

Ageing and Disability Services

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OBJECTIVE

To provide a range of quality services for older people, people with disability and their carers, that complies with the requirements of the Home Care Services Standards.

APPLICABILITY

Council works in partnership with the community and community organisations to identify appropriate responses to the identified needs of older people and people with disability and their carers in line with the objectives of the Orange Community Strategic Plan 2014 – 2024.

GENERAL

Council's auspiced Home and Community Care Program policies and procedures will reflect the requirements of the Home Care Services Standards and the identified needs of the local community.

PROCEDURE

- 1 Services to be provided will incorporate the following standards
 - Access to services
 - Information and consultation
 - Efficient and effective management
 - Co-ordinated, planned and reliable service delivery
 - Privacy, confidentiality and access to personal information
 - Complaints and disputes
 - Advocacy
- 2 To meet these objectives service specific policies and procedures have been developed to cover
 - Service management
 - Staff management
 - Service delivery

ORANGE CITY COUNCIL

All policies can be reviewed or revoked by a resolution of Council, at any time.

Responsible Area – Community, Recreation and Cultural Services

REVISION					
	DATE	RESOLUTION		DATE	RESOLUTION
1	Jan 2009	09/453	2	6 November 2014	14/1011
3			4		
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SUMMARY OF AMENDMENTS

Amendment Date	Section/Reference and Amendment
November 2014	Combination of former policies ST004 – Ageing and Disabilities Services Development and Provision, ST005 – Ageing and Disability Funding. Update of terminology relating to Home Care Services Standards. Review of formatting