

Client Management Policy

We accept the importance of identifying client personal needs to promote their independence and to obtain optimal well-being in accordance with National Safety and Quality Health Service Standards, Aged Care Quality and Safety Commission, Australian Community Industry Standards, Victoria Legislation and Standards, and Australian Charter of Healthcare Rights.

We appoint a Key Personnel to implement and monitor compliance with this Case Management policy.

We encourage our Case Management Key Personnel to work with client and their representative to gather appropriate information that allow us to conduct comprehensive assessment of the client care and services requirements; support care and support staff delivery of services to client.

We will make sure our Case Management Key Personnel explain client rights and responsibilities in accessing community home care package support and complaint and feedback mechanism is in place.

We recognize the importance of having client family members involved in their care planning.

We encourage inputs from all parties involved in the provision and receiving of care and services in formulating care planning. We will, on request, arrange for counselling or advocacy service for client and/or their family members.

We assist clients who experience cultural or language barriers to care and services.

We maintain a client file and document the following:

- Client contact details
- Client medical history
- Client emergency contact details
- Client medical practitioner contact details
- Client consent forms
- Complaints and feedback
- Meeting notes
- Client care assessment and care plan
- Client goals
- Client transition and exit plan