



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.1 Aims Philosophy and Objectives

Background & Issues

Aims

Shire of Manjimup Home and Community Care is a non-profit community organisation and provides a range of community services to support frail aged people, people with disabilities and their carer's in the Manjimup Shire region.

Objectives

The objectives of Shire of Manjimup Home and Community Care are;

- People who are frail aged or disabled can remain in their own home as long as practical
- Family or other primary caregivers are supported in their role, and
- The agency operates in an effective, efficient and accountable manner.

Area of Application

HACC clients and/or their carer

Policy Measures

Philosophy

Shire of Manjimup Home and Community Care agency believes in;

- The right of people to make choices in their own lives whilst respecting those that they affect
- The right of people to dignity, respect, privacy and confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non-discriminatory basis, and
- The right of the community to access accountable and responsive services.

Target Group

The target group of our services is people who are frail aged, young disabled people who are at risk of premature or inappropriate institutionalisation and their carers.

HACC services are not provided to people solely because of their age. They must be assessed as needing services to continue to live independently.

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The area covered by the HACC Program is the Manjimup town site and its immediate surrounds.

Vision

Our Vision at Shire of Manjimup Home and Community Care is;

- To be a quality provider of a diverse range of services with a wellness approach supporting clients to remain safely in their own homes for longer
- To grow with the future requirements and needs of the community
- To continue to provide professional and qualified staff, and
- To build a Centre Based Day Care facility in Manjimup to benefit the whole of Shire.

Mission

Our Mission is to partner with our clients to encourage and support independence and well-being through excellent community services. We strive to provide services we would expect for our loved ones.

Key result areas to ensure our mission is achieved include;

1. Ensure continuous improvement

Our organisation strives to continually improve our services through seeking ongoing feedback about our services from all stakeholders including clients, their families and advocates, staff and the community. We conduct ongoing reviews of our procedures and processes to ensure that they are meeting the requirements of the clients and the organisation and ensure that our practice is reflective.

2. Provide excellent client-focussed care

Our organisation provides services through the Wellness Approach which supports clients in capacity building by learning or re-learning the skills necessary for daily living and therefore promoting independence. We actively work with clients by setting goals to achieve improved outcomes and regularly monitor and assess the appropriateness of ongoing services.

3. Organisation growth

Our organisation provides a range of services and programs and is proactive in identifying future needs of the community in terms of HACC services and facilities and plan for a sustainable future. To enable our organisation to grow and to assist with the demand for new and existing services and possible capital funding, we consult with all stakeholders including other local organisations and agencies, capture statistics and conduct feasibility studies to assist with applications for annual growth funding through Commonwealth and State Government assistance and other grant funding.

4. Wellness Approach

The Wellness Approach supports a move within the WA HACC Program towards developing and implementing service models that go beyond maintaining clients at their current capacity but actively works with the client to achieve improved outcomes.

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Our Organisation is committed to the Wellness Approach, focusing on capacity building, to optimise independence and well-being for service recipients.

Values

Our values are to focus on people and community. We express this through the following values;

- Care
- Dignity
- Respect
- Honesty
- Fairness
- Partnership

We act with

- Compassion
- Empathy
- Observation
- Intuition
- Patience

Administration

All Shire of Manjimup Home and Community Care Support Workers

Adoption and Date Due for Revision

**ADOPTED 12 June 2003
REVIEWED 25 March 2010**

NEXT DUE FOR REVIEW March 2013

The Administration of this Policy is by Community Services.