups.
- We partner with individuals and their supporters in care planning and decision-making, embedding advocacy, co-design, and safeguarding in all processes.
- Personal privacy, dignity, and rights are always protected, in line with legislation and best practice.
- We support people to age at home and foster vibrant, connected communities where everyone feels they belong.

5.2 Safe, Inclusive, and Supportive Environments

- We create safe, welcoming, and culturally responsive environments across all services, residential, community, and retirement living, by recognising, preventing, and responding to abuse, neglect, discrimination, and violence.
- We embed cultural safety and trauma-informed practices, and ensure all staff are equipped to safeguard the wellbeing, dignity, and rights of every individual.
- We foster a sense of connection, belonging, and community for everyone.

5.3 Empowered Partnerships and Participation

- We partner with individuals and their chosen supporters to develop, review, and regularly update care and service plans that reflect their needs, goals, and preferences.
- We support informed decision-making, participation, and advocacy, including during transitions between services or settings to ensure safety, continuity, and connection.

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- We encourage and support individuals, families, and supporters to share feedback, raise concerns, and participate in co-design and governance across all service types. All feedback and complaints are managed transparently and used for continuous improvement.

5.4 Holistic and Responsive Care

- We provide tailored, person-centred care and support for people living with cognitive impairment or dementia, upholding autonomy, dignity, and quality of life in all settings.
- We support each person and their chosen supporters to plan for and receive compassionate, dignified end-of-life and palliative care, with pain and symptoms actively managed and access to specialist care as needed.
- We work alongside individuals to provide nutritious, appetising meals and positive dining experiences that support health, comfort, and social connection, tailored to individual needs and preferences.

5.5 Clear Agreements and Integrated Services

- We develop clear, accessible service agreements in partnership with each person and their chosen supporters, supporting informed decision-making and regular review to reflect changing needs and preferences.
- We collaborate with individuals, families, healthcare providers, and community organisations to deliver holistic, coordinated, and integrated care and services in residential, home, and retirement living environments.

5.6 Skilled Workforce and Continuous Improvement

- We ensure all staff, contractors, volunteers, and students are appropriately screened, qualified, trained, and supported to deliver safe, respectful, and high-quality care in compliance with relevant legislation and codes of conduct.
- We maintain effective workforce planning, feedback mechanisms, and continuous improvement processes to support staff and consumer wellbeing.
- We are committed to continuous improvement and innovation, drawing on best practice, evidence, feedback, and co-design to enhance care and service delivery in all settings.

6. ROLES AND RESPONSIBILITIES

Helping Hand Board

- Provide strategic leadership and governance oversight.
- Ensure compliance with the Aged Care Act 2024, Rules 2025, Strengthened Quality Standards, NDIS Practice Standards and other relevant legislation.
- Monitor organisational performance, financial sustainability, and risk management.
- Endorse policies that uphold the rights, safety, and wellbeing of individuals receiving care.
- Review and respond to audit findings, complaints trends, and quality improvement initiatives.

Executive Management

- Lead organisational culture that supports dignity, inclusion, and consumer voice.
- Implement and operationalise this Care and Service Delivery Policy across all services.
- Ensure systems are in place for safe, high-quality, and rights-based care.

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- Oversee workforce capability, training, and cultural safety practices.
- Monitor compliance, incident reporting, and continuous improvement processes.
- Ensure service agreements, care planning, and transitions are managed effectively.

Managers and Team Leaders

- Support staff to deliver care aligned with individual needs, goals, and preferences.
- Ensure care planning and documentation meet regulatory and quality standards.
- Promote trauma-informed, culturally safe, and inclusive practices.
- Facilitate staff training, supervision, and performance management.
- Escalate risks, incidents, and changes in consumer condition appropriately.
- Foster a positive workplace culture and uphold the Statement of Rights.

All Employees and Volunteers (including Associate Providers)

- Follow care and service delivery policies, procedures, and codes of conduct.
- Respect and uphold the rights, dignity, and preferences of individuals.
- Participate in care planning, supported decision-making, and safeguarding practices.
- Report concerns, incidents, and feedback through appropriate channels.
- Engage in ongoing training and reflective practice to improve care quality.
- Promote inclusion, cultural safety, and respectful communication.

7. MONITORING AND COMPLIANCE

The Board exercises due diligence over care and service delivery through the following mechanisms:

- **Quarterly Client Outcomes and Indicator Reporting:** The Board reviews the Client Outcomes and Indicator Report each quarter, which outlines clinical outcomes, audit results, emerging trends, and continuous improvement activities.
- **Quarterly Consumer Advisory Body Reporting:** The Board receives quarterly reports from the Consumer Advisory Body who provide insights into the quality of care and services delivered across the organisation.
- **Strategic Oversight:** The Chief Executive Officer presents to the Board an Organisational Strategy Scorecard report each quarter, with key care and service delivery metrics, including Quality Star Ratings, Consumer Net Promoter Score, and Quality and Compliance indicators
- **Stakeholder Feedback:** Feedback from staff, residents, families, and other stakeholders is gathered through surveys, meetings, and consultations, and is used to inform quality and workforce improvement initiatives.
- **Risk Reporting:** The Board regularly reviews enterprise risks associated with care, service delivery, and workforce capability as part of its integrated Enterprise Risk Management Framework.

8. MANDATORY RELATED DOCUMENTS

The following documents must be complied with under the Policy, to the extent that they are relevant:

Internal Documents

- [Consumer Engagement Reporting \(MAR018P\)](#)
- [Risk Management Framework \(QAL022P\)](#)

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- [Clinical Governance Framework \(QAL021P\)](#)

External References

- [New Aged Care Act 2024](#)
- [New Aged Care Rules 2025](#)
- [Strengthened Aged Care Quality Standards](#)
- [National Disability Insurance Scheme Act 2013](#)
- [NDIS Practice Standards and Quality Indicators](#)
- [Aged Care Statement of Rights](#)

9. SUPPORTING INFORMATION

- Nil noted

10. DEFINITIONS AND ABBREVIATIONS

Word/Term	Definition
Staff	means all HHAC staff, contractors, volunteers, students and others acting on behalf of HHAC (including Associated Providers)
Board	means the Helping Hand. Board of Directors.
Governance	The processes and structures used to direct and manage HHAC.
Helping Hand	Helping Hand Aged Care Inc. (ABN: 19 636 743 675)
Person-Centred Care	An approach to care that respects and responds to the preferences, needs, and values of individuals, ensuring that people are at the centre of their care planning and delivery.
Dignity of Risk	The right of individuals to make informed choices about their care, including the right to take reasonable risks in pursuit of their goals and preferences.
Co-Design	A collaborative process where consumers, families, and stakeholders are actively involved in designing, reviewing, and improving services and systems.
Associated Provider	An external organisation or individual engaged by Helping Hand to deliver services on its behalf.
Trauma-Informed Practice	An approach that recognises the impact of trauma and seeks to create safe, supportive environments that avoid re-traumatisation.
Cultural Safety	An environment that is spiritually, socially, and emotionally safe, where there is no assault, challenge, or denial of a person's identity, and where their needs and preferences are respected.

11. GOVERNANCE

Version	1.0
Endorsement/ Approval Date	28 October 2025
Approved By	Board
Review Cycle	Every 3 years or as required.
Due for Review	28 October 2028
Document Owner	Board

Review Cycle and Approval Process

This policy will be reviewed every three years by the Board in consultation with relevant stakeholders. All changes require approval by the Board

Communication of the Policy

This policy will be communicated via:

- Staff training and onboarding.
- Intranet updates and email notifications.

Summary of Changes

Version	Date	Changes
1.0	28 October 2025	Initial document.