

Warrumbungle Community Care

(DRAFT)

Policy Manual

2013

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INTRODUCTION

This Manual provides policies to support the safe, effective and accountable delivery of services by Warrumbungle Community Care. Warrumbungle Community Care is also subject to policies of Warrumbungle Shire Council as auspice body.

The policies reflect Warrumbungle Community Care's commitment to the quality of services provided to all clients and users of the service.

Section 1: ORGANISATIONAL MANAGEMENT

1.1 SERVICE PHILOSOPHY, AIMS AND OBJECTIVES

Policy Statement

Warrumbungle Community Care (WCC) aims to provide high quality services to support the frail aged and younger people with disabilities living in the local government area of the Warrumbungle Shire to remain living independently in their own homes as long as possible. Services will also be provided to support carers and to eligible clients who are transport isolated or disadvantaged.

WCC will provide services and undertake activities according to any funding agreements or contracts entered into by the Organisation.

Policy

Philosophy

Warrumbungle Community Care believes in:

- The right of people to make choices in their own lives.
- The right of people to dignity, respect, privacy and confidentiality.
- The right of people to be valued as individuals.
- The right of people to access services on a non-discriminatory basis.
- The right of the community to accountable and responsive services.

The objectives of services provided by Warrumbungle Community Care are to:

Access to Services

- promote the right of people in our target group to live independently and with dignity within their community;
- improve access to disadvantaged people including those from special needs groups such as people from culturally and linguistically diverse backgrounds, people with dementia, Aboriginal and Torres Strait Islander peoples; and
- ensure that each client access to a service is decided on the basis of relative need.

Information and Consultation

- provide information, support and referral services and assist in the building of social and support networks for people in our target group;
- ensure each client is informed about their rights and responsibilities and the services available, and consulted about any changes required.

Effective and Efficient Management

- ensure that clients receive the benefit of well-planned, efficient and accountable services that meet their needs.
- actively participate in regional planning and funding processes to ensure the organisation has ongoing financial viability and the ability to cater to increasing need;

Confidentiality

- ensure that each client's privacy and confidentiality are maintained.

Complaints and Disputes

- ensure that each client has access to fair and equitable complaints and disputes procedures.

Advocacy

- represent the needs of the target group to all spheres of government and community agencies to ensure the needs of the target group are acknowledged, understood and addressed.

Related Policy and Procedures

- WSC 5.8 Vision, Mission and Values
- [PRO 1.1.1](#) Philosophy of Service

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 1.01	Aims and Objectives of Service		Date Approved		
	Date Policy Reviewed:	Amendments		Positions informed/trained regarding amendments	Method
1/8/12	15/8/12	Replaces Policy 2.2 and 2.3. Minor amendments			

1.2 MANAGEMENT OF SERVICE

Policy Statement

The Service will manage its services effectively and efficiently to ensure a service that has Service User need and continuous improvement at the centre of all its activities.

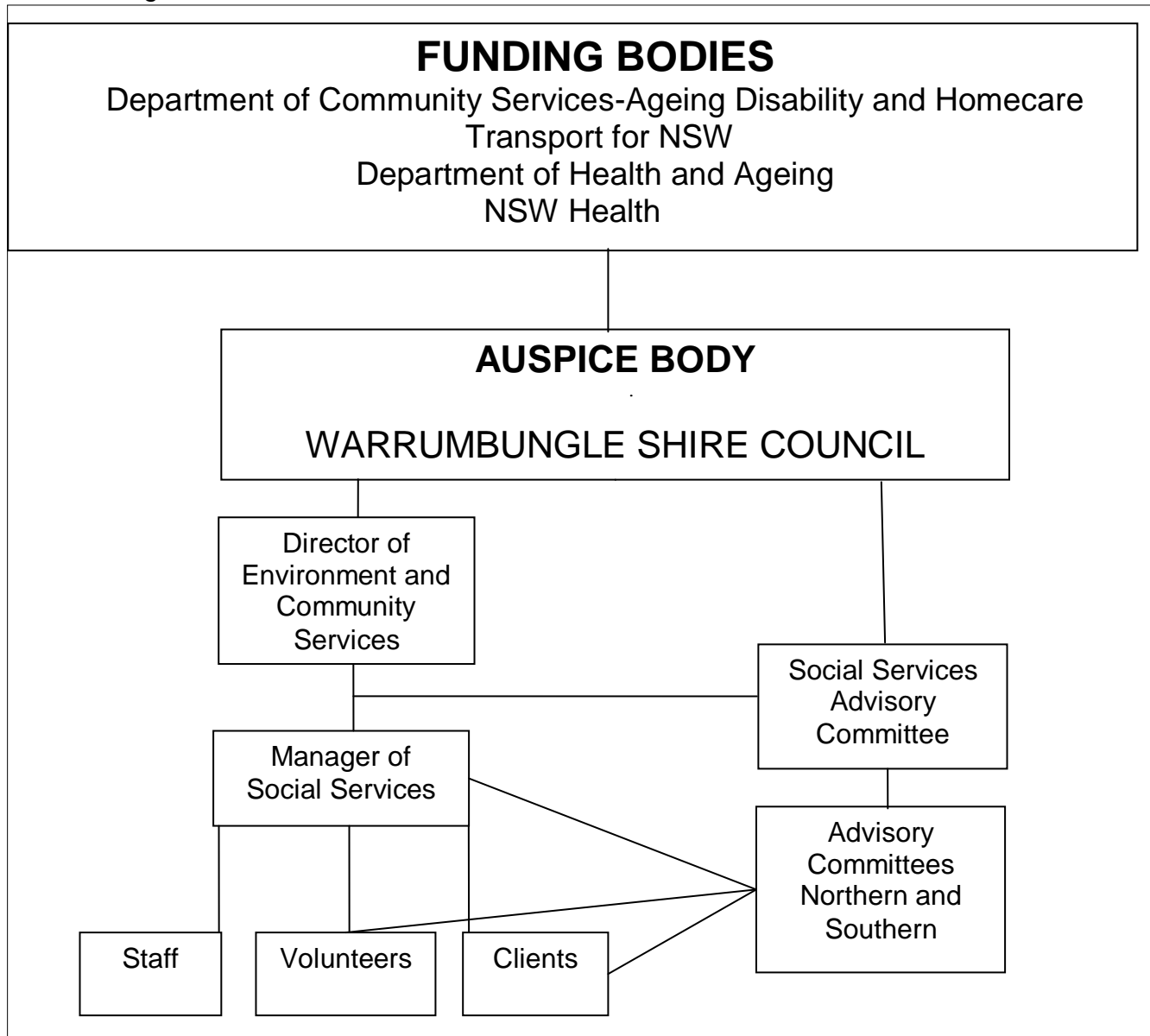
Policy

The Service is auspiced by Warrumbungle Shire Council and sits within the Directorate of Environment and Community Services. Warrumbungle Community Care (WCC) is managed by the Social Services Manager. The Management aims:

- To operate the Service ensuring all constitutional and legal obligations are

- met;
- To ensure quality services to Service Users;
 - To have a fair and transparent recruitment process and to provide support and development opportunities for Team Members;
 - To financially manage the organisation to ensure sustainability and growth; and
 - To recognise the Traditional Owners of the land in which the Service operates.

The management structure of Warrumbungle Community Care is shown in the organisational chart below.



Related Policy and Procedures

- WSC 5.4 Fraud and Corruption Policy
- WSC 5.5 Internal Reporting Policy
- WSC 5.6 Privacy Management Plan
- WSC 5.7 Statement of Business Ethics

- PRO 1.2.1 Conflict of Interest
- [PRO 1.3.1](#) Continuous Improvement
- [PRO 1.5.1](#) Financial Management
- All Procedures in Section 2 Team Management
- All Procedures in Section 4 Work Health and Safety

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 1.02	Management of Service		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
2/8/2012	2/8/2012	Replaces Policies 2.1, 2.2, 2.5			

1.3 QUALITY MANAGEMENT

Policy Statement

The Service maintains that an effective quality management system encompasses people, processes and documentation working together to provide a high quality service.

Policy



Listen

The Service will promote a culture of continuous improvement by developing ways to encourage feedback by:

- Service User's;
- Volunteers;
- Aboriginal and Torres Strait Islander peoples;
- People from Culturally and Linguistically Diverse Backgrounds;
- Carers;
- Other Service Providers;
- Team Members; and
- Peaks and other Industry Leaders.

Plan

The Service will plan for high quality flexible services by:

- Using the feedback provided by listening;
- Using up to date demographic information to ensure the Service is engaging relevant groups within the community;
- Using up to date service statistical data to identify trends and gaps in service;
- Using up to date service referral data to identify opportunities for promotion / increased co-ordination; and
- Developing strategies to optimise available resources.

Do

The Service will provide high quality services by:

- Ensuring Team Members have the competencies to fulfil their roles through facilitating access to professional development, training and education opportunities;
- Ensuring activities are governed by the Policies and Procedures that reflect current practice and are compliant with relevant standards;
- Ensuring risk assessment is part of core business; and

- Encouraging an environment of certainty and confidence for Team Members by providing clear direction and support.

Evaluate

The Service will ensure ongoing monitoring and evaluation by:

- Monitoring feedback from stakeholders, including Advisory Committees, Social Services Committee, staff, volunteers and clients.
- Development of annual report for consideration by Advisory Committees, Social Services Committee and inclusion in the Warrumbungle Shire Council Annual Report.
- Ensuring reporting provides the information required for effective monitoring of the services provided;
- Conducting audits of the services provided to ensure risk minimisation strategies are implemented; and
- Ensuring continuous improvement practices evaluated and improved when possible.

Related Policy and Procedures

- WSC 5.1 Code of Conduct
- WSC 1.26 Records Management Policy
- WSC 1.33 Risk Management Policy, Plan and Procedure
- WSC 1.34 Asset Management Policy
- WSC 2.5 Internet and Email Policy
- WSC 2.6 Mobile Phone Usage Policy
- PRO 1.3.1 Continuous Improvement
- PRO 1.3.2 Planning
- PRO 1.3.3 Code of Behaviour and Confidentiality Procedure
- PRO 3.1.2 Information Records
- PRO 1.3.4 Organisational Risk Management
- PRO 1.5.1 Physical Resources Management

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 1.3	Quality Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed / trained regarding amendments	Method	Date
7/8/12	7/8/12	New policy			

1.4 COMMITTEES

Policy Statement

Advisory Committees will ensure consumer and volunteer feedback and input into decision making and planning processes

Policy

Advisory Committees

- Two Advisory Committees will be in place. One in the Northern end of the Shire and one in the Southern end.
- Each committee shall meet quarterly at a date, time and venue decided upon at the preceding meeting.
- Items for the agenda are to be submitted to the Manager at least one week prior to the meeting. The agenda will be drawn up by the Manager and circulated to all committee members at least five days before the committee meeting.
- Additional meetings of the Advisory Committee may be held as deemed necessary by two members of the Advisory Committee or one member of the Committee and the Manager.
- Each Advisory Committee will include a minimum of five volunteer and/or client representatives from Warrumbungle Community Care and the WCC manager or appointed staff representative. The Advisory Committees will be convened by the Manager and attended by a staff member of Warrumbungle Community Care.
- Quorum - A minimum of four volunteer/client representatives and the WCC Manager
- Invitations to clients and volunteers to join the Advisory Committee will be posted in the Warrumbungle Words newsletter annually.
- One member of the Advisory Committee is responsible for chairing the meetings. This may be on a rotational basis or as decided by the committee.

The Role of the Advisory Committee

The role of each Advisory Committee is to:

- ensure client, volunteer and community needs and issues are represented in decision making processes;
- advise the Manager of issues identified in the provision of services, including safety and risk;
- act as advocates for any clients, volunteers or the general community as appropriate and in relation to services provided by WCC or needs identified.
- to recommend to the Manager more effective and efficient strategies for service provision as appropriate;
- ensure services are provided on an equitable basis across the Shire;
- provide input into planning processes.

Social Services Committee

- The Social Services Committee will comprise of client/volunteer representatives from each Advisory Committee, the Warrumbungle Community Care Manager, the Director of Environment and Community Services and a Councillor representative;
- The committee will meet annually.
- A special meeting of this committee may be called by the Councillor representative or WCC manager if required;
- Quorum - A minimum of two volunteer/client representatives; the Manager and/or the Director Environment and Community Services, the Councillor Representative;

- Minutes from the Social Services Committee will be tabled at the next meeting of Warrumbungle Shire Council.
- The agenda for the meetings will include:
 - Attendance and apologies;
 - Review of agenda
 - Acceptance of minutes from previous meeting;
 - Financial Report;
 - Business arising;
 - General business;
 - Risk Management;Items for the agenda are to be submitted to the Manager at least one week prior to the meeting.

Role of the Social Services Committee

The role of the Social Services Committee is to:

- ensure all reporting, financial and funding agreement obligations are met in a timely fashion.
- To bring forward any issues or concerns from each respective Advisory Committee and represent these to Warrumbungle Shire Council.

Orientation for New Advisory/Social Services Committee Members

An information package for the Advisory and/or Social Services Committee will be provided to new members by the Manager. The Advisory/Social Services Committee Information Package will include information relating to:

- Committee roles and responsibilities;
- Information about the funding Bodies;
- Organisation chart;
- Volunteer and staff 'Position Descriptions';
- Purpose, philosophy and objectives of Warrumbungle Community Care;
- Target Group
- Code of Behaviour for Committee Members
- Planning and Evaluation
- Information regarding the timing of Committee meetings;
- Copies of the current Client Handbook, Volunteer Handbook and Program Brochures for any services provided through Warrumbungle Community Care.

Code of Behaviour for Committee Members

Committee Members agree to:

- Abide by the philosophy of Warrumbungle Community Care;
- Follow any relevant Warrumbungle Shire Council and Warrumbungle Community Care policies;
- Represent Warrumbungle Community Care in a positive manner;
- Maintain an attitude of respect with other committee members, volunteers, clients or staff of the service.
- Follow the volunteer guidelines.
- Not act on Warrumbungle Community Care matters without the consent of the Manager and/or Warrumbungle Shire Council, including not interfering in the day-to-day operations of Warrumbungle Community

Care;

- Not discuss confidential issues or share information with people outside of Warrumbungle Community Care management structure, or with volunteers or staff of Warrumbungle Community Care without the consent of the Manager and/or Warrumbungle Shire Council;

If a member of the Committee fails to abide by the rules they may be asked to leave the committee.

Role of the Manager at Advisory/Social Service Committee Meetings

The Manager attends Advisory and Social Services Committee meetings to:

- provide advice and information to the committee;
- provide a written report on the operations of the service including the outcomes achieved, future plans and any issues that may need to be considered by the committee;
- convene the meetings, providing agendas and minutes and follow up on issues arising at the committee meeting;

Related Policy and Procedures

- PRO 1.3.1 Continuous Improvement
- PRO 1.3.2 Planning
- PRO 1.3.3 Code of Behaviour and Confidentiality Procedure
- PRO 3.1.2 Information Records
- PRO 1.3.4 Risk Management
- WSC 5.3 Code of Meeting Practice

Relevant Standards

Community Care Common Standards

1. Effective Management
2. Appropriate Access and Service Delivery

Disability Service Standards

3. Decision Making and Choice
5. Participation and Integration
8. Service Management

Policy History

No: 1.04	Quality Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed / trained regarding amendments	Method	Date
1/8/12	1/8/12	Replaces policy 2.8			

1.5 FINANCIAL MANAGEMENT

Policy Statement

The Warrumbungle Shire Council as auspice body and Warrumbungle Community Care Manager and Staff are responsible for and committed to

ensuring efficient, effective and ethical use of all financial resources. The organisation's financial practices will reflect integrity, honesty and accountability. All financial interactions will take place within legislative requirements and best practice accounting standards. These practices will ensure that financial resources are allocated and managed so as to facilitate high quality Service User care and ongoing financial viability.

Policy

The Service will ensure procedures are in place to:

- Ensure the financial viability of the organisation
- Develop and monitor annual budgets
- Monitor financial expenditure and income
- Monitor compliance with relevant taxation, funding and legislative requirements
- Ensure assets register and funding registers are updated and current
- Manage Contracts, funding, donations, partnerships and innovations.

Related Policy and Procedures

- WSC 1.16 Disposal of Council Assets Policy
- WSC 1.26 Records Management Policy
- WSC 1.30 Local Contractor Policy
- WSC 2.7 Bank Signatories Policy
- WSC 2.13 Procurement Policy
- PRO 1.5.1 Financial Management
- POL 3.9 Service User Fees
- POL 3.13 Handling Service User Funds

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 1.05	Financial Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed	Amendments	Positions informed/trained regarding amendments	Method	Date
1/8/12	1/8/12	Replaces policy 2.9			

SECTION TWO: TEAM MANAGEMENT

2.1 TEAM MANAGEMENT

Policy Statement

The Service believes that to achieve the best possible outcomes for Service Users, Team Members must be managed effectively to encourage a high work ethic, a culture of continuous improvement and risk management.

Policy

The Service has a strong commitment to effective Team Management that:

- Is fair and equitable;
- Acknowledges the contribution of Team Members to the outcomes achieved by the organisation;
- Encourages and supports Team Members development;
- Fosters a culture of continuous improvement, accountability and responsibility; and
- Is committed to safe work practices and risk minimisation.

The Manager Warrumbungle Community Care will work with Council's Human Resources Team to ensure effective Human Resource Management including Recruitment, Equal Employment Opportunities, Leave, Professional Development, Contractors, Students, Grievances, Performance Management.

All staff will undergo an induction to Warrumbungle Shire Council upon recruitment and will be accountable to Council policies and procedures.

Related Policy and Procedures

- All WSC Staff Policies including:
 - WSC 4.2 Staff Leave Policy
 - WSC 4.4 Workplace Bullying Policy
 - WSC 4.5 Harassment Policy
 - WSC 4.8 Equal Employment Opportunity
 - WSC 4.9 Disciplinary Policy
 - WSC 4.10 Accident Investigation Policy
 - WSC 4.15 Injury Management/Return to Work Policy
 - WSC 4.18 Grievance Policy
 - WSC 4.21 Competency Based Salary Foundation Rules
 - WSC 4.29 Recruitment, Selection and Appointment Policy
 - WSC 4.33 Training and Development Policy
 - WSC 4.37 Staff Awards Policy
- All WCC Procedures in Section 2 Team Management
- All WCC Procedures in Section 5 Work Health and Safety
- Workers Health & Safety Act 2011
- Equal Employment Opportunity Policy 1986
- Anti discrimination Act 1977
- Workplace Harassment Policy

- Privacy Act 1988
- Aged Care Act - Amendments 2007

Relevant Standards

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 2.1	Team Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
1/8/12	1/8/12	New policy –incorporates Policy 3.1, 3.5, 3.2			

2.2 TEAM MEMBER EDUCATION AND DEVELOPMENT

Policy Statement

Warrumbungle Community Care is committed to being a quality provider of services and an employer of choice. Integral to achieving this is a system of Team Member development and education that meets the current and future needs of the Service and its Service Users, and leads to increased job satisfaction, productivity gains and efficiency in service delivery.

Policy

All Team Members will receive in house training appropriate to their position. By providing opportunities for Team Member development and encouraging the expansion of knowledge and skills the Service believes that the improved abilities of its Team Members will be reflected in continuing improvements to services.

Development, education and training are tied into the competency assessment, performance appraisal and supervision process.

The Service will ensure that all Team Members:

- Have access to quality training that equips Team Members with essential skills and knowledge to competently perform their duties;
- Have access to professional development opportunities that will benefit the Team Member and the organisation and promote career progression; and
- Are encouraged and supported with tertiary study or further education.

Training, education and professional development needs may be identified by any of the following:

- orientation processes;
- the changing needs of Service Users;
- outcomes of continuous improvement activities;
- supervision and/or performance appraisals;
- changes in the community sector;

- changes in funding body requirements; and
- additional responsibilities requiring new skills.

Related Policy and Procedures

- WSC 4.21 Competency Based Salary Foundation Rules
- WSC 4.29 Recruitment, Selection and Appointment Policy
- WSC 4.33 Training and Development Policy
- WSC 4.37 Staff Awards Policy
- PRO 2.1.3 Staff and Volunteer Inductions
- PRO 1.3.1 Continuous Improvement Team Member Development and Education
- PRO 2.3.1 Volunteers

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 2.2	Team Member Development & Education	Date Approved			
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
15/8/12	15/8/12	Replaces policy 3.6			

2.3 VOLUNTEERS

Policy Statement

WCC acknowledges the valuable contribution made by Volunteers in meeting the organisations goals. The Service believes that the use of Volunteers facilitates:

- Greater community participation in the Service;
- The ability to provide more comprehensive range of services;
- The opportunity for people to develop new skills; and
- An opportunity for Service Users to have a greater connection to the community through the contact with Volunteers.

This policy provides guidelines to both staff and volunteers of the organisation on the role, responsibilities and expectations of volunteers within the organisation. The organisation welcomes, encourages and supports the participation and involvement of the community to contribute to and enhance the programs of the organisation through volunteering. The organisation recognises and values the contributions of its volunteers.

Definition of Volunteering

Volunteering can be described as an activity which takes place through not for profit organisations or projects and is undertaken:

- to be of benefit to the community, organisations and the volunteer
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions only, i.e. volunteers do not replace paid workers.

Principles of Volunteering

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not for profit sector only
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

Policy

Volunteers engaged by WCC must comply with WSC Volunteer Policy. In order to enhance the volunteer experience and comply with legislation and duty of care WCC will:

- interview and employ volunteer staff in accordance with anti-discrimination and equal opportunity legislation;
- provide volunteer staff with orientation and training;
- provide volunteer staff with a healthy and safe workplace;
- provide appropriate and adequate insurance coverage for volunteer staff;
- not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs;
- differentiate between paid and unpaid roles;
- define volunteer roles and develop clear job descriptions;
- provide appropriate levels of support and management for volunteer staff;
- provide volunteers with a copy of policies pertaining to volunteer staff;
- ensure volunteers are not required to take up additional work during an industrial dispute or paid staff shortage;
- provide all staff with information on grievance and disciplinary policies and procedures;
- acknowledge the rights of volunteer staff;
- ensure that the work of volunteer staff complements but does not undermine the work of paid staff;
- offer volunteer staff the opportunity for professional development;
- reimburse volunteer staff for out-of-pocket expenses incurred on behalf of the organisation;

- treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions; and
- acknowledge the contributions of volunteer staff.

A Manager/Coordinator of Volunteers will:

- agree to the definition of volunteering;
- uphold and work to the 'Principles of Volunteering';
- promote best practice in volunteer management in their organisation;
- ensure that their organisation has a written policy on volunteer involvement;
- ensure the volunteer policy is implemented and adhered to;
- ensure that the rights of volunteer staff are protected;
- value the worth and work of volunteers in positive and tangible ways;
- promote the broader volunteer movement;
- not replace paid staff with volunteer staff;
- not deploy volunteer staff in under-resourced program areas;
- not deploy volunteer staff in positions vacated through industrial disputes;
- work in a manner that demonstrates that all staff are valued equally;
- observe duty of care;
- value and respect the role of manager/coordinator of volunteers;
- work to enhance and develop the role of manager/coordinator of volunteers;
- work to ensure that volunteer services are adequately resourced; and
- practice and observe high standards of confidentiality.

Volunteers have the right:

- to work in a healthy and safe environment
- to be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation;
- to be adequately covered by insurance;
- to be given accurate and truthful information about the organisation;
- to be reimbursed for out-of-pocket expenses incurred on behalf of the organisation;
- to be given a copy of the organisation's volunteer policy and any other policy that affects their work;
- not to fill positions previously held by paid workers;
- not to do the work of paid staff during industrial disputes;
- to have a job description and agreed working hours;
- to have access to a grievance procedure;
- to be provided with orientation to the organisation;
- to have their confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- to be provided with sufficient training for them to do their jobs.

Volunteer responsibilities

- to be sure they really want to volunteer and know why;

- to be convinced. To offer their services only if they believe in the value of what they are doing;
- to be loyal, offer suggestions;
- to be dependable and reliable, arrive on time, and notify the organisation if they are unavailable;
- willingness to learn, as training is essential to any job well done;
- welcome supervision and ask for support when they need it;
- avoid over-extending themselves, recognise personal limitations, and not make promises they cannot keep;
- value and support other team members and the functions of paid staff;
- address areas of conflict with the Volunteer Manager/Coordinator;
- advise the organisation if you do not wish to continue; and
- maintain client confidentiality.

Insurance:

- The organisation will hold and maintain appropriate Public Liability and Personal Accident Insurance cover for people engaged as volunteers.

Related Policy and Procedures

- WSC 2.16 Volunteer Policy and Procedures
- WSC 4.8 Equal Employment Opportunity
- WSC 4.9 Disciplinary Policy
- WSC 4.10 Accident Investigation Policy
- WSC 4.15 Injury Management/Return to Work Policy
- WSC 4.18 Grievance Policy
- WSC 4.21 Competency Based Salary Foundation Rules
- WSC 4.29 Recruitment, Selection and Appointment Policy
- WSC 4.33 Training and Development Policy
- WSC 4.37 Staff Awards Policy
- WSC 5.1 Code of Conduct
- PRO 2.3.1 Volunteers
- All Section two WCC Policies
- All Section Two Team Management WCC Procedures
- PRO 3.1.1 Principles to be Observed in Service Delivery
- Workers Health & Safety Act 2011
- Equal Employment Opportunity Policy 1986
- Anti discrimination Act 1977
- Workplace Harassment Policy
- Privacy Act 1988
- Aged Care Act - Amendments 2007

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 2.3	Volunteers		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
1/8/12	1/8/12	New policy			

2.4 CODE OF BEHAVIOUR

Policy Statement

To ensure high quality and ethical service provision, staff and volunteers will be required to abide by The Warrumbungle Shire Council Code of Conduct and Warrumbungle Community Care Code of Ethics.

Policy

Staff and Volunteers agree to:

- Abide by the philosophy and code of ethics of Warrumbungle Community Care;
- Observe all the Policies and Procedures of the Warrumbungle Community Care;
- Represent the Warrumbungle Community Care in a positive way;
- Maintain confidentiality of information and issues of Warrumbungle Community Care, clients of the service, other team members;
- Not provide specific advice to clients for example information on medical, legal or other issues;
- Provide clients with courtesy, respect and consideration;
- Treat volunteers and other associated staff with courtesy, respect and consideration;
- Not to be under the influence of illegal drugs or alcohol whilst at work;
- Not to accept gifts from clients;
- Not alienate clients from their family;
- Not engage in an intimate relationship with clients or take them to staff / volunteer's homes.

Clothing and Appearance

Staff and Volunteers are to wear neat, clean clothes and closed footwear appropriate to the type of work they are doing. Staff and volunteers are to ensure clothing worn is not offensive to people from diverse cultural or religious backgrounds.

Privacy and Confidentiality

Warrumbungle Community Care collects personal information from clients for purposes covered within the Privacy and Personal Information Protection Act 1998. We believe that privacy and confidentiality is important to protect the rights of clients that use Warrumbungle Community Care services. Information collected cannot be used for any purpose other than that which is specifically authorised by the client at the time of collection. Nor can this information or any impressions gained in the process of interaction with the client, be given either verbally or in

any written or electronic form, to any other person other than those duly authorised by the Manager Warrumbungle Community Care.

We will ensure that access to information can only be obtained by persons authorised by the Manager / Coordinator and as negotiated with the client. We will ensure the confidentiality of client records and information.

Informed Consent

The Manager or Coordinator will ensure that clients provide consent to release of information to a third party.

Where clients have limited capacity to comprehend or grant informed consent, the Manager or Coordinator will provide information in accordance with clients' level of understanding, restricting their freedom of decision and action as little as possible.

When informed consent is required and the client cannot grant informed consent, the Manager or Coordinator will with the client's permission if applicable, obtained consent from a party empowered to provide consent on the client's behalf.

Where the client has an appointed Power of Attorney or Legal Guardian, then the appointed person must be consulted on decisions that will affect the client's services.

Ethical Decision Making

The Manager and /or Coordinator will incorporate the following principles of decision making:

- Having full and relevant information on the matter about which a decision is being made.
- Taking reasonable steps to ensure that decision making is being undertaken in an ethical manner.
- Exercising a duty of care in relation to the matter and associated decision making.
- Observing and implementing the principles of natural justice (procedural fairness).
- Being open in the decision making process, within appropriate confidentiality requirements.
- Being accountable at all stages of the decision making process.
- Consulting with colleagues and the Manager/ Director if unsure of decision.

Conflict of Interest

Conflicts of Interest may arise when relationships or circumstances result in the possibility of influencing a decision at work. When a conflict of interest may occur, staff must identify the conflict of interest, consult with the Manager and declare it to the relevant person if appropriate.

Related Policy and Procedures

- Personal Information Protection Act 1998
- WSC 4.4 Workplace Bullying Policy
- WSC 4.5 Harrassment Policy
- WSC 4.32 Drug and Alcohol Policy
- WSC 5.1 Code of Conduct

- WSC 4.18 Grievance Policy
- All procedures in Section 2 Team Management

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 2.04	Team Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
1/8/12	15/8/12	Replaces policy 3.3			

2.5 ACCOUNTABILITY AND PERFORMANCE MANAGEMENT

Policy Statement

The Service is committed to ensuring that all Team Members are aware of the accountability requirements of their positions. The organisation will support the development and growth of Team Members by providing appropriate support, supervision and guidance to maintain a high standard of work performance and to strive for continuous improvement.

Definitions

Grievance	Any problem that a Team Member has with the management of the organisation, their supervisor and/or other Team Member that has not been resolved and the Team Member wishes to pursue.
Misconduct	Any conduct listed as misconduct in the services Code of Behaviour and Confidentiality Agreement
Performance Dispute	Any dispute the organisation has regarding the Team Member's performance of their duties

Policy

Lines of accountability are listed in each Job Description and on the Organisational Chart. Warrumbungle Community Care will work with Warrumbungle Shire Council's Human Resources Team to maintain accountability and performance management in order to:

- Ensure Team Members understand who they are accountable to for performance of their duties as detailed in the job description;
- Provide accurate, concise and relevant reports to the Council;

- Provide opportunities for Team Members to recognise their strengths and to identify areas for personal and professional development;
- Create harmonious and productive work environments;
- Ensure there is effective and open communication between Team Members and management;
- Ensure Team Members behaviour is consistent with the Service's values and are reflective of the Service's Aims & Objectives;
- Establish a fair and objective method of evaluating Team Member performance; and
- Ensure there is a planned system of training, Team Member development and career progression.

Accountability

All Team Members are required to fulfil the requirements of their job as specified in the job description and performance criteria.

The Manager is accountable to Warrumbungle Shire Council and is responsible for the day to day management of the Services as delegated by the Council. All other Team Members are directly responsible to the Manager and/or Supervisor as advised by the Manager.

Supervision and Performance Review

All Team Members will be provided with regular supervision as required (formal or informal). This will include an annual performance appraisal.

The Director Environment and Community Services is responsible for providing supervision and support to the Manager.

Grievance

The Service encourages all Team Members to resolve issues informally and directly with those affected. Where this is not possible, the Service will undertake a grievance resolution procedure that is fair, consistent and promotes an open interchange of ideas according to the Team Member Performance Dispute and Grievance Procedure.

Team Member Discipline

Cases of misconduct will be dealt with through a fair and transparent process, in consultation with Human Resources Team.

Exit Interviews

All Team Members will be requested to undertake an Exit Interview when leaving the Service. The Exit Interview will provide the outgoing Team Member with an opportunity to provide feedback that may assist the organisation to continuously improve its Team management and support practices.

Related Policy and Procedures

- WSC 4.9 Disciplinary Policy
- WSC 4.33 Training and Development Policy
- WSC 5.1 Code of Conduct
- WSC 4.18 Grievance Policy
- Section Two WCC Procedures

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 2.5	Accountability & Performance Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
7/10/2015		New policy			

Section Three: SERVICE DELIVERY

3.1 SERVICE PRINCIPLES

Policy Statement

The Service believes:

- Service Users are the focus of the Service;
- The organisation exists solely to meet the needs of Service Users;
- Each Service User is an individual and has different needs determined by their age, gender, cultural background and life circumstances;
- Service Users have a right to make choices in their lives;
- Service Users have the right to dignity, respect, privacy and confidentiality;
- Service Users have the right to access services on a non-discriminatory basis; and
- The community has a right to expect the Service to be accountable.

Policy Protocols

Provision of Options

The Service acknowledges and respects the Rights and Responsibilities of all receiving the Service. A list of Rights and Responsibilities is included in the Client Handbook. Clients will always:

- Be given options for services that are designed in conjunction with the client to meet their needs;
- Be encouraged to maintain/increase their independence; and
- Be encouraged to exercise their rights and to perform their responsibilities.

Related Policy and Procedures

- PRO 3.1.1 Principles to be Observed in Service Delivery
- PRO 3.1.1 Access to and Promotion of Services
- PRO 3.4.1 Diversity
- PRO 3.5.3 Prioritising Requests for Assistance

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access
2. Individual Needs
3. Decision Making & Choice
4. Privacy, Dignity & Confidentiality
5. Participation & Integration
6. Valued Status
7. Complaints & Disputes
9. Family Relationships
10. Rights & Freedom from Abuse

Policy History

No: 3.01	Service Principles		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
7/10/2015		New Policy			

3.2 SERVICE USER INFORMATION PROVISION

Policy Statement

The Service believes that Service Users have a right to make informed choices regarding the services they receive. The Service will ensure they provide relevant, appropriate and timely information is provided to assist Service Users to make decisions about these services.

Policy Protocols

- Service Users will be provided both verbal and written information about The Service in plain language through:
 - The Assessment Process
 - The Service Brochures
 - The Service User Handbooks
 - Warrumbungle Shire Council Website
- Service matters are to be discussed with each prospective Service User and they will be assisted to make informed choices.
- The Service fees will be described to all Service Users including how they are set, and Service User's rights to request a review of these at any time.
- The Service will discuss with Service Users their rights and responsibilities in relation to the services they receive.

- Prior to service commencement, Service Users will be provided with information regarding advocates and assisted to access one should they choose to do so.
- The Service will utilise interpreter services at assessments/review to ensure information is appropriately communicated to Service Users from culturally and linguistically diverse backgrounds

Related Policy and Procedures

- PRO 3.2.1 Information Provision
- POL 3.3 Access and Promotion of Service

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access
2. Individual Needs
3. Decision Making & Choice
4. Privacy, Dignity & Confidentiality
5. Participation & Integration
6. Valued Status
7. Complaints & Disputes
9. Family Relationships
10. Rights & Freedom from Abuse

Policy History

No: 3.02	Service User Information Provision		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
1/8/2012	7/10/2012	Replaces policy 4.1			

3.3 ACCESS AND PROMOTION OF SERVICE

Policy Statement

The Service will endeavour to ensure that services are available to the target group living in the geographic area stated in Funding Agreements without discrimination.

Access to services will be based on relative need and people will not be excluded from access to the Service on the grounds of their:

- Gender
- Marital status (including de facto)
- Religious or cultural beliefs
- Political affiliation
- Sexuality or Sexual Preference
- Particular disability
- Ethnic background
- Age
- Inability to pay
- Geographical location within the Service coverage area
- Circumstances of their carer

Policy Protocols

Access

- The Service will ensure that the individual needs of people who are within the target population and eligible for a service will be recognised, and that access to those services will be prioritised according to needs-based principles as determined by formal assessment.
- The Service respects the right of a Service User to refuse service at any time and will ensure that Service Users understand that such as refusal will not prejudice any future request for services.
- The Service will be promoted in a manner that ensures greater equity of access.
- Promotional material will be developed and printed in a clear and easy to read format and will be available in different languages relevant to the geographic area in which the Service operates.

Promotion

The Service will promote its services in a variety of ways including:

- Publications
- Website
- Media
- Guest Speaking
- Expo's
- Networks & Forums

Related Policy and Procedures

- [PRO 3.03-1](#) Access to and Promotion of Services
- [PRO 3.04-1](#) Diversity
- [PRO 3.10-1](#) Advocacy

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access
2. Individual Needs
3. Decision Making & Choice
5. Participation & Integration

Policy History

No: 3.03	Access to and Promotion of Services		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
1/8/2012	7/10/2012	Replaces policy 4.2			

3.4 DIVERSITY

Policy Statement

The Service has a commitment to providing services that respond to Service Users individual needs.

Policy Protocols

- The Service will maintain a service culture that is inclusive and welcoming; that celebrates community diversity in all its forms (including cultural diversity, religious diversity, financial status, sexual preference, gender identity).
- The Service will develop and deliver services that are relevant and accessible to all members of the community including:
 - People from Aboriginal or Torres Strait descent;
 - People from culturally diverse backgrounds;
 - People who are financially disadvantaged;
 - People who are rurally isolated; and
 - People living with Dementia.
- Cultural issues and needs are incorporated into the Service Care Plan.
- The Service models and operations will be designed to adapt to demographic changes in the community.
- The Service will consult with local community members from diverse groups when developing forward service planning initiatives.
- The organisation will regularly review local demographic information to determine whether diverse groups are represented in the service in proportion to their local populations. Where this is not the case, the Service will investigate and take positive steps to ensure there are no barriers to access for diverse groups.
- The Service Team Members will undertake cultural awareness training/competency and in the use of translated materials and interpreting services to ensure a culturally appropriate service is provided.
- The Service will ensure easy accessibility to all its programs by:
 - Promoting them in the community in a manner that will reach the target group;
 - Implementing a clear transparent eligibility criteria;
 - Ensuring training of Team Members is designed to welcome and celebrate diversity; and
 - Ensuring information regarding “capacity to pay” is included in assessment and promotional material.

Related Procedures

- POL.3.3 Access to Service and Promotion of Services
- PRO 3.4.1 Diversity

- PRO 2.1.1 Equal Employment Opportunities
- PRO 3.5.3 Prioritising Requests for Assistance

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access
2. Individual Needs
3. Decision Making & Choice
4. Privacy, Dignity & Confidentiality
5. Participation & Integration
6. Valued Status

Policy History

No: 3.04		Diversity	Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
1/8/12	1/7/12	Replaces part policy 4.2			

3.5 ASSESSMENT AND CARE PLANNING

Policy Statement

Each Service User receives an assessment that will determine their eligibility for the Service and focus on the Service User’s individual abilities and needs to enable the most appropriate service to be provided. Through this, Service Care Plans will be jointly developed with the Service User and will be tailored to their individual needs and preferences. The service arrangements are monitored and modified to accommodate the changing needs of the individual Service User within the resources available to the organisation.

Policy Protocols

Assessment

All Service Users receive an assessment to identify each person’s circumstances to enable the service to be tailored, within existing resources, to the individual needs and preferences of each Service Users including their:

- Abilities;
- Physical needs;
- Emotional needs;
- Cultural and religious needs;
- Socio-economic needs;
- Communication preferences;
- Cognitive Function;
- Lifestyle Preferences;
- Limitations; and
- Preferences.

Service Care Planning

The Service develops individual Service Care Plans each time a Service User identifies a need for service. The service care plan will identify:

- The service/s to be provided;
- The frequency/length of time the service will be provided;
- The service provider;
- Any special requirements;
- Other agencies involved in providing services to the Service Users;
- The agency (if any) responsible for case management.

Related Policy and Procedures

- PRO 3.3.1 Access to and Promotion of Services
- PRO 3.4.1 Diversity
- PRO 3.5.1 Client Assessment

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access
2. Individual Needs

Policy History

No: 3.05	Assessment & Care Planning		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
1/8/12	7/10/12	New policy			

3.6 PRIVACY AND CONFIDENTIALITY

Policy Statement

The Service will conform to both State and Commonwealth privacy legislation requirements regarding the collection, use and protection of personal information of our Service Users and Team Members.

Policy Protocols

Confidentiality refers to the obligation of non-disclosure by this agency of personal information unless it has the consent of the person concerned.

The Service will ensure privacy and confidentiality by:

- Collecting only the information required for service delivery;
- Informing people of the purpose for collecting the information;
- Providing individuals with access to their information held by the Service;
- Disclosing personal information to 3rd parties only with the written consent of the individual;
- Securely storing Service Users personal information; and
- Destroying information in accordance with the Archives Act 1983.

In the following circumstances there is an obligation to report:

- a crime or intended crime;
- where the person is suicidal, safety is at risk, personal harm or being harmed (abused) by another; and
- warn a third party who is in danger.

The **Privacy Amendment (Private Sector) Act 2000** (Commonwealth legislation) outlines ten National Privacy Principles (NPPs).

Principle 1: Collection

Only collect information that is directly relevant and necessary using lawful purposes. Collect it directly from the individual and let him/her know the purpose of collecting it and how to access it.

Principle 2: Use and disclosure

Only use the information for the purpose for which it has been collected.

Principle 3: Data quality

Make sure the personal information you collect, use or disclose is accurate, complete and up-to-date.

Principle 4: Data security

Protect the personal information you hold from misuse and loss and from unauthorised access, modification or disclosure. Destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

Principle 5: Openness

Set out in a document clearly expressed policies on your management of personal information and make the document available to anyone who asks for it. If someone asks, let them know generally, what sort of personal information you hold, for what purposes, and how you collect, hold, use and disclose that information.

Principle 6: Access and correction

Provide the individual with access to the information on request. If an individual is able to establish that the information is not accurate, complete and up-to-date, you must correct the information so that it is accurate, complete and up-to-date.

Principle 7: Identifiers

Do not disclose an identifier (identifier includes a number assigned by an organisation to an individual to identify uniquely the individual for the purposes of the organisation's operations).

Principle 8: Anonymity

Wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering transactions with an organisation.

Principle 9: Transborder data flows

You can only transfer personal information about an individual to someone who is in a foreign country if you believe that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the NPPs; the individual consents to the transfer; or the transfer is necessary for the performance of a contract between the individual and the organisation, or a third party.

Principle 10: Sensitive information

You must not collect sensitive information about an individual unless the individual has consented, or the collection is required by law; or is necessary to prevent or lessen a threat to the life or health of any individual, or you undertake to the individual that the organisation will not disclose the information without the individual's consent. You can collect health information if: the information is necessary to provide a health service to the individual, if the information is research relevant to public health or public safety; the compilation or analysis of statistics relevant to public health or public safety, is necessary for the management, funding or monitoring of a health service.

Adapted from Guidelines to the National Privacy Principles, Office of the Federal Privacy

Related Policy and Procedures

WSC 1.26	Records Management Policy
WSC 2.3	Gathering of Information
POL 2.4	Code of Behaviour
PRO 3.1.2	Information Records
PRO 3.2.1	Information Provision
PRO 3.02-2	Service User Rights and Responsibilities
PRO 3.6.1	Privacy and Confidentiality

Relevant Standard

Community Care Common Standards

1. Effective Management
3. Service Users Rights & Responsibilities

Disability Service Standards

4. Privacy, Dignity & Confidentiality
8. Service Management

Policy History

No: 3.06	Privacy & Confidentiality		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
7/10/2015	7/10/12	New policy			

3.7 COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

Policy Statement

The Service respects each person's dignity by promoting the right of individuals to give compliments, complaints & suggestions to assist the Service to improve. The Service welcomes feedback as opportunities for service improvement.

Policy Protocols

The Service will process Service User feedback promptly, fairly, confidentially and without retribution.

Complaints will be treated confidentially and will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.

The Service will respect a Service User's choice to use an advocate to provide input and/or make a complaint and will negotiate with the advocate to resolve the issue(s) promptly.

All compliments, complaints & suggestions as appropriate, will be recorded on the Complaints Record Form as appropriate.

Service Users who choose to discontinue a service, due to dissatisfaction, will be advised that they may access the Service at a future date.

The Service will ensure no Service User is discriminated against or be the subject of retribution due to making a complaint.

The Service will ensure Team Members are trained to encourage and support Service Users right to provide feedback to the Service.

Related Policy and Procedures

- [PRO 3.02-2](#) Service User Rights and Responsibilities
- PRO 3.7.1 Compliments, Complaints

Relevant Standards

Community Care Common Standards

- 2. Appropriate Access & Service Delivery
- 3. Service Users Rights & Responsibilities

Disability Service Standards

- 1. Standard Service Access
- 6. Valued Status
- 7. Complaints & Disputes

Policy History

No: 3.07	Compliments, Complaints & Suggestions		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		New policy			

3.8 SERVICE USER EXIT

Policy Statement

A Service User's transition/exiting from the Service will be conducted in a manner that reduces avoidable stress for the Service User and facilitates continuity of care or service delivery while ensuring the Service meets its funding guidelines.

Policy Protocol

The Service will minimise stress to the Service User during the exiting/transition process by:

- Ensuring the Service investigates all other options prior to exiting/transitioning the Service User and that these options have been discussed with the Service User;
- Ensuring the Service User understands why it is necessary to exit/transition them to another service;
- Ensuring the Service User participates in all discussions regarding the exit/transition;
- Ensuring flexibility of service during the exiting/transitioning process

Related Procedures

- PRO 3.5.2 Client Reviews

Relevant Standards

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access
2. Individual Needs
3. Decision Making & Choice
5. Participation & Integration
6. Valued Status

Policy History

No: 3.08	Service User Exit		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/15		New policy			

3.9 SERVICE USER FEES

Policy Statement

Fees charged by the Service will be consistent with the National (Draft) HACC Fees Policy.

Policy Protocols

The National (Draft) Policy and Warrumbungle Shire Council recognise that many HACC Service Users have a limited capacity to pay for services, however, the payment of a fee for service by Service Users who have the capacity to pay is encouraged.

The Service fees policy and charging arrangements are based on the guidelines set out in the HACC Program and the National (Draft) HACC Fees Policy.

Fees charged for services provided by the Service are determined by the Manager and community feedback sought before ratification by Council.

Service Users will be encouraged to let the Service know if at anytime they are experiencing financial hardship to allow for the review of fees on an individual basis. In cases of financial hardship the fees may be reduced or waived.

Revenue from fees will be used to enhance and expand the provision of services.

Clients cannot be refused services due to an inability to pay fees.

Related Procedures

- PRO 1.5.1 Financial Management

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
4. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access

Policy History

No: 3.09	Service User Fees		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		New policy			

3.10 ADVOCACY

Policy Statement

The Service supports and encourages the Service Users right to nominate an advocate of their choice to represent their interests at any time.

Definitions

Advocate: Is a person who has the authority of the Service User and who

represents their interests. An advocate can be a family member, a friend or an agency appointed by or for the Service User.

Policy Protocols

- Where ever possible the Service User should be encouraged to be their own advocate.
- Service Users are supported to make their own decisions including the decision to nominate an advocate or change their choice of advocate at any time.
- The Service will support the Service Users to connect with an advocacy service; and will maintain an advocacy resource/contact list.
- The Service will refer Service Users to appropriate advocacy services, or recommend appropriate citizen advocates, when requested by our Service Users.
- The Service identifies if a Service User has a formal guardian.
- The Service will show respect and work cooperatively with any advocate chosen by the Service User to ensure the Service User's best interests are heard and addressed.
- The Service will communicate comprehensively with a Service User's chosen advocate and provide information to them about services but only with the express wishes and permission of the Service User.
- Advocates are invited to participate in assessment, care planning and reviews.
- The Service will advocate for Service Users with other agencies or with family members, to support the Service User's expressed choices and where abuse exists.
- As part of the review process Service Users are reminded about their right to choose an advocate to participate in their affairs with the Service.
- Team Members are educated about advocacy and Service Users right to utilise an advocate of their choice.
- Service Users with dementia are encouraged to have an advocate present at assessment and reviews.

Related Procedures

PRO 3.2.1 Information Provision

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access
2. Individual Needs
3. Decision Making & Choice
6. Valued Status

Policy History

No: 3.10	Advocacy	Date Approved	
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Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		New policy –incorporates 4.2			

3.11 ABUSE

Policy Statement

The Service considers the abuse of older people or people with disabilities to be unacceptable. The Service promotes safety and the right of people to live without fear of threat or harm and to be free from the violation of all forms of abuse. The Service acknowledges that the promotion of the safety of individuals in the care, or potential care of the Service is the responsibility of management, Team Members of the Service.

The Service will work to identify any potential, suspected or actual abuse.

Policy Protocols

The Service believes that older people or people with disabilities have the right to:

- Be treated with dignity and respect;
- Make their own decisions and choices;
- Live in a safe environment; and
- Have access to the protections available to other adults in the community.

Team Members will be recruited as per Council policy and will undergo a Criminal Record Check. Staff working with children will also be required to undertake a Working with Children check. All team members who work unsupervised with clients will have a police check renewed every 3 years.

All Team Members are provided with a copy of the Staff Handbook which highlights the Service's expectation of Team Members behaviour towards Service Users.

During orientation all Team Members will receive education in relation to Service User rights and identifying and reporting suspected incidents of Service User abuse.

Team Members will immediately report all suspected cases of abuse to the Manager.

Any Team Members suspected of abusing a Service User will be immediately removed from the involvement of the Service User while allegations are investigated.

The Manager will ensure the interests of the victim take precedence over those of the victim's family or of other members of the community and will:

- Assess the Service User's need for immediate medical attention and if required, ensure that it is provided;
- Arrange emergency respite care, admission to hospital or referral to the police if the alleged abuser needs to be separated to ensure the Service

- User's safety while respecting the rights of the abuser;
- Where necessary contact family members, the Service User's general practitioner and other community services involved;
- Report all suspected or confirmed cases of abuse to the Governance Body; and
- Once investigated, the Manager will determine if there is a legal requirement to report the incident and will ensure the matter is notified to the appropriate authority/s.

The Service acknowledges that each case of abuse is unique and that the determined interventions should take into account the nature and context of the abusive relationship and whether consent for intervention is given, other than in a situation where the law requires the matter to be reported.

The Service will maintain confidentiality of information and management of communication and documentation related to the incident of abuse in accordance with Privacy and Confidentiality Policy.

Team Members who have been involved in an incident of abuse related to one of their Service Users will be referred to counselling and support if deemed necessary and appropriate.

Related Procedures

- PRO 3.1.1 Principles to be Observed in Service Delivery

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

2. Individual Needs
10. Rights & Freedom from Abuse

Policy History

No: 3.11	Abuse		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/12		New policy			

3.12 ASSISTING SERVICE USERS WITH MEDICATION

Policy Statement

The Service acknowledges that medicines make a significant contribution to treatment and prevention of disease, increasing life expectancy and improving an individual's quality of life.

Given the Service type, Team Members are not to be involved in the provision of medication to Service Users.

Policy Protocols

No Team Members will provide medication to Service Users. Team Members may, if requested by the Service User, get the Service User a drink to enable the Service User to take their medication. No Team Members will give the Service Users advice or their opinion regarding medications or the taking of medication. If any Team Members has any concerns regarding a Service User and their medication that concern must be reported to their Supervisor as soon as possible.

Related Policy and Procedures

- POL 3.14 Duty of Care & Dignity of Risk

Relevant Standards

Community Care Common Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

2. Individual Needs
3. Decision Making & Choice
5. Participation & Integration
6. Valued Status
9. Family Relationships
10. Rights & Freedom from Abuse

Policy History

No: 3.12	Assisting Service Users with Medications		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/12/2015		New policy			

3.13 HANDLING SERVICE USER FUNDS

Policy Statement

The Service believes that all Service Users have the right to independence and support to manage their own financial affairs.

Policy Protocols

It is the policy of the Service that all Service Users should be encouraged and supported to manage their own finances and that the Service should avoid unnecessary involvement in Service User's financial matters whenever possible. The Service has a responsibility to ensure that suitable arrangements exist, or suitable referrals are made to appropriate services for Service Users having difficulties in managing their own financial affairs.

Related Policy and Procedures

- POL1.5 Financial Management

- POL 2.4 Code of Behaviour
- PROC 1.5.1 Financial Management

Relevant Standards

Community Care Common Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

2. Individual Needs
3. Decision Making & Choice
4. Privacy, Dignity & Confidentiality
5. Participation & Integration
6. Valued Status
9. Family Relationships
10. Rights & Freedom from Abuse

Policy History

No: 3.13	Handling Service User Funds		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		New Policy			

3.14 DUTY OF CARE AND DIGNITY OF RISK

Policy Statement

The Service recognises that through the operation of services, the organisation has a duty of care to Team Members and Service Users. The organisation will respect the Service Users Dignity of Risk as long as it does not adversely impact upon the organisations duty of care obligations. The organisation will ensure they fulfil their duty of care to Service Users, volunteers and Team Members in all aspects of the Services operation by ensuring that appropriate working standards and care standards are met.

Definitions

Dignity Of Risk: Is the belief that each person that is aged, frail aged or with a disability is entitled to experience and learn from life situations even if these, on occasion, may be a threat to their well being. Each person experiencing a risk, of which they have been informed, is to receive support in the situation.

Duty of Care: Is the obligation to take reasonable care to avoid injury to a person whom it can be reasonably foreseen might be injured by an act, or omission.

Negligence: The failure of a responsible person to provide the necessities of life (or the refusal to let others provide these) to an older person or person with a disability.

Could Reasonably Be Foreseen: Refers to acts and omissions which a reasonable person in that situation should predict could lead to harm. So you must attempt to predict the consequences of your actions and inactions.

Harm: Can include physical harm (injury, disease) psychological harm and financial harm or 'loss. (Not loss of reputation).

Someone: Includes a Service User, a worker, a volunteer, a visitor, and to a limited extent, the general public.

Policy Protocols

The Service recognises that every person owes a duty of care to every other person who is reasonably likely to be injured by the first person's actions or failure to act.

The appropriate standard of care is assessed on what action could reasonably be foreseen by a reasonable person in a particular situation.

Team Members will use their professional skills and experience to decide on what actions they should take in each situation of potential harm. Where possible, decisions should be discussed with the Manager.

Duty of Care will take precedence over the right of informed individuals to take calculated risks where that risk may pose a threat to the health and/or safety of the Service User and/or others.

Except in cases of known Service User diminished capacity, the Service recognizes that everyone has a right to an assumption of competence.

The Law

Duty of Care is a matter of Law. For a civil damages claim against either the Team Members or a Service to succeed, the claimant has to prove negligence by showing that:

- Harm was actually caused;
- The alleged harm resulted from a breach of Duty of Care;
- The resultant harm was foreseeable; and
- Reasonable steps were not taken to avoid harm.

To establish negligence it must be shown that:

- duty of care existed;
- there has been a breach of duty, meaning the accident could have reasonably been foreseen, and the person failed to take reasonable steps to prevent the accident from occurring;
- harm has been suffered; and
- the harm was a result of the breach of duty of care.

Team Members should be clear about policies, procedures and instructions that assist in ensuring duty of care.

Related Policy and Procedures

- POL 3.5 Assessment and Care Planning
- PRO 3.5.1 Assessment

Relevant Standards

Community Care Common Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

2. Individual Needs
3. Decision Making & Choice

Policy History

No: 3.14	Duty of Care & Dignity of Risk		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		New Policy			

3.15 DEATH

Policy Statement

Team Members will adhere to a systematic and structured procedure in the event of the death of a Team Member, Service User or member of the public within the premises or care of the Service. The procedure shall be in accordance with relevant legislation.

A principle desired outcome is to assist in minimizing as far as possible the level of trauma for all concerned.

Policy Protocols

The response to the death of a Team Member, Service User or member of the public should be sensitive and appropriate. This includes ensuring that:

- The cultural and religious beliefs and practices of the person and their family are respected; and
- The response is dignified and prompt to minimise the distress arising from the event.

The Services will offer appropriate support and arrange counselling to Team Members and other Service Users affected by the death.

The Manager will conduct an investigation as soon as possible after the incident, as crucial evidence may be disturbed or destroyed with the passage of time.

Related Procedures

- PRO 3.15.1 Death at the Service

Relevant Standard

Community Care Common Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

6. Valued Status
9. Family Relationships

Policy History

No: 3.15	Death	Date Approved	

WARRUMBUNGLE COMMUNITY CARE POLICY MANUAL



Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		New policy			

Section 4: SERVICES

4.1 COMMUNITY TRANSPORT

Policy Statement

Warrumbungle Community Care provides Community Transport services across the Warrumbungle Shire. Transport is provided through the Community Transport Program (CTP), Home and Community Care (HACC) and Health Related Transport (HRT) programs. Transport is provided to eligible clients through these programs in line with Funding Agreements.

Warrumbungle Community Care Transport Services are provided in the Community bus by a paid driver and by volunteer drivers either using their own vehicles or driving a vehicle owned by the service.

Transport services may be provided for local transport or trips to larger regional towns, these include;

- To medical and other appointments locally and regionally
- Local shopping
- Social outings.

Policy Protocols

Warrumbungle Community Care Transport services are provided by staff and volunteers who, whilst committed to providing safe and comfortable transport, are medically untrained. Some clients seeking to use transport services are affected by medical conditions, which require the assistance of highly trained personnel to ensure a safe and comfortable journey and to deal with any medical emergencies, which arise during a service. For this reason, the following shall apply:

Warrumbungle Community Care will require certification of fitness to travel from an authorised medical professional (e.g. Doctor or Director of Nursing) before any client can be provided with hospital-to-home transport following a procedure that has taken more than three (3) hours or home from day surgery. This also applies when a driver has concerns about the condition of a passenger when being asked to transport them from a health facility. An adult carer or escort must accompany the client in such instances. Warrumbungle Community Transport does not transfer patients from one hospital to another. WCC will undertake a risk assessment of clients to ensure duty of care to both client and drivers in circumstances where they deem clients travelling with Community Transport to be at risk to themselves, other clients, volunteer drivers or staff. This may include clients in need of mobility support, bariatric patients, dementia, clients with increasing frailty, behaviour management issues, infection control issues. Whilst WCC aims to provide services to eligible clients, the service maintains the right to refuse services on the basis of the risk assessment if no suitable risk control measures can be effectively implemented in partnership with the client. WCC encourages carers to travel with clients if they need support. Carers do not pay a fee for transport.

Carriage of Children, 16 years and under.

- WCC will under no circumstances transport any child of 16 years of age and under without an independent carer.

- WCC will not supply baby capsules or child booster seats on the basis of Workers Health & Safety and RTA guide to Authorised Restraint Fitting.
- Clients who require children to accompany them or children that may need transport will need to provide suitable restraints as per new child restraint laws 30/6/10 for that child and fit their own child restraints in the CT vehicle.
- No team member of WCC shall install child restraints. Drivers will insure the child is restrained appropriately.
- This policy applies to all WCC vehicles including Bus. (Passenger Transport Act 1990)

Assistance Animals

Registered Assistance Animals may travel in Community Transport vehicles provided they travel in an approved harness. Caring for the needs of the dog is the responsibility of the client.

Priority

Priority for provision of services will be based on the HACC Program guidelines.

Available Resources

Community Transport Services are provided dependent on available resources. Management of WCC will ensure appropriate distribution of Community Transport resources, including number of trips provided per funding schedule, location of garaging for vehicles, number of vehicles in fleet, spare seat capacity.

Related Policy and Procedures

- POL 4.1a Vehicle Management
- POL 4.1b Spare Seat Capacity
- All Procedures in PROC sect 4.1
- PROC 4.1.7

Relevant Standards

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

8. Service Management

Policy History

No: 4.1	Community Transport		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		Replaces 4.4			

4.1a VEHICLE MANAGEMENT

Policy Statement

The Service is committed to ensuring that safety of Team Members and service users is assured through effective and appropriate use, maintenance and management of the fleet of vehicles.

Policy Protocol

The Service will ensure the effective use, maintenance, management and safety

of its fleet by using the following procedures are in place:

- Vehicle Use, Management & Maintenance
- Driver Requirements
- Parking, Safety Equipment, Mobility/Medical Aids & Goods on Vehicles
- Vehicle Breakdowns, Emergencies & Evacuation

Use of Vehicles

- Community Care vehicles are to be used solely for the provision of Warrumbungle Community Care services or, at the discretion of Warrumbungle Shire Council, utilised by the Manager with a private lease back arrangement.
- Vehicles must be locked at all times when the vehicle is unattended.
- Any person using the vehicle must have an appropriate current driver's licence (not a probationary or learner driver licence).
- Drivers licence details will be kept on file for all drivers, including volunteers.
- All volunteer drivers must undergo a driving record and criminal record check every three years
- Drivers must notify the organisation if their licence status changes
- Drivers must meet the commercial vehicle driver standards as verified every three years by a general practitioner
- The vehicles are to be available to the Manager and Service Coordinators during normal working hours to attend meetings relevant to the position and to meet clients' needs in and out of normal office hours.
- At all times when the vehicles are not being used to carry out the functions of the Warrumbungle Community Care, they will remain garaged in a safe and appropriate place under the control of Warrumbungle Shire Council, or approved venue unless directed otherwise by the funding body.

Maintenance and Inspection

- Vehicles to be cleaned inside and out on a regular basis
- Pre-departure checklist completed daily
- Monthly vehicle inspections
- Vehicle service every 10 000 km and to include tyre rotation and wheel alignment
- All faults and damage reported and action taken immediately or vehicle kept off road
- Maintenance of log books
- Records of maintenance and inspection to be kept and easily accessible.

Related Policy and Procedures

- PROC 4.1.8 Fleet Management
- POL 5.1 Workers Health and Safety
- WSC POL 4.11 Work Health and Safety Policy

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 4.1a	Transport –Vehicle Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		Replaces 5.1			

4.1b SPARE SEAT CAPACITY

Policy Statement

The Community Transport program maximises the value of their resources to local communities by utilising spare capacity to alleviate transport disadvantage. This policy corresponds to the policy which is a product of joint agreement by the NSW Department of Ageing, Disability and Home Care (DADHC) and Transport NSW (TNSW) on how spare capacity for community transport services funded under the Home and Community Care (HACC) program should be managed.

Policy Protocol

Definitions

- **Transport disadvantage** is defined as a circumstance or set of circumstances that leave those who are affected by it in a situation where they have limited or no access to private transport and they have difficulties in accessing mainstream transport systems to meet their daily needs.
- **Spare seating capacity** - the unutilised seating capacity where a vehicle and driver are scheduled to provide a service to a number of clients which is less than the maximum passenger capacity of the service.
- **Spare service capacity** - where a vehicle or vehicle and driver combination are available for tasking to provide a transport service but are not being utilised.

Context

Most Government community transport funding in NSW is targeted at individuals or groups conforming to specific criteria, in order to achieve specific policy, legislative or social goals.

Funding Agreements normally define the target groups of different funding programs and, generally, targeted funding may not be used to provide services to people outside the specified scope of the particular funding program.

It is recognised that:

- Transport disadvantage can be experienced by individuals or groups of people who are outside the scope of funding program eligibility guidelines
- Spare capacity exists within some Community Transport services
- The NSW Government supports the notion of the efficient use of available transport resources to meet the needs of transport disadvantaged people, where the use of that resource neither contravenes nor diminishes the capacity to fulfil its primary function

Scope

Spare capacity can be legitimately utilised to meet the needs of individuals or groups who are transport disadvantaged but who fall outside the specific eligibility criteria for the particular program through which the resource is funded (primary funding source).

Utilisation of spare capacity must not result in a reduced capacity to address the needs of a primary funding source's target group clients or to deliver outcomes specified in Funding Agreements.

Utilisation of spare capacity should not result in an increased demand for funding from the primary funding source.

Spare capacity made available to communities in accordance with the above points should be priced in a manner which:

- Is affordable to transport disadvantaged clients
- Recovers any additional costs which would otherwise be incurred by the primary funding source associated with the delivery of service
- Does not adversely impact on the clients of the primary funding source

Pricing spare capacity

Three primary considerations must be given priority when determining charges to be levied on consumers for the use of spare capacity within funded community transport services. These are:

1. Utilisation of spare capacity within resources funded through specific targeted funding programs (such as HACCC) should not:
 - a. reduce the volume of service that would be otherwise available to existing or potential clients of the relevant program; or
 - b. reduce the overall efficiency of funded service delivery such as through increased operational costs or reduced demand responsiveness for clients of the relevant program; or
 - c. artificially increase or inflate demand for new resources funded through the relevant program
2. A key contributor to transport disadvantage is an inability to afford commercially priced service solutions. To avoid compounding disadvantage to individuals or groups, the costing of community transport spare capacity should be approached with the objective to recover an amount necessary to ensure cross subsidisation from the primary funding source does not occur
3. Costing spare capacity should not generate significant amounts of operating surplus

Given these considerations, charges made to clients utilising spare community transport capacity should be set as follows:

- For spare seating capacity, costs should recoup any additional costs incurred in the provision of transport to non-target group clients and be levied on a pro-rata basis or have parity with the recommended contributions for clients targeted by the funding program
- For spare vehicle or vehicle/driver capacity costs should reflect any additional expense involved in the vehicle hire such as those for fuel, maintenance, labour and vehicle depreciation to offset increased vehicle usage
- Fixed costs such as those associated with registration or insurance, which must be met in order to provide funded service outputs, are not generally

increased by utilisation of spare capacity, and should not be passed on to non-target group consumers

Related Policy and Procedures

- PROC 3.9 Service User Fees
- PROC 1.5.1 Financial Management
- POL 1.5 Financial Management

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

8. Service Management

Policy History

No: 4.1b		Transport –Spare Seat Capacity	Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
29/1/2015		New Policy			

4.2 MEALS ON WHEELS

Policy Statement

Warrumbungle Community Care provides a meals service to eligible clients residing in the Warrumbungle Shire in line with the HACC program guidelines and dependant on available resources. The service may comprise hot and/or frozen meal deliveries dependant on client needs and availability.

Policy Protocol

- Special diets may be catered for to suit the individual dependant on availability.
- Clients to be offered a range of food choices and menu planning
- Food stored and handled as per Warrumbungle Community Care Food Safety Plan

Related Policy and Procedures

- The Australian and New Zealand Food Authority Regulations
- The Local Government Acts, Regulations and Industry Code of Practice for the Safe Handling of Food;
- The Food (General) Regulation 1997 under the NSW Food Act 1989.
- WCC Food Safety Plan
- POL 5.1 WHS
- All procedures in section PROC 4.2
-

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 4.2		Meals on Wheels		Date Approved	
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		Replaces 4.4			

4.3 HANDY PERSON SERVICE

Policy Statement

Warrumbungle Community Care provides Handyman services to eligible clients in line with the HACC program guidelines and dependant on available resources.

Policy Protocol

Services include:

- Yard and lawn maintenance
- Minor household maintenance of a non-tradesman type

Related Policy and Procedures

- All Procedures in section 4.3

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

8. Service Management

Policy History

No: 4.3		Handy Person		Date Approved	
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		Replaces 4.4			

4.4 RESPITE FOR CARERS

Policy Statement

Warrumbungle Community Care provides Respite services to eligible clients and carers in line with the HACC program guidelines and dependant on available resources.

Policy Protocol

Respite for Carers can;

- Provide active companionship to service users in their own home;
- Prepare appropriate meals for service users when involved in all day respite, (in consultation with family or other family carers).
- Remind clients to take medication;
- Perform care activities, which would normally be given by a family member or other primary carer, except where the service user and / or respite carer would be at risk;

Respite is available to fulltime carers having the responsibility for the welfare and well being of someone who is housebound. Respite for Carers is flexible and respite can be in – home day respite or outside the home care.

The relative need for Warrumbungle Community Care will be based on the following factors:

The carer:

- Is caring for a person with a severe disability, is frail, aged, or has dementia;
- Is the sole carer, has limited support networks or has dependent children;
- Is frail, ill stressed or has a disability;
- Has extensive commitments which may include employment;
- Is socially or geographically isolated;
- Is financially disadvantaged.

Related Policy and Procedures

- All Procedures in PROC Section 4.4

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery

3. Service Users Rights & Responsibilities

Disability Service Standards

8. Service Management

Policy History

No: 4.4	Respite for Carers		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		Replaces 4.4			

4.5 SOCIAL SUPPORT

Policy Statement

Warrumbungle Community Care provides Social Support services to eligible clients and carers in line with the HACC program guidelines and dependant on available resources.

Policy Protocol

Services provided may include: local transport and shopping support, social groups, outings, telelink service, visits to library, cemetery or other local places or activities.

Related Policy and Procedures

- All procedures in Section PROC 4.5

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 4.5	Social Support		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		Replaces 4.4			

4.6 HUMAN SERVICES AGENCY

Policy Statement

Warrumbungle Community Care provides access to phone, fax, online services and referral and information for clients of Human Services as per contract with the Department of Human Services.

Policy Protocol

Service is provided in Coonabarabran. Face to face service provided from 9.00 am till 12pm. Self service facilities to be provided until 3.30 pm.

Related Policy and Procedures

- All Procedures in PROC Section 4.6
- DHS Guidelines and Policy

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 4.6	Human Services Agency		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2015		New policy			

Section 5: WORKPLACE HEALTH AND SAFETY

5.1 WORKPLACE HEALTH AND SAFETY

Policy Statement

The Service is committed to providing a safe and healthy work environment for its Team Members and those others affected by Service work activities

Policy Protocols

The Service will, in partnership with Warrumbungle Shire Council, so far as reasonably practical:

- Ensure the health welfare and safety of all Team Members and others in the workplace involved in the Services duties;
- Ensure Team Members have the ability to identify and control risks in the workplace through a system for hazard identification and risk assessment;
- Consult with the Services Team Members on Workplace Health & Safety (WHS) matters;
- Use specialist professional advice where necessary to ensure that the Service meets its WHS obligations;
- Ensure that workers compensation (or other appropriate insurance), injury management and rehabilitation is available for all Team Members of the Service;
- Ensure continual monitoring and review to the WHS systems and work activities;
- Provide appropriate information, instruction, training and supervision to Team Members involved in Service operations;
- Investigate accidents and incidents and ensure appropriate actions are taken to avoid reoccurrence;
- Monitor and review safety systems through in-house and external safety reviews.

The above policy must be displayed clearly in a place commonly accessed by Team Members.

Procedures to assist the Service comply with the above obligations have been developed and implementation will be monitored and amendments made as part of the continuous improvement practices of the Service.

Related Policy and Procedures

- Work Health and Safety Act 2011
- WSC1.33 Risk Management Plan and Procedure
- WSC 4.17 Personal Safety Equipment and Sun Protection
- WSC 4.19 Armed Hold Up Procedure
- WSC 4.4 Workplace Bullying Policy
- WSC 4.5 Harassment Policy

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- WSC 4.6 Needlestick Policy
- WSC 4.10 Accident Investigation Policy
- WSC 4.11 Occupational Health and Safety Policy
- WSC 4.13 Smokefree Workplace Policy
- WSC 4.15 Injury Management Return to Work Policy
- WSC 4.36 Hazardous Materials in the Workplace Policy
- All Procedures in WCC PROC Section Five

Relevant Standard

Community Care Common Standards

1. Effective Management

Disability Service Standards

8. Service Management

Policy History

No: 5.1	Work Place Health & Safety		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
8/10/2012		Replaces 5.1			