

2. HACC Service Principles

1. Promote each person's opportunity to maximise his or her capacity and quality of life.

Service providers work in partnership with each person to identify interests, strengths, skills, needs through comprehensive, holistic assessment in order to develop achievable person-centred goals and individualised assistance plans. Services seek to re-establish skills and strengths where possible to enable people to regain, develop or optimise their independence, well being, quality of life and capacity to remain living in the community for as long as possible.

2. Provide services tailored to the unique circumstances and cultural preferences of each person, their family and carers.

In order to deliver services and programs that are flexible, appropriate and responsive, service providers take the time to listen and understand the unique stories that define each person's life. Service providers build rapport and work respectfully with each person, their carers and families in order to develop goals and deliver services that are tailored to the personal, cultural and spiritual preferences of each person.

3. Ensure choice and control are optimised for each person, their carers and families.

Service providers understand that independence is increased when individuals and their carers and families are empowered to make decisions about the issues that affect their lives. Service providers actively support the principles of consumer directed care and are committed to giving each person choice in respect of the services they receive, when and where they receive them, who delivers them and in what manner.

4. Emphasise responsive service provision for an agreed time period to be reviewed as agreed.

Services providers supply flexible, timely support that is explicitly tied to the stated needs and aspirations of each person and reviewed regularly in accordance with the changing needs of the person. With the overall goals of maximising well being and autonomy and minimising the risk of loss of capacity, time frames for service provision will vary according to the purpose of the program or service:

- Short term or intermittent support to manage a setback, illness or crisis;
- Medium term support to aid recovery/restoration;
- Longer term preventative support with health and fitness; and
- Longer term support with ongoing needs or disability.

5. Support community and civic participation that provide valued roles, a sense of purpose and personal confidence.

Being involved in social events and community activities is a normal part of life for most older people. While individuals will choose different levels of engagement that reflect their interests and personalities, most older people want to stay connected and involved in their local communities. They look to service providers to support their existing lifestyle and personal interests and not simply react to a perceived problem or deficit with another service response.

By drawing upon the friendships and natural community connections of older people and bolstering these relationships with extra support when needed, service providers assist older people to retain or develop a sense of belonging and the capacity for self-direction and autonomy. Service providers understand that they have a responsibility to contribute to the local communities in which they are based.

6. Provide appropriate workforce training and development

Service providers acknowledge the services provided to each person are dependent upon the quality of care, knowledge, attitude, skills and abilities of each staff person. Service providers understand that they have an ongoing responsibility to provide appropriate and meaningful training to management, staff and volunteers.