



Consumer Engagement Governance

AGED CARE POLICY

Policy Version 1.1

Category: Administrative *(Required by Legislation)*

Adopted: December 2024



Consumer Engagement Governance Aged Care Policy

Purpose

Winton Shire Council is accountable for the delivery of safe and quality care and services.

Winton Shire Council commits to provide opportunities for consumers to take part in developing, delivering, and evaluating their care and services.

Winton Shire Council will ask our consumers for input then review and respond to their feedback. We base our evaluation of care and services on feedback and will continue this constantly evolving process.

Winton Shire Council use a range of methods to involve consumers and / or nominated representative/s or specific community groups and collect feedback on all aspects of care and services.

Scope

This Policy applies to:

- All Community Care Services team members,
- Their volunteers,
- Students on placement,
- Contractors and consultants, whether or not they are employees,
- Any other brokered service providers and
- Winton Shire Council Councillors.

Definitions

Term	What it means / refers to
Aged Care Quality Standards	According to the Aged Care Quality and Safety Commission: Everyone has the right to be treated with dignity and respect in aged care. The Aged Care Quality Standards define what good care looks like.
Community Care services	A broad term to describe a collection of services and health care that are packaged up to meet the unique needs of each individual in their own home, rather than in a hospital or care home.
Consumer	A person who receives approved services from a service provider.
Feedback	Feedback is generally information that the organisation actively gathers to gauge how happy the people receiving care are with their services and whether they have any ideas for improving things. When asking for feedback, an organisation may receive complaints and compliments.



Policy statement

Governance

- The management team reports regularly to Winton Shire Council about feedback provided in any form by consumers and / or representative/s and / or community groups.
- When seeking engagement for developing, delivering, and evaluating care and services, the governing body uses many contact points with the consumer and / or representative and / or community groups such as
 - regularly scheduled consumer meetings
 - feedback mechanisms within services such as suggestion boxes
 - updating care plans for specific consumer needs
- Invitations for input from advocates and / or consumer groups, such as Dementia Australia
- A list of consumer advocates is maintained.

Reports to the governing body

Information from consumers and / or representative/s is collated and reported to the governing body, including:

- results of regular input from consumers and/or representative/s
- any improvements suggested or begun because of this feedback

Evidence of improvements based on consumer, representative/s, community group or advocate feedback may include:

- updated continuous improvement plans
- significant changes to the workforce
- any changes to the way the organisation provides care and services
- industry indicators and / or adverse events where feedback was sought.

Operational need

To ensure Winton Shire Council is accountable for the delivery of safe and quality care and services.

To deliver the consumer outcome of:

"I am confident the organisation is well run. I can partner in improving the delivery of care and services."

in accordance with the Aged Care Quality Standards.

Roles and responsibilities

Winton Shire Council

Winton Shire Council is responsible for providing leadership and fostering a culture of respect for each individual consumer, their privacy, and their choices. This includes ensuring Community Care Services demonstrates respect for consumer dignity and choice.



Winton Shire Council is responsible for ensuring this policy and associated processes are implemented and that all staff, contractors, students, and volunteers demonstrate respect for consumers and their choices. This includes providing sufficient resources, guidance, and support to enable consumer dignity and choice

Winton Shire Council will also identify appropriate systems and processes to monitor, review and continuously improve this policy.

Management

Management is responsible for ensuring all staff, contractors, students, and volunteers follow this policy and process and demonstrate respect for consumers and their choices. This includes providing appropriate education, training, feedback, and performance review.

Management will also provide reports to Winton Shire Council to monitor implementation and compliance with this policy.

All staff including volunteers and contractors

All staff, contractors, students, and volunteers are responsible for developing relationships with consumers, treating them kindly, respectfully and protecting their privacy and dignity. They must complete all required education and training and follow all policies, processes, and directions to partner with consumers in a manner that maintains dignity and supports choice.

Consumers

Consumers should make their choices known to staff in the Community Care Services team and let them know if they feel they have not been treated with dignity and respect or have not been supported or permitted to express their choices about their care and services.

Communication

This document will be published on the Winton Shire Council website and will be made available to all employees involved in the delivery of Aged Care services provided by Winton Shire Council.

Related Council Documentation

Aged care records including:

- Reports provided to Winton Shire Council
- Consumer feedback
- Consumer records

Legislation, Recognised Authorities, and Other Sources

- *Aged Care Act 1997* (Cth)
- Aged Care Quality Standards:
 - Standard 8 (3)(a) Consumers engagement
- Supported Decision-Making in Aged Care (Cognitive Decline Partnership) <https://cdpc.sydney.edu.au/research/planning-decision-making-and-risk/supported-decision-making/>
- Partnering with Consumers Standard (Australian Commission on Safety and Quality in Health Care) <https://www.safetyandquality.gov.au/standards/nsqhs-standards/partnering-consumers-standard>



- Good Governance Principles and Guidance (Australian Institute of Company Directors)
<https://www.aicd.com.au/good-governance.html>

Review of Policy

This policy will be reviewed every three years or when legislation or standards change and remains in force until amended or repealed by resolution of Council.

Record of Amendments and Adoptions

Date	Version	Reason for amendment	Date adopted by Council
November 2024	1.0	Initial policy	19 December 2024
February 2025	1.1	Update to Operational need	19 December 2024

