SERVICE DELIVERY AND PARTICIPATION POLICY AND PROCEDURE

Version 2.0: July 2026

SERVICE DELIVERY AND PARTICIPATION POLICY AND PROCEDURE

Purpose and Scope

This policy and procedure sets out person-centred principles to guide service delivery to Bilingual Care's consumers. It applies to all potential and existing consumers, their representatives, carers, and other supporters as well as other Bilingual Care stakeholders, and meets relevant legislation, regulations and Standards.

Applicable Strengthened Aged Care Quality Standards

- *Standard 1. The Individual*
- *Standard 3. The Care and Services*
- *Standard 4. The Environment*
- *Standard 5. Clinical Care*

Definitions

Cultural competence - becoming aware of the cultural differences that exist, appreciating and understanding those differences, accepting them, and being prepared to guard against accepting your own behaviours, beliefs, and actions as the norm. Cultural competence includes the ability to translate awareness into a positive outcome from an exchange between yourself and a person from a different cultural background.

Cultural safety - understanding a consumer's unique cultural identity, acknowledging differences, and being actively aware and respectful of these differences in planning and delivering care and services in a way that meets their needs, expectations, and rights. It means working from the cultural perspective of the other person, not from your own perspective.

Trauma aware and healing informed care – recognising that people may have experienced trauma at some point in their lives, and that these experiences can affect how they feel, communicate and respond to care. It involves understanding the impact of trauma, avoiding actions that may trigger distress or re-traumatisation, and creating a safe and respectful environment where the person maintains choice, control and dignity.

Policy

Bilingual Care promotes a person-centred approach to its service delivery where individuals lead and direct their services and are supported to maintain their independence, choices, and personal relationships and connections.

Procedures

General

To ensure staff are matched appropriately to each consumer and informed of their needs, preferences, goals, tasks, and any alerts or risks that may be present, a copy of the consumer's *Care Plan* must be readily available.

Staff must be introduced to consumers prior to commencing the delivery of supports, and clearly identify themselves to consumers at each instance of service delivery. Staff must wear their Bilingual Care uniform and display their name clearly on their uniform, to help consumers to recognise them.

Handover procedures must be followed using the SHARED model, to ensure clear communication with the consumer and the next staff or others involved in the consumer's care. See Bilingual Care's *Case Notes Policy and Procedure.*

Continuity of Supports

Bilingual Care is committed to providing support to consumers without interruption throughout the period of their Support at Home *Service Agreement*. This is supported through a range of policies and procedures.

The *Succession Planning Policy and Procedure* requires Bilingual Care to maintain and uphold a sustainable workforce and the continuity of the business. Bilingual Care has developed a *Succession Plan* which aligns with its *Strategic and Operational Plan*.

Bilingual Care's *Staffing Policy and Procedure* identifies processes where staff members' normal working hours may require adjustment to ensure continuity of care, as well as how Bilingual Care handles staff absences, shortages, and vacancies. This is supported through the ongoing training and development processes outlined in the *Training and Development Policy and Procedure*.

Staff training and development opportunities are tracked using the *Staff Training and Development Register*. Staff are also provided access to the *Training and Development Calendar*, where opportunities for further skill development can be identified, to encourage further staff training and development and support continuity of care.

The *Care Review Policy and Procedure* identifies how Bilingual Care conducts reviews of *Care Plans* and ensures continuity of care through identification of any change in consumers' needs. To support consumers whose needs may have changed, Bilingual Care ensures *Consumer Risk Assessments* are kept up to date.

In the event a consumer's needs are no longer best supported by Bilingual Care, a *Referral Database* is maintained (as outlined in *Providing Information, Advice and Referrals Policy and Procedure.* Consumers who require transition to another service provider do so with continuity of supports being paramount. The *Service Exit Policy and Procedure* outlines how staff are to

work collaboratively with all stakeholders involved in a consumer's service transition and how this will be documented in their *Exit Plan*.

Bilingual Care also ensures continuity of care to consumers by complying with its Risk Management Model and Practices, as outlined in the *Risk Management Policy and Procedure*. Risk management plans are developed and reviewed quarterly, and any identified risks are followed up by the Managing Director and discussed during quarterly team meetings.

Bilingual Care's *Emergency and Disaster Management Policy and Procedure* outlines the Managing Director's responsibilities to ensure Bilingual Care's operational readiness and that measures are in place to support continuity of care. This includes through identification of alternative plans for consumers where service delivery may be interrupted.

Where changes or interruptions are unavoidable, alternative arrangements must be explained and agreed with the consumer or their representative, with a key focus on minimising the impact to the consumer.

General Service Delivery Principles

Bilingual Care puts the consumer at the centre of decision-making in all aspects of their life and supports consumers to exercise choice and control over their health and wellbeing.

Where required/requested, staff will identify and provide referrals and linkages to services and activities that will enhance consumers' daily life and provide support and assistance to help consumers access these. See Bilingual Care's *Providing Information, Advice and Referrals Policy and Procedure*.

Bilingual Care works collaboratively with aged care-specific and mainstream services to provide holistic service delivery to its consumers. Services will be delivered in a way that respects individuals' personal, gender, sexual, cultural, religious, and spiritual identity in accordance with Bilingual Care's *Inclusion, Diversity and Culturally Safe Service Delivery Policy and Procedure*.

Through its recruitment and staffing processes, Bilingual Care works to develop a diverse workforce so that consumer assessments, planning, service delivery and reviews benefit from expertise from a range of staff with varying life experiences.

Staff must use a strengths-based approach to identifying individual consumer needs and goals, particularly in relation to recognising individuals' capacity to maintain their independence, manage risks and return to any tasks previously completed. Each consumer will be supported to engage with their family, friends, personal/intimate relationships and chosen community, as directed by the consumer.

Staff must help consumers to access information they need to make decisions when they want to try new things or continue with options that may not have gone well in the past, including considering the benefits and risks, consequences and responsibilities to them and others.

Access to supports required by a consumers will not be withdrawn or denied solely based on a dignity of risk choice that has been made by the consumer.

As per Bilingual Care's *Service Access and Intake Policy and Procedure*, reasonable adjustments to the support delivery environment will be made and monitored to ensure it is fit for purpose and that each consumer's health, privacy, dignity, quality of life and independence is supported.

Communication

Consumers can communicate their choices, likes and dislikes in many ways, for example, verbal communication, withdrawal, acting out, engagement and disengagement, aggression, excitement, despondency, and joyfulness. Staff are required to work with consumers in a way that adapts to their individual needs as they change over time, regardless of the frequency or cause.

Staff must provide information to consumers in ways that suit their individual communication needs. Methods include providing written information in Easy English, explaining information either face-to-face or over the phone and using interpreters and advocates.

Managing Damaged or Broken Equipment

If the consumer requires equipment during service delivery, staff must check that the equipment is in good working condition, clean and safe to use. Sometimes, equipment may be damaged or not working correctly but it is essential for the consumer to function. In this instance, the following steps should be followed:

1. **Immediately stop use of unsafe equipment**
   If equipment is broken, unstable, failing or unsafe in any way staff must stop using the equipment to prevent injury.

2. **Assess the immediate risk and consumer's care needs**
   - Conduct a quick risk assessment to identify what function the equipment provides (e.g. shower chair for preventing falls and hoist for essential transfers).
   - Determine the level of risk if the consumer goes without it until it can be repaired or a replacement can be sourced.

3. **Communicate clearly and respectfully to gain the consumer's permission**
   Explain to the consumer and/or their supporters the situation, including:
   - the equipment is unsafe and why
   - the risks involved in continuing to use the equipment
   - discuss and agree temporary solutions that can be put in place (see Step 4. below)
   - expected timeframe for repairs/replacement

4. **Put temporary safety measure in place**
   If the consumer cannot safely function without the equipment, implement an interim solution until it can be repaired or replaced. Some options could include:
   - Provide a temporary or loaned replacement – this may be possible via the consumer's Assistive Technology – Home Modifications (AT-HM) funding
   - Adjust the *Care Plan* to include additional temporary hands-on assistance (extra support staff)
   - Engage an Occupational Therapist or Physiotherapist who may be able to advise alternate strategies, adjustments or prescribe urgent AT requirements
   - Implement environmental modifications, such as non-slip mats, grab rails or limiting activities that rely on the equipment until repaired or replaced

5. **Organise repair or replacement**
   - If the item is damaged and can be repaired, organise a technician to repair

- If the item is beyond repair, arrange replacement (may be through the consumer's AT-HM funding or private purchase, depending on their eligibility) and remove the broken equipment
- If the item is subject to a safety recall, remove immediately and replace with a safe alternative according to the manufacturer's directions

6. **Document decisions and actions**
   Record in the consumer's notes in Ezihealth:
   - Nature of the equipment issue
   - Risks identified
   - Temporary measures to ensure consumer and staff safety
   - Communication and agreement with the consumer/supporters
   - Any referrals (e.g. OT/Physio)
   - Repair or replacement actions and expected timeframes

7. **Monitor safety until resolved**
   Staff must check the consumer's safety and comfort at each visit. Any deterioration, strain, reduced mobility or new hazards must be reported to the Managing Director for further action.

Supporting Documents

Documents relevant to this policy and procedure include:

- *Inclusion, Diversity and Culturally Safe Service Delivery Policy and Procedure*
- *Succession Planning Policy and Procedure*
- *Staffing Policy and Procedure*
- *Training and Development Policy and Procedure*
- *Care Review Policy and Procedure*
- *Providing Information, Advice and Referrals Policy and Procedure*
- *Service Exit Policy and Procedure*
- *Risk Management Policy and Procedure*
- *Emergency and Disaster Management Policy and Procedure*
- *Service Access and Intake Policy and Procedure*
- *Vehicle Safety Policy and Procedure*
- *Succession Plan*
- *Strategic and Operational Plan*
- *Staff Training and Development Register*
- *Training and Development Calendar*
- *Consumer Risk Assessment*
- *Referral Database*
- *Exit Plan*
- *Consumer Information Pack*

Monitoring and Review

This policy and procedure will be reviewed at least annually by the Leadership Team. Reviews will incorporate staff, consumer, and other stakeholder feedback.

Review of this policy and procedure will include:

- feedback from consumers in relation to their care and services being delivered in a way that respects their choices, needs and preferences
- a review of service access and support strategies for people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds
- a review of service involvement and links with Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities and services
- satisfaction with the cultural sensitivity of services provided by Bilingual Care staff
- satisfaction with the relevance and quality of referrals and connections provided by Bilingual Care staff to Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities and services
- consumer file audits, to assess alignment between documented processes and actual practice
- feedback from people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds related to the cultural competence of the services provided to them
- feedback from people on their satisfaction with supports provided to maintain and strengthen their independence and
- consumer awareness of, access to and experience of supports provided to enable them to maintain and enhance links with other people and organisations.

Bilingual Care's *Continuous Improvement Plan* will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Bilingual Care's service planning and delivery processes.

DOCUMENT CONTROL

Version No.	**Issue Date**	**Document Owner**
2.0	**06/07/2026**	**MD**
Version History		
Version No.	**Reviewed Date**	**Revision Description**