1. RATIONALE

The Positive Ageing & Inclusion Team deliver:
- the Commonwealth Home Support Programme (CHSP),
- Community Passenger Network (CPN) Program and,
- Community Bus Program

The team is committed to a culture of inclusion and respect and promoting clients' dignity, independence and choice.

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards from July 2019. Standard 5 relates to the organisation's service environment.

2. POLICY STATEMENT

The policy demonstrates commitment to ensuring that the Positive Ageing and Inclusion team provides a safe and comfortable service environment that promotes the client's independence, function and enjoyment.

3. OBJECTIVES

The Positive Ageing & Inclusion team is committed to ensuring a venue, space or resource facilitates a great individual outcome.

Client outcome

"I feel I belong and I am safe and comfortable in the organisation's service environment".

4. POLICY SCOPE AND IMPLEMENTATION

The Positive Ageing and Inclusion team demonstrates the following:

(a) The service environment is welcoming and easy to understand, and optimises each client's sense of belonging, independence, interaction and function.

(b) The service environment:

  i. is safe, clean, well maintained and comfortable; and
  ii. enables clients to move freely, both indoors and outdoors.

(c) Furniture, fittings and equipment are safe, clean, well maintained and suitable for the client.

5. DEFINITIONS

Term	Definition
Client	A person to whom an organisation provides or is to provide care through an aged care service. Reference to client includes reference to a representative of the client, so far as the provision can apply to a representative of the client. A client representative includes: • a person appointed under relevant legislation to act or make decisions on behalf of a client; and

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Term	Definition
	• a person the client nominates to be told about matters affecting the client. Interchangeable with the word 'consumer' in the Aged Care Quality Standard.
Service Environment	The physical environment where they deliver care and services. It does not include a client's private home where in-home services are provided. Overall surroundings where aged care services are being delivered are included, such as the building, fixtures, fittings and factors such as lighting, air temperature and water supply.

6. ROLES AND RESPONSIBILITIES

Role	Responsibility
Positive Ageing & Inclusion Team	• Understand and comply with the policy requirements
Contractors	• Understand and comply with the policy requirements
Volunteers	• Understand and comply with the policy requirements
Executive Leadership Team	• Authority to approve and amend the policy

7. REFERENCES

- Aged Care Quality Standards
- CHSP Good Practice Guide
- Social Justice Principles
- Assessment and Planning Policy
- Equity Access and Social Inclusion policy
- Risk Management Policy
- Work Health and Safety Policy
- Aged Care Act 1997
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Home and Community Care Act 1985
- Human Rights and Equal Opportunities Act 1986
- Privacy Act 1988
- Work Health Safety Act 2011
- Freedom of Information Act 1982

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- Mental Health Act 2009
- Racial Discrimination Act 1975

8. REVIEW AND EVALUATION

This policy will be reviewed in 2026 by the Positive Ageing & Inclusion Team (or earlier as required).

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