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## 1.3 DIGNITY AND RESPECT FOR CONSUMERS

All staff are provided with a copy of this section of the Policies and Procedures Manual (see Staff Volunteer Orientation Checklist), and with opportunities to discuss the way we relate to and work with consumers, through meetings, training and ad-hoc interactions.

(See also 1.4.3 Fostering Choice and Independence.)

### 1.3.1 SERVICE DELIVERY PRINCIPLES

#### Charter of aged care rights

The Charter of Aged Care Rights provides the overarching principles of our service delivery, irrespective of program funding. Acorn Aged Care is committed to the service delivery principles underpinning the CHSP and HCP program and reflected in the Charter of Aged Care Rights and ensures these principles are implemented and followed in practice by ensuring they underpin:

- Our policies and procedures in all aspects of service management and service delivery
- Position descriptions and other role specifications
- Checklists, forms and other documents
- Senior management and staff training
- Information to and engagement with consumers including working in partnership with consumers
- The implementation and evaluation of improvements to our services and organisation.

(See 1.3.6 Consumer Rights and responsibilities)

#### Home care

Whilst there are different principles for CHSP and HCPs the principles of both are applied across all service delivery as appropriate.

#### ***Commonwealth home support programme***

The service delivery principles identified by CHSP are: <sup>1</sup>

- Establish consumer consent to receive services as a prerequisite for all service delivery.
- Promote each consumer's opportunity to maximise their independence, autonomy and capacity and quality of life through:
  - being consumer-centred and providing opportunities for each consumer to be actively involved in addressing their goals
  - focusing on retaining or regaining each consumer's functional and psychosocial independence, and
  - building on the strengths, capacity and goals of individuals.
- Provide services tailored to the unique circumstances and cultural preference of each consumer, their family and carers.
- Ensure choice and flexibility is optimised for each consumer, their carers and families.
- Invite consumers to identify their preferences in service delivery and where possible honor that request.

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<sup>1</sup> Australian Government Department of Health Commonwealth Home Support Programme - Program Manual 2018 p 9

- Ensure services are delivered in line with a consumer's agreed support plan to ensure their needs are being met as identified by the Regional Assessment Service (RAS).
- Emphasise responsive service provision for an agreed time period and with agreed review points.
- Support community and social participation opportunities that provide valued roles, a sense of purpose and personal confidence.
- Develop and promote strong partnerships and collaborative working relationships between the person, their carers and family, support workers and the RAS.
- Develop and promote local collaborative partnerships and alliances to facilitate consumers' access to responsive service provision.
- Have a consumer contribution policy in place which is publicly available.
- Establish the consumer contribution for services delivered with the consumer prior delivering any services.

### ***Home care package - consumer directed care principles<sup>2</sup>***

Consumers who are provided support through a Home Care Package receive their support on a Consumer Directed Care (CDC) basis. The following principles apply in our delivery of CDC packages:

- Consumers have rights
- Consumers have choice and control
- A respectful and balanced partnership is developed
- Consumers participate in all decisions concerning them
- Services are delivered within a wellness and reablement approach
- There is complete transparency in everything related to the consumer.

The following (taken from the Home Care Packages Programme Operational Manual 2015) reflects Acorn Aged Care's approach to the provision of CDC packages as well as CHSP services:

*CDC is both a philosophy and an orientation to service delivery. It is a way of delivering aged care services that gives consumers greater flexibility by allowing them to make choices about the types of care and services they access and how those services are delivered.<sup>3</sup>*

(See also 1.4.3 Fostering Choice and Independence.)

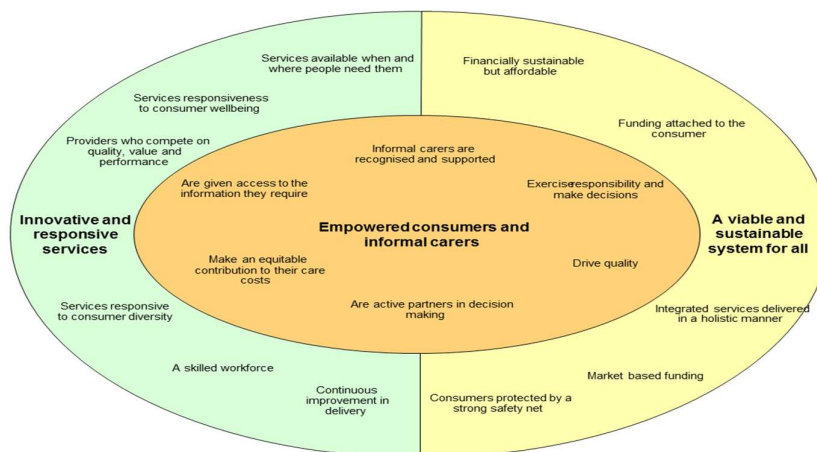
### Residential aged care

Consumers who are provided support through Residential Aged Care have all the rights expressed in the Charter of Aged Care Rights. We support the Aged Care Sector Statement of Principles outlined in the Figure 1: Principles of Australia's Future Aged Care System<sup>4</sup> below.

<sup>2</sup> Australian Government Department of Health Home Care Packages Program Operational Manual 2015

<sup>3</sup> Australian Government Department of Health Home Care Packages Program Operational Manual 2015 p 14

<sup>4</sup> Australian Government Aged Care Sector Committee Aged Care Sector Statement of Principles 2015

**Figure 1: Principles of Australia's Future Aged Care System**

### 1.3.2 CULTURAL SAFETY OF CONSUMERS

*Culturally safe care can be defined as care provided in an environment that is safe for people: where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience, of learning, living and working together with dignity and truly listening.<sup>5</sup>*

To ensure that consumer assessment, planning and service delivery for consumers is conducted in a culturally safe manner the following strategies are utilised:

- All staff receive training in ensuring cultural safety from an individual perspective and an organisation perspective
- Cultural considerations that may apply to the consumer are identified from the referral, from the consumer in the Service Commencement Meeting and ongoing, and from other people the consumer has identified as involved in their care including family or others
- Explore for any other key issues that may be relevant to the consumer's cultural background
- Requirements to ensure cultural safety are implemented as appropriate during assessment, support planning and service delivery
- Information is provided to support staff and
- Service delivery is monitored to ensure cultural safety.

The organisation is working to develop a Reconciliation Action Plan (RAP). A RAP is a strategic document that supports an organisation's business plan. It includes practical actions that will drive an organisation's contribution to reconciliation both internally and in the communities in which it operates.

For further information on cultural safety see 2.3.6 Assessment and Support Planning Practice/Service commencement meeting.

<sup>5</sup> Williams, Robyn Cultural safety: what does it mean for our work practice? Australian and New Zealand Journal of Public Health. 23(2): 213-214 2008. Cited in Aged Care Quality Standards Standard 4: Services and Supports for Daily Living June 2018 p 82

### 1.3.3 SPIRITUAL SUPPORT

We are committed to providing spiritual support to consumers through our understanding and adoption of the principles outlined in the National Guidelines for Spiritual Care in Aged Care.<sup>6</sup> We understand that spirituality is not just religion or pastoral care, but a philosophy that supports the delivery of care and support that provides:

- Respect and acceptance
- Compassion and empathy
- Inclusion and diversity and
- Dignity.

We explore consumer's spiritual needs in the assessment and planning process, and where we can, we support people to access resources that promote spiritual comfort and development such as audio-visual resources, churches, other places, groups and other contacts. (See also 2.3.6 Assessment and Support Planning.)

### 1.3.4 EMOTIONAL AND PSYCHOLOGICAL SUPPORT

Acorn Aged Care believes that emotional and psychological wellbeing of consumers is facilitated through the provision of safe and effective services through:

- Providing access to services that support consumers to develop their confidence, make social connections and participate in their community (see 4.3 Programs and Services/Social Support - Group)
- Seeing consumers as a partner in the service (see 2.3.2 Partnering with Consumers)
- Recognising a person's spiritual needs and supporting them in their achievement (see 1.3.3 Spiritual Support)
- Recognising a person's emotional and psychological needs and supporting them in their achievement.

All staff involved in direct contact with consumers participate in discussions at staff meetings on strategies to promote consumer's emotional, spiritual and psychological wellbeing. We believe emotional and psychological needs include the need for:

- Recognition
- Self-esteem
- Connection
- Security
- Variety
- Growth and
- Sexuality (if expressed by the consumer).

We explore consumer's emotional and psychological needs in the assessment and planning process, and where we can, we support people to fulfil these needs through our interactions and through the provision of care and services in ways that respect these needs. For example, recognition of a person's strengths can enhance self-esteem, make a person feel recognised and facilitate connection. Our service delivery supports security and variety and our focus on independence supports growth.

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<sup>6</sup> Meaningful Ageing Australia National Guidelines for Spiritual Care in Aged Care 2016

### 1.3.5 SUPPORT FOR CARERS

Acorn Aged Care recognises the crucial role that carers play in supporting consumers to live in the community and in residential care and has adopted the principles incorporated in the *Statement for Australia's Carers* under the *Carer Recognition Act 2010*, including the following:

- All carers have the same rights, choices and opportunities as other Australians, regardless of age, race, sex, disability, sexuality, religious or political beliefs, Aboriginal or Torres Strait Islander heritage, cultural or linguistic differences, socioeconomic status or locality.
- Children and young people who are carers have the same rights as all children and young people and are supported to reach their full potential.
- Carers are acknowledged as individuals with their own needs within and beyond the caring role.
- The relationship between carers and the persons for whom they care is recognised and respected.
- Carers are considered as partners in the provision of care, acknowledging their unique knowledge and experience.
- Carers are treated with dignity and respect.
- Carers are supported to achieve greater economic wellbeing and sustainability and, where appropriate, and are provided with opportunities to participate in employment and education.
- Support for carers is timely, responsive, appropriate and accessible.<sup>7</sup>

These principals underpin all of our care and interaction with carers and specifically apply to our Centre Based Respite program that provides carers with a break from the caring role and time where they can focus on their own needs knowing that the person they care for is in a stimulating and caring environment.

### 1.3.6 CONSUMER RIGHTS AND RESPONSIBILITIES

Not included in example

### 1.3.7 CONSUMERS WITH SPECIAL NEEDS

Not included in example

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<sup>7</sup> Cited in Australian Government Department of Health Commonwealth Home Support Programme - Program Manual 2018 p 12