

1. POLICY CERTIFICATION

Policy title:	Aged Care Consumer Directed Care
Policy number:	FACS043
Category:	Policy
Classification:	Community Services
Status:	Approved

2. PURPOSE

The purpose of this policy is to ensure:

- Outline the organisation’s approach and focus on consumer directed care (CDC)
- Establish a culture of listening and striving to understand the consumers’ needs and expectations
- Ensure consumers are treated with the upmost respect
- Ensure consumers are provided with a prompt response to all enquires and support requests
- Establish a standardised approach to managing interactions with our consumers
- Ensure there are effective processes for our consumers to provide feedback
- Ensure service, systems and processes are developed in the first instance on what is best for the consumer in terms of outcomes and experience

3. ORGANISATIONAL SCOPE

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

4. POLICY STATEMENT

Roper Gulf Regional Council is committed to achieving the highest possible standards of Consumer Directed Care (CDC) within its available resources. The organisation is focused on meeting the consumer’s needs (residents, care recipients, representatives), enhancing the consumer’s journey, and driving development of services by considering the consumer first.

As part of this approach, the organisation is committed to involving consumers in the review and evaluation of the organisations operations and communications.

Roper Gulf Regional Council is committed to being a leading consumer focused organisation which delivers excellent consumer service consistently. By engaging with the community, delivering simplified processes and exceeding expectations, the organisation is committed to being:

- Approachable

- Flexible
- Reliable
- Empathetic
- Effective
- Trusted

Quality service consists of providing an efficient, fair, impartial and responsive service. It includes delivering the most appropriate and complete service at the outset. Encouraging feedback from consumers is very important as part of a consumer driven organisation. The organisation will collate feedback from consumers to drive improvements to services.

5. DEFINITIONS

Consumer	Refers to residents, Care recipients, and representatives
Consumer Directed Care (CDC)	Refers to empowering each consumer to make their own choices about their care and the way services are delivered
Organisation	Roper Gulf Regional Council
Residents/ Care Recipients	Care recipients receiving Aged Care and Disability Services from Council
Representatives	Person chosen to act and speak on behalf of the Care Recipient
Service/ Program	Aged Care and Disability Services funded by the Australian and Northern Territory Governments

6. PRINCIPLES

6.1 Roles and Responsibilities

The Council has ultimate accountability for leading Consumer Directed Care, ensuring Roper Gulf Regional Council meets consumer needs and expectations within the resources of the organisation.

The Chief Executive Officer/Service Director shall be responsible for ensuring the culture and practices of the organisation reflect consumer directed care.

6.2 Risks

Rating	Overview	Risks / Mitigation
High	The organisation would be at a major risk without an immediate policy.	Review policy against Consumer Directed Care (CDC) Principles and AS ISO 10002 —2006 Customer satisfaction on an bi-annual basis.

6.3 Consultation

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

6.4 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	•
Related Publications	<ul style="list-style-type: none"> • Aged Care Act 1997 • Accreditation Standards • Home Care Standards • Quality of Care Principles 2014
Relevant Forms	•

8. DOCUMENT CONTROL

Policy number	FASC043
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
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