

Consumer Independence Policy 2013

- Subject :** Aged and Disability Services - Consumer Independence
- Applies to:** Tablelands Community Support Options, Kamilaroi Ageing and Disability Services, Tablelands Community Transport, and Bundarra Neighbour Aid.
- Description:** This document describes the Uralla Shire Council's Independence Policy, which promotes the support of consumers to maintain and improve their independence.
- Objectives:**
- To provide support and services which promote the maintenance and improvement of independence.
 - To assess the independence of consumers and create plans to improve independence.
 - To encourage consumers to seek inclusion in the community and access services to improve their independence.
 - To ensure that staff seek feedback from the consumer and monitor the consumer's progress.
 - To consider the requirements of special needs groups.

Policy:

Overview:

Uralla Shire Council believes the independence of individuals should be encouraged and supported. The Council's community support programs assess independence and provide appropriate plans and support to maintain or improve a consumer's independence.

Policy Statement:

The Uralla Shire Council is committed to assisting consumers to maintain and improve their physical, social and psychosocial independence.

Staff will encourage and support consumers' independence by following appropriate procedures and monitoring:

1. the individual's strengths and abilities.
2. the ability to maintain independence whilst staying connected within the community.
3. their consumer's mobility and dexterity in activities of daily living.
4. the maintenance of adequate nutrition and hydration.
5. social networks including family and community links.

The Manager is responsible for ensuring that staff actively foster the independence of consumers and provide the appropriate information and support services.

Uralla Shire Council will provide education and training for staff to ensure they are aware of their responsibilities, promote the rights of the consumer and deliver appropriate support services.

Care is taken to ensure that the requirements of special needs consumers (such as those with sensory loss, language and cultural barriers or disabilities) are considered during the assessment of their independence, that consumers understand their rights and responsibilities, and are assisted with an advocate if requested.

Exemptions: Nil

Other Matters: Nil

Responsibility: **Councillors** are responsible for adopting the Policy and ensuring that appropriate resources are allocated.

Directors and Managers are responsible for ensuring that the Independence Policy is appropriate to service provision and followed by staff.

Employees are responsible for fostering consumer independence and following relevant procedures.

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