

POSITION STATEMENT ON DEMENTIA CARE – By Your Side on the Dementia Journey

At Alzheimer's WA, we understand that every person's experience of dementia is different. That is why our support is shaped around the person, their family, their carers and the life they choose to live.

We see the person before the diagnosis. We take time to understand each person's story, culture, routines, strengths and preferences, then work alongside them to provide practical support at home, in the community and through our dementia specialist services.

Dementia can bring uncertainty, change and difficult decisions. No one should have to navigate that journey alone. Alzheimer's WA is here to provide information, education, respite, support at home, advisory services and connection to people who understand dementia.

What we believe

Dementia is a lived human experience, not just a medical condition. People living with dementia have the right to dignity, respect, choice, safety, connection and support that reflects who they are.

We believe good dementia care should help people stay connected to the things that matter: home, family, culture, community, friendships, routines and personal identity.

How we support people

- **We listen first.** People living with dementia, families and carers guide the way we design and improve our services.
- **We tailor support.** Our services are shaped around each person's goals, strengths, preferences and changing needs.
- **We support families and carers.** We provide practical guidance, education, respite, home services help, community outings and someone to call when the next step feels unclear.
- **We build dementia understanding.** Through training, consultancy and partnerships, we help Alzheimer's WA and communities provide better support.
- **We advocate for inclusion.** We work towards a Western Australia where people living with dementia are understood, respected, supported and valued.

Our commitment

Alzheimer's WA will continue to stand alongside Western Australians living with dementia, their families and carers. We will keep advocating, educating, supporting and partnering with others to improve the lived experience of dementia throughout the journey.

If you are living with dementia, caring for someone, or supporting people in your community or workplace, Alzheimer's WA can help you understand dementia and find practical support.

Our Policy

Good governance is at the core of the Board's approach to protecting and enhancing the safety, health, wellbeing and quality of life of people receiving care and services from Alzheimer's WA and for ensuring the creation, protection and enhancement of Alzheimer's WA reputation.

Our Corporate Governance Framework has been purposefully designed to enable the practical application of the policies, procedures, practices, principles and values that guide Alzheimer's WA and our activities every day, at all levels of Alzheimer's WA. This takes into account corporate governance best practice, as well as the National Model for Clinical Governance.

Alzheimer's WA is committed to ensuring high standards of corporate and clinical governance at all times.

The Strengthened Aged Care Quality Standards

Under the Aged Care Act 2024 (Cth) Alzheimer's WA provides Commonwealth subsidised aged care services which are required to comply with the strengthened Aged Care Quality Standards (Quality Standards), which aim to protect and enhance the safety, health, wellbeing and quality of life of people receiving aged care and services.

Our Corporate Governance Framework is designed to ensure our ongoing compliance with the Aged Care Quality Standards, and other relevant laws and regulations.

Alzheimer's WA demonstrates compliance with the Quality Standards on an ongoing basis, as well as with all relevant laws that apply to us as an accredited provider of aged care.

With respect to each requirement specified in the Quality Standards, Alzheimer's WA is required to demonstrate that we:

- **Understand** the requirement
- **Apply** the requirement, and that this be clear in the way we provide care and services
- **Monitor** how we are applying the requirement and evidence the outcomes we achieve
- **Review** outcomes and adjust our practices based on these reviews to keep on improving

With respect to each requirement, we must also be able to provide evidence of specified outcomes relating to:

- our consumers
- our workforce
- our entity Alzheimer's WA.

Our Clinical Governance Framework

The National Model for Clinical Governance (National Model) defines Clinical Governance as “an integrated set of leadership behaviours, policies, procedures, responsibilities, relationships and monitoring and improvement mechanisms that are directed towards good clinical outcomes.

The Clinical Governance Model notes that effective clinical governance systems ensure that everyone - from unregulated care providers, to employed or regulated health practitioners, to managers and members of governing bodies such as the Board - is accountable to consumers and the community for the delivery of **clinical care** that is safe, effective, integrated, high quality and continuously improving.

Clinical governance is an integrated component of our overall Corporate Governance Framework. It ensures that everyone from frontline staff to managers and Board members are accountable to consumers and the community for ensuring the delivery of services that are safe, effective, integrated, high-quality and continuously improving.

Key Elements of Our Corporate Governance Framework

- Board Governance - specific policies, procedures, systems and practices that have been adopted by our Board of Directors. Financial governance and ensuring robust information management are key responsibilities of the Board.
- Governance and Management Policies – integration of key governance policies required to ensure compliance with the Quality Standards.
- Risk Management - being our overarching Risk Management Policy and Procedures designed in accordance with the International Risk Management Standard ISO 31000:2018.
- Compliance - being our overarching Compliance Policy and Procedure. A key component of our Compliance Programme is our compliance with the Quality Standards.

- Feedback and Complaints - our Feedback and Complaints Policy and Procedures has been designed in accordance with the International Complaints Handling Standard ISO 10002:2018 to capture all feedback.
- Privacy and Confidentiality - our Privacy and Confidentiality Policy has been designed to ensure that the information we collect about individuals is managed in accordance with our legal obligations under the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles. We have also developed policies and procedures to ensure the personal privacy and dignity of consumers.
- Human Resources - our Human Resources policies and procedures cover conditions of employment as well as key policy areas such as discrimination, harassment and bullying, recruitment and selection, staff induction and ongoing training. Our Human Resources policies and procedures are central to our overall Workforce Governance.
- Work Health and Safety - our WHS Programme sets out the processes and procedures we have adopted to meet our workplace safety obligations. Through this Programme we identify safety hazards, develop hazard control policies and implement systems to capture workplace safety related data.
- Service Delivery and Consumer Care – underpinning Service Delivery and Consumer Care programme, is our approach to Consumer Engagement.
- Clinical Governance Framework - our Clinical Governance Framework is an integrated component of our overall Corporate Governance Framework. It ensures that we can be confident that systems are in place to deliver safe and high-quality care and continuously improve our services.
- Infection Control - we have developed an Infection Prevention and Control Programme based on Industry best practice.
- Continuous Improvement - we have developed a structured Continuous Improvement Framework through which we capture and analyse key data obtained from a range of sources and create corrective actions that are monitored through assurance.
- Incident Management - we have developed a comprehensive incident management programme through which all common incident types are identified and captured either through other internal information systems.
- Internal Audits - a key element of our Corporate Governance Framework is our Internal Audit function through which we undertake regular objective assessments of the overall effectiveness of our policies and procedures as well as our systems and practices. Where audits indicate areas for improvement these are implemented through our Continuous Improvement Programme.
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Key Definitions

Corporate Governance

Corporate governance is the overarching framework of policies, procedures, systems, practices, principles and values. It is through this framework that the Board of Directors and Management/ Executive Team continuously guide Alzheimer's WA, and its activities at every level to ensure accountability, fairness and transparency in Alzheimer's WA's relationships with all key stakeholders, including consumers and their families, our workforce, financiers, regulators and members of the wider community.

Exploring the components of this definition provides a practical understanding of the application of the key elements of our Corporate Governance Framework.

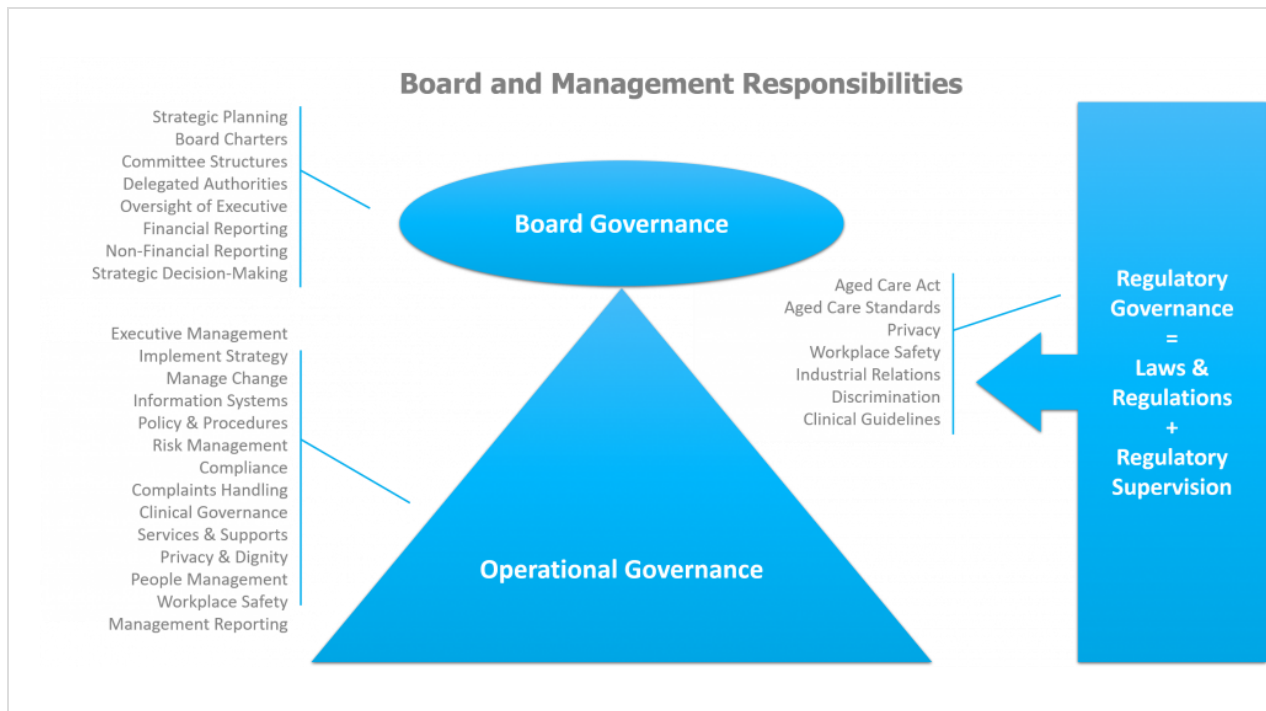
Policies and Procedures	Requires current quality documentation that is a reference to best practice and that is easily accessible to staff
Systems and Practices	Includes information management systems, clinical indicators, training, monitoring and reporting processes that support sustainable and consistent care and services for consumers
Principles and Values	Drives Alzheimer's WA Organisational culture and underpins the way we conduct our business including the delivery of care and services to our consumers
Guide Alzheimer's WA Org	Requires strong leadership and commitment
Every day at every level	Our framework must be systematic, dynamic and to change as well as a point of reference that informs or processes and practices.

Responsibilities of the Board of Directors and Management/Executive Team

The Alzheimer's WA Board of Directors derives its authority from enabling legislation (such as the Aged Care Act 2024 (Cth)) , Corporations ACT, ASIC and ATO reporting and from Alzheimer's WA's Constitution. The Board is our "governing body" for the purposes of the Aged Care Act. The Board is responsible for formulating our vision, strategic goals and objectives, setting policy, delegating responsibility, overseeing management, monitoring performance and ensuring that appropriate risk management and accountability mechanisms are in place throughout Alzheimer's WA. This aspect of corporate governance is often referred to as "Board Governance".

The Management/Executive Team, on the other hand, is responsible for the management of day-to-day operations and the establishment and maintenance of the policies, procedures, systems and practices that are required to achieve Alzheimer's WA's vision, strategic goals and objectives, as established, and reviewed periodically by the Board. This aspect of corporate governance is often referred to as "Operational Governance".

Whilst different elements of our Corporate Governance Framework are implemented by the Board itself, others are implemented by the Management/Executive Team. The diagram below provides a high-level overview of the inter-relationship between the Board and the Management/Executive Team.



There are laws established set of regulations that specify governance obligations and standards which Alzheimer's WA complies with and be able to demonstrate evidence of compliance. This aspect of corporate governance is often referred to as "Regulatory Governance". The Quality Standards require Alzheimer's WA to implement specific Board Governance and Operational Governance systems and processes.