

Special Needs Group Policy

Compliance with this Policy Directive is **Mandatory**

Pages: 3

Policy Title	Clinical Policy Document
<p>Purpose of the Policy</p>	<p>Care Assess is committed to specialising in the assessment and coordination of home and community aged care and brokerage of service provision for people living in the community. Our values of sound business practice and maintenance of clinical standards based on best practice principles ensures that quality client centred care is delivered safely and effectively.</p> <p>Consistent with this approach the Special Needs Group Policy is based on evidence that places the client at the centre of our care.</p> <p>Care Assess has adopted relevant processes to ensure the facilitation of continuum of care and best practice with the participation of our clients is upheld.</p>
<p>Definitions</p>	<p>Special Needs Groups: Special needs groups refer to those identified with individual programs, but may include:</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander people • People with Dementia • People with Mental Illness • People living in remote or isolated areas • People who are financially or socially disadvantaged • People with disabilities • Veterans • People who are homeless or at risk of being homeless • Care leavers –people who have experienced institutional care, such as orphans and child migrants. 1 <p>Client: A person receiving health care. Synonym includes consumer.</p>

	<p>Health Service Organisation: A separately constituted health service that is responsible for the clinical governance, administration, and financial management of a service providing health care.²</p> <p>Accountability: “The state of being answerable for one’s decisions and actions it cannot be delegated”²</p>
<p>Policy</p>	<p>Care Assess will recognize the needs of certain groups within the community who are or may be classified as Special Needs Groups and will broker to service providers who:</p> <ul style="list-style-type: none"> • Allocate additional resources to those of special needs groups to ensure they receive services that meet their particular needs. <p>Care Assess will utilise a variety of communication options to ensure clients of special needs groups fully understand:</p> <ul style="list-style-type: none"> ▪ their rights and responsibilities, ▪ how to access an advocate, ▪ agency service standards in relation to privacy and confidentiality. <p>Care Assess will clearly identify the needs of the clients and their carers and the additional support that may be required for some clients in special needs groups by:</p> <ul style="list-style-type: none"> • Ensuring Care Assess staff have the appropriate skills through attending in-service and workshop training sessions to assess and negotiate services for clients with special needs. • Ensuring an appropriate person is available to act as an advocate to reinforce service options for clients who have special needs in particular clients with dementia, have physical or intellectual disabilities, people from non-English speaking backgrounds, blind or hearing impaired. • Ensuring that Care Assess staff identifies support groups and respite options to link clients and carers to enhance their quality of life. • Ensuring that staff employed as respite carers are matched to the individual to best meet the client’s needs • Using feedback from staff and advice from clients for tailoring of individual care plans and the development of broader service delivery models to meet the needs of special needs groups. • Has a developed network of service providers and key stakeholders in the community to advise and refer clients of special needs groups

Policy Alert	Confidentiality All staff are required to adhere to Confidentiality Policy and clauses within their contracts, this applies to all clients and carers.
Scope	Category of Staff Care Assess Directors. Care Assess CEO. Care Assess Clinical Management Staff. Clinical Co-ordinators who act as mentors to all clinicians within Care Assess. Registered Nurses and Enrolled Nurses under the direction of a Registered Nurse. Program Coordinators responsible for specific programs administered by Care Assess. Care Assess Agents and Contractors (includes sub contractors and temporary contractors).
References	<ol style="list-style-type: none"> 1- National Community Care Common Standards – Acronyms and Glossary P. 4 2- Australian Commission on Safety and Quality in Health Care (ACSQHC) (2011), <i>National Safety and Quality Health Services Standard</i>, ACSQHC, Sydney.
Related Policies Community Common Care Standards EQuIP 5 National Safety and Quality Health Services Standard	Policy Service Users with Special Needs – Culturally and Linguistically Diversity (CALD) National Community Care Common Standards. Standard 2: Appropriate Access and Service Delivery. E0 2.5. Australian Council of Healthcare Standards- EQuIP 5: 1.1.5

Date Implemented: 2013

Version: 1

Endorsed by: Care Assess Board Of Directors

Review dates: