

Client Service Scope and Planning Policy

We are committed to work with all stakeholders and staff to ensure we provide innovative and service excellence in making contemporaneous improvement in meeting our clients changing needs, and 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 ensure the services delivered are based on matching our clients personal care plan needs and staffing skills and expertise.

We identified the range of services we provide encompasses:

- **Home Care** – not limiting to cleaning, cooking and meal preparation, transport support, washing and ironing, social inclusion outings and escorting to appointments.
- **Personal Care** – not limiting to bathing or showering, personal hygiene, dressing and undressing, mobility, assistance with eating and drinking, medication management.
- **Community Inclusion Access:** not limiting to facilitating access to recreational, social, community and educational functions, Allied health such as physiotherapy, occupational therapy, speech therapy, dietician, diabetes nurse educator and other services.
- **Nursing Care** – nursing care will be rendered by Registered Nurses and the services provided include:
 - Medication management
 - Medical condition management
 - Pre- and post-operative care
 - Continence management

We appoint a Key Personnel to implement and monitor this policy.

Planning Design

We design our care plans taking into consideration the individual client needs.

We incorporate inputs from client respective needs in designing individualised care plan.