

# DIGNITY AND CHOICE – OUR APPROACH

## COMMUNITY SERVICES (ACQS 1.)



### 1. Purpose

To ensure at all times our team delivers a service approach which enables and empowers individuals engaged in our services to act independently, make their own choices and to take part in their community of choice.

Our focus in this regard is to foster and strengthen an individual's wellbeing, social inclusion and health.

### 2. Scope

This policy relates to all programs, service and activities undertaken by Community Service staff.

This policy applies to all persons employed (paid and unpaid) within Northside's Community Service Division.

This policy applies to Northside management, executive and Board as defined in the Approved Provider of Age Care Accreditation.

### 3. Policy

In the course of interaction and service delivery, all Northside Community Service staff will demonstrate the following approach:

- 1.1 Each client is treated with dignity and respect, with their identity, culture and diversity valued.
- 1.2 Care and services are culturally safe.
- 1.3 Each client is supported to exercise choice and independence, including to:
  - a. make decisions about their own care and the way care and services are delivered; and
  - b. make decisions about when family, friends, carers or others should be involved in their care; and communicate their decisions; and
  - d. make connections with others and maintain relationships of choice, including intimate relationships.
- 1.4 Each client is supported to take risks to enable them to live the best life they can.
- 1.5 Information provided to each client is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- 1.6 Each client's privacy is respected and personal information kept confidential.

Northside management will ensure that staff have access to professional development, regular supervision, qualitative feedback (two way) and other and opportunities which support the organisation to;

- have a culture of inclusion and respect for clients;
- Support clients to exercise choice and independence;
- Respect clients' privacy.

Monitoring and Review - Consumer dignity and choice processes and systems are regularly audited as part of our audit program and staff, consumers and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made. This is reflected in the organisation's continuous improvement plan

### 4. Procedure

N/A

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### 5. Definitions

**Approved Provider:** A person who holds a provider approval under the Aged Care Provider Approval and (if relevant National Mental Health Standards). Key Personnel linked to Approved Provider Accreditation include the Board of Directors, CEO, All Executive positions, Senior Management and management positions directly related to the provision of age care and in the case of the Mental Health Standards, mental health.

**Northside:** Northside Community Service, including all Services operated by both Community Services and Children’s Services.

**Client** – individual engaged in or accessing Northside’s community service programs.

**Northside staff** - paid and unpaid employees delivering services, programs and activities

### 6. Responsibilities – Key roles & responsibilities

**Approved Provider Key Personnel** ensure regular monitoring and review of systems and processes through internal auditing and regular reporting.

**Management** ensures processes and practices are in accord with consumer dignity and choice and provide the resources to support staff and consumers including staff development and supervision

**Staff** follow policies and procedures, participate in development opportunities, treat consumers with dignity and respect at all times, work to maintain an environment that is culturally safe, support consumers to make informed choices about their care and ensure the privacy and confidentiality of consumers

**Clients and/or their representatives** make their choices known to staff and let us know when they feel they have not been treated with dignity and respect or have not been supported or permitted to express their choices about their care and services.

### 7. Related Standards, Legislation and Documents.

#### Standards

Age Care Quality Standards	Standard 1 – Dignity and Choice
National Practice Standards for Mental Health	Standard 1 – Rights Responsibility, Safety and Privacy. Standard 3 - Meeting Diverse Needs

#### Legislation

- Aged Care Act 1997 (Cth), Schedule 1 User Rights Principles 2014.
- Charter of Rights and Responsibilities
- Residential Care Aged Care Act 1997 (Cth), Schedule 2 User Rights Principles 2014.
- Charter of Rights and Responsibilities – Home Care Aged Care Act 1997 (Cth), Schedule 3
- User Rights Principles 2014.
- Charter of Rights and Responsibilities – Short-term restorative Care Aged Care Act 1997 (section 11.3)
- Meaning of people with special needs Australian Privacy Principles 2013

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### Documents

- Clients with Diverse Backgrounds Policy
- Informed Consent Policy
- Supported Decision Making Policy
- Client Feedback Policy
- Privacy Policy
- Access and Equity Policy
- Continuous Improvement Plan

### 8. Document Control & Version History

Document Reference number:	COMS- POL-001
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Written by: Name & position	Kate Cvetanovski, Executive Director, Community Services
Document Status:	Final
Document approved by:	Bruce Papps, CEO
Approval Date:	10/12/2018
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Review Date:	This will be no later than 12 months from Release Date. A register is maintained to ensure currency
Corporate/Community Services or Children’s Services:	Community

### Version History

<i>Version No.</i>	<i>Date of effect</i>	<i>Brief Summary of Change</i>
V1	18/12/2018	New Policy

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