



Food Services

AGED CARE POLICY

Policy Version 2.0

Category: Administrative *(Required by Legislation)*

Adopted: December 2024



Food Services Aged Care Policy

Purpose

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

Winton Shire Council recognises the importance of good nutrition in supporting older adults to remain living in their own homes and provides meal and food services for consumers unable to prepare their own meals. Services include:

- assistance with meal preparation or sourcing delivery services'
- nutritional advice'
- assistance with shopping'
- assistance with meal service and encouragement of eating'
- clean-up kitchen, equipment, utensils etc. following meal service and
- food related personal hygiene.

Winton Shire Council provides safe and effective services and supports that optimise the consumer's independence, health, wellbeing, and quality of life.

Scope

This Policy applies to Home care services providing meal assistance:

- All Community care services team members
- Their volunteers
- Students on placement
- Contractors and consultants whether or not they are employees
- All other brokered service providers and
- Winton Shire Council Councillors

Policy Statement

Winton Shire Council commits to providing meal and food services by:

- Undertaking initial and ongoing assessment of each consumer's food service needs, goals and preferences that considers:
 - what they like to eat and drink and when (including any specific dietary or cultural requirements)'
 - how they like to have their meals'
 - assistance require to prepare for and consume their meals'
 - any supports required to enable them to regain, retain or build capacity to manage their meals' and
 - risks including those associated with the consumer's choices.
- Developing and regularly reviewing a goal-focussed care plan for each consumer in consultation with them that reflects their assessment.
- Encourage, and if consent is given, facilitate referral to specialist services such as speech pathologist or dietitian when indicated during assessment.



- Partner with consumers to make the most of their home care budget in line with relevant funding guidelines; for example, providing support with meal preparation but NOT the purchase of ingredients except for specified enteral nutrition supplements (refer HCP Inclusions / Exclusions table).
- Maintain a sufficient workforce that is appropriately skilled and supported to provide food services in accordance with this policy, relevant regulations, and the individual consumer's care plan.
- Pair consumers with care staff of similar food interests and cultural backgrounds wherever practicable.
- Provide appropriate training to the workforce including, but not limited to:
 - hygiene and safe food handling,
 - cultural competence,
 - encouraging good nutrition and hydration; for example, through a positive dining experience
 - recognising and responding to changes in the consumer's condition that may trigger reassessment; for example, trouble swallowing, significant weight loss or gain, improved / reduced capacity, change to appetite etc., and
 - respecting consumer choices and dignity of risk approaches when choices may be contrary to advice; for example, consuming solid food when a modified texture diet has been recommended.
- Provide the tools and resources to ensure staff delivering meals or supporting food service can do so safely; for example, adequate and appropriate personal protective equipment, equipment to maintain food at the required temperature etc.
- Maintain adequate records and provide appropriate handover between shifts to ensure continuity and consistency of care.
- Maintain awareness of and compliance with relevant local regulatory requirements in relation to food preparation, waste disposal etc.

Operational Need

To ensure Winton Shire Council provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

To deliver the consumer outcome of:

"I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do."

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 effective care in accordance with consumer's needs, goals and preferences. This includes ensuring the organisation complies with its legislative and regulatory responsibilities in delivering food services to consumers. Winton Shire Council will identify appropriate systems and processes to monitor, review and continuously improve this policy.



Management

Management is responsible for ensuring this policy and process are implemented including ensuring there are sufficient resources, guidance, and support to enable the delivery of safe and effective meal services and supports to consumers.

Staff including contractors and volunteers

All staff, volunteers and contractors are responsible for complying with this policy and process and working within the expectations and boundaries of their role. They must complete all required education and training and follow all policies, processes, and directions to appropriately manage and coordinate care, services and supports for consumers.

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

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:

- Consumer assessments, care plans and budgets
- Meal plans
- Case notes
- Staff education records
- Consumer feedback

Legislation, Recognised Authorities, and Other Sources

- *Aged Care Act 1997* (Cth)
- *Privacy Act 1988* (Cth)
- Aged Care Standards
 - Standard 4(3)(f) Meals are varied and of suitable quality and quantity
- *User Rights Principles 2014* (Cth)
- Living Well at Home – CHSP Good Practice Guide – Department of Health [Link](#)
- Food Safety Standards Australia – Food Standards Australia [Link](#)
- *Work Health and Safety Act 2011* (Qld)
- *Work Health and Safety Regulation 2011* (Qld)
- Work Health and Safety Codes of Practice [Link](#)

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
December 2021	1.0	Initial policy	16 December 2021
November 2024	2.0	SDAP review	19 December 2024
February 2024	2.1	Update to Operational need	19 December 2024