



Supporting Wellbeing

AGED CARE POLICY

Policy Version 2.1

Category: Administrative *(Required by Legislation)*

Adopted: December 2024



Supporting Wellbeing Aged Care Policy

Purpose

Winton Shire Council is committed to providing safe and effective services and supports for daily living that optimise the consumer's independence, health, wellbeing, and quality of life.

Emotional, spiritual, and psychological wellbeing is essential to consumers' quality of life and appropriate social connections are a key element to maintaining wellbeing. Our organisation takes a partnership approach to identify activities and relationships important to each consumer and support them to access these.

Scope

This Policy applies to:

- All categories of employees
- Winton Shire Council
- All volunteers
- Contractors and consultants, whether or not they are employees
- All other service providers

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.
Wellbeing	The state of being comfortable, healthy and, or happy. Wellbeing is "not just the absence of disease or illness. It is a complex combination of a person's physical, mental, emotional and social health factors. Wellbeing is strongly linked to happiness and life satisfaction. In short, wellbeing could be described as how you feel about yourself and your life." <i>Source: Better Health Channel, Victoria State Government.</i>

Policy Statement

Winton Shire Council commits to supporting consumers to achieve wellbeing, quality of life and independence and to maintain their relationships and connections to community by:

- Identifying emotional, spiritual, cultural, and psychological needs and preferences as well as social and personal relationships and lifestyle activities important to each consumer and / or that will improve their quality of life through the assessment and care planning process.



- Developing a care plan that includes services and supports tailored to the consumer's wellbeing needs, goals and preferences which is reviewed annually and when circumstances change and shared with service delivery staff.
- Respecting consumer choices and their right to live the way they want to with consideration of the impact on others.
- Discussing the impact and options when a chosen action presents a risk to the consumer and / or others and supporting the least restrictive alternative (WSC-CCS-POL-012 Consumer Care Risks Aged Care Policy).
- Enabling consumers to stay active and independent and participate in activities of daily living and work with those who have lost function to restore or adapt to the changes and, therefore, regain confidence to continue participating.
- Supporting consumers to access equipment and services such as home modifications and / or aids and supports to support independence and restore capability in accordance with their wishes and within the provisions of their package budget (where applicable) and the relevant Program guidelines.
- Encouraging and supporting consumers to socialise with others to the extent they wish and participate in activities of their choice.
- Understanding the activities, community groups, services etc. available locally that may support a consumer's wellbeing and facilitating access if the consumer wishes.
- Supporting consumers who need it, to access counselling and psychological support such as those with depression or other mental health conditions or experiencing loss or grief about recent changes in their lives.
- Providing and managing sensory stimulation in accordance with the consumer's needs and preferences including lighting, noise, smell, taste, and touch.
- Educating staff about maintaining consumers' wellbeing, social connection, and community participation.

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

The 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 the organisation's mission and strategy demonstrates respect for consumers and promotes the importance and inclusion of wellness and reablement.

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



Management

Management is responsible for ensuring this policy and associated processes are implemented and that all staff, contractors and consultants, students and volunteers demonstrate respect for consumers and support them to remain well. This includes providing sufficient resources, guidance and support through appropriate education/training, feedback and performance review.

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

Staff, Contractors, Students and Volunteers

All staff, contractors and consultants, students and volunteers are responsible for developing relationships with consumers to understand what is important to them and implement strategies to maintain wellness. 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, respect and supports choice.

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:

- Assessments
- Care plans
- Progress notes
- Consumer feedback

Legislation, Recognised Authorities, and Other Sources

- *Aged Care Act 1997* (Cth)
- *Privacy Act 1988* (Cth)
- *Quality of Care Principles 2014* (Cth)
- *User Rights Principles 2014* (Cth)
- National Guidelines for Spiritual Care in Aged Care (Meaningful Ageing Australia) [Link](#)
- Connections Matter and Promoting Emotional Wellbeing in Older People (Beyond Blue) [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



October 2023	1.1	Updated quality standards	Not presented to Council
October 2024	2.0	SDAP update	19 December 2024
February 2025	2.1	Update to Operational need	19 December 2024