

POSITIVE AGEING SERVICE REVIEW – SUCCESS CRITERIA

Business improvement principles

- cost savings, improved quality, risk reduction
- financial savings benefit whole community
- improve efficiency, focus on core business
- the community isn't left without access to a critical service
- Council may not need to be a provider where an appropriate market exists
- address services that should be the responsibility of others



Service outcome

- quality support is available for frail and older residents to maximise their independence at home and in the community

Council Plan and PA strategy

- older people are supported to live independent and meaningful lives
- high quality services are available to the community
- easy for older citizens to access what they need
- use knowledge to respond to the needs of older citizens
- older citizens are connected with the community
- plan ahead for services and programs to adapt to change

Transition

- service continuity
 - service system sustainability
 - smooth transition to new arrangements
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