

1. POLICY CERTIFICATION

Policy title:	Aged Care Hospitality Policy
Policy number:	FACS032
Category:	Policy
Classification:	Community Services
Status:	Approved

2. PURPOSE

The purpose of this policy is to:

- Ensure each resident/care recipient has their needs assessed for hospitality services
- Ensure the individual preferences of each person are taken into consideration in the management and delivery of hospitality services
- Ensure each person has an individualised care plan which sets out the strategies and services to meet their needs for hospitality services
- Ensure the assessed needs include:
 - Meals and drinks
 - Dining experience
 - Cleaning
 - Laundry
 - Preferences in relation to cultural background and language
 - Consideration of privacy and confidentiality
 - Consideration of cognitive and physical capacity
 - Consideration of the need for advocacy
 - Strategies to maximise independence
 - Consideration of beliefs and spiritual needs
 - Promotion of choice and decision making
 - Celebration of the person's identity and diversity
- Ensure the independence of each customer (resident/care recipient) is supported to avoid taking over roles and maintaining of skills

3. ORGANISATIONAL SCOPE

This policy applies to all employees, councillors, volunteers and contractors of Roper Gulf Regional Council engaged in:

- Any type of work for the organisation; and,
- Management and review of employees and/or volunteers on behalf of the organisation

4. POLICY STATEMENT

Roper Gulf Regional Council is committed to enhancing and maintaining the wellbeing of all our residents/care recipients through meeting their needs for hospitality services.

The organisation will endeavour to provide hospitality services which are person centred, supporting the individual needs and preferences of each person in the provision of catering, cleaning and laundry services.

The organisation will strive to provide best practice through the application of evidenced based techniques and services in the provision of hospitality services.

We will use education and training, research to inform practice, and external resources/specialised services/professional services to enhance the skills/knowledge of staff and service delivery in the provision of hospitality services.

5. DEFINITIONS

Organisation	Roper Gulf Regional Council
Residents/ Care Recipients	Care recipients receiving Aged Care and Disability Services from Council
Service/ Program	Aged Care and Disability Services funded by the Australian and Northern Territory Governments

6. PRINCIPLES

6.1 Risks

Rating	Overview	Risks / Mitigation
High	The organisation would be at a major risk without an immediate policy.	Review policy against the Service Access Policy, Professional Standards and relevant legislation on an bi-annual basis.

6.2 Consultation

Quality Assurance Manager
 Council
 Chief Executive
 Strategic Leadership Team
 Finance Committee
 Audit Committee

6.3 Customer Participation and Review (Resident, Care recipient, Consumer, Representative)

Consumer Advisory Group

7. REFERENCES

Acknowledgements (original author/source documents)	Babyboomers Pty Ltd licenced template 2016
Related Policies	<ul style="list-style-type: none"> • WS003 Work Health and Safety Policy • ADM012 Organisational Delegations Manual • HR001 Code of Conduct
Related Publications	<ul style="list-style-type: none"> • Aged Care Act 1997 • Accountability Principles 2014 • Quality of Care Principles 2014 • Accreditation Standards • Home Care Standards • Food Safety Act
Relevant Forms	<ul style="list-style-type: none"> • Care Plan

8. DOCUMENT CONTROL

Policy number	FACS032
Policy Owner	Director Council and Community Services
Endorsed by	Ordinary Meeting of Council
Date approved	27 July 2016
Revisions	
Amendments	
Next revision due	July 2018

9. CONTACT PERSON

Contact person

Manager Governance and Corporate Planning

Contact number

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