

1. POLICY CERTIFICATION

Policy title:	Aged Care Information Provision Policy
Policy number:	FACS040
Category:	Policy
Classification:	Community Services
Status:	Approved

2. PURPOSE

The purpose of this policy is to ensure:

- The service/program provides current and new service users with information most appropriate to their needs upon initial contact with the organisation, and on an ongoing basis thereafter.
- Residents/Care Recipients and/or their representatives/carers are equipped with sufficient information in order to make informed choices and decisions in all aspects of service delivery.
- The service/program provides information in format(s) appropriate to the consumer group and implement strategies to support their understanding of the information provided.
- The service/program takes into consideration the needs of special needs groups in providing the information to ensure they are informed and understand the contents and implications of the information.

3. ORGANISATIONAL SCOPE

This policy applies to the Council, CEO, Directors and all Roper Gulf Regional Council employees, volunteers and contractors.

4. POLICY STATEMENT

Roper Gulf Regional Council will provide all potential service users and/or their carers with information initially and on an ongoing basis which informs them of their choices, rights, entitlements and responsibilities, and the services available to them.

Roper Gulf Regional Council will ensure that the information provided will be in an appropriate format for the service user group and support will be made available for them to fully understand the information.

The residents/Care Recipients and/or their representatives/carers will be reminded of this information on regular occasions to ensure they remain aware of the conditions of service.

5. DEFINITIONS

Information	Information may be in written and electronic formats, but should always be available in a hard copy format for people who may not have access to electronic files.
Residents/ Care Recipients	Clients 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 Consumer Directed Care Policy 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, Client, 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"> FACS043 Consumer Directed Care Policy
Related Publications	<ul style="list-style-type: none"> Accreditation Standards Home Care Standards

Relevant Forms	
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8. DOCUMENT CONTROL

Policy number	FACS040
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	08 8972 9000