

## Assessment Policy 2013

- Subject :** Aged and Disability Services - Assessment
- Description:** This document outlines the Uralla Shire Council's policy on assessing consumers - using quality methods and by carefully considering the needs and goals of consumers.
- Applies to:** Tablelands Community Support Options, Kamilaroi Ageing and Disability Services, Tablelands Community Transport, and Bundarra Neighbour Aid.
- Objectives:**
- To undertake quality assessments that identify the individual care and support needs of consumers.
  - To ensure assessments are undertaken within appropriate timeframes.
  - To ensure the special needs of consumers are considered and met.
  - To ensure staff are adequately trained to make assessments.

### Policy:

#### Overview:

The Uralla Shire Council is committed to ensuring all prospective consumers are assessed thoroughly, with consideration of their complex needs, any required special needs support, and the consumer's goals to maintain independence.

#### Policy Statement:

The Uralla Shire Council will ensure that prospective consumers are assessed using quality processes which consider the person's complex needs.

Assessments are consultative, ensuring that the perceived needs of the consumer are discussed and that the consumer's goals and level of independence are recognised.

Quality management is achieved through the use of standard forms and thorough processes which are undertaken to assess the consumer. These assessment tools meet both the needs of the consumer and the program requirements.

The Manager is responsible for ensuring staff follow the assessment procedures, which outline appropriate timelines and assessment tools.

Staff must hold the appropriate qualifications, and are provided with regular training.

All assessments are conducted face-to-face by the Case Manager/Coordinator and it is their responsibility to ensure the prospective consumer is provided with the appropriate information and assisted with any special needs support throughout the assessment.

Consumers have the right to have an advocate present during the assessment and will be assisted to appoint an advocate if necessary.

If eligible, and if a position is available, consumers will be provided with a Care Plan and Consumer Contract, and will commence support at an agreed date.

If eligible, but there are no places available, the consumer will be placed on a waiting list.

If ineligible, the person is advised of the reasons for ineligibility, referred to other providers if appropriate, and informed of the reapplication process and the complaints process.

**Exemptions:** Nil

**Other Matters:** Nil.

**Responsibility:** **Councillors** are responsible for adopting the Policy and allocating the necessary resources to the program.

**Directors and Managers** are responsible for supervising staff and ensuring that appropriate assessment procedures are followed.

**Staff** are responsible for conducting assessments using appropriate procedures.

**Related Documents:**

- Consumer Contract
- Care Plan

**Review:** This Policy will be reviewed every four years from date of adoption, or as necessary.

Date created: August 2013

Last review:

Reviewer:

**Resolution #** 248/13: 27 August 2013