

Policy Title	Provision of Community Services
Policy Category	Operational
Number & Version	SVC-ComDev-PO-069
Policy Owner	Community Services
Approval by	Council
Effective date	
Date for review	September 2021

1. STRATEGIC PURPOSE

Snowy Valleys Council (Council) celebrate and nurture a sense of community and belonging, where people are friendly and support each other. Council's commitment through the *Provision of Community Services* will support and contribute to the wellbeing across all stages of life in our community.

2. POLICY STATEMENT

Through effective *Provision of Community Services* Council can become more inclusive, resilient and better connected with the residents who live and work in the region while preserving their quality of life. Council will facilitate community services that contribute to the community, by being inclusive, involved and engaged and are sustainable, innovative and creative.

Council will support and partner with other agencies to ensure community safety as well as provide activities and creative opportunities.

3. DEFINITIONS

Community Services – are direct services that are provided to the most vulnerable in our community, including services for seniors, youth, children, and families, people with disabilities and carers. Direct services are generally funded from within the NSW

Department of Family and Community Services (FaCS) and the Federal Department of Social Justice.

Commonwealth Home Support Program - A joint initiative of the State and Commonwealth Governments aimed at preventing premature or inappropriate admission to residential care facilities

4. CONTENT

Council will be guided by the following principles to enhance the capacity to effectively deliver community services.

- Equity in the distribution of services
- Access to quality services
- Participation in decision-making
- Equality of opportunity.

This will lead to enhancement of relationships and formal partnerships with the community and a range of organisations and businesses. Opportunities also exist to capitalise on diversifying funding sources from outside Council, including seeking new funding opportunities for Council as a partner.

Stronger engagement and connections with the community would provide the residents with a better understanding of Council processes and provide them with a say on matters and decisions that are important to them.

In local government, community development and provision of services is a process whereby council works with residents, community groups and other government agencies to improve the social wellbeing of the community within a social justice framework, making a more inclusive place to live.

By applying the following social justice principals, Council will be committing to:

- Treating individuals with dignity and respect.
- Recognising and promote individual freedom of expression.
- Supporting active decision-making and individual choice, including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities.
- Providing support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review.
- Having preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.
- Addressing any breach of rights promptly and systematically to ensure opportunities for improvement are captured.
- Supporting individuals with information and, if needed, access to legal advice and/or advocacy.
- Recognising the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
- Keeping personal information confidential and private.

Council's *Disability Inclusion Action Plan* (DIAP) supports the fundamental right of people with a disability to choose how they live their lives, to access opportunities and enjoy the benefits of living and working in the Snowy Valleys Council Region

4.1 Services Offered By Council

Council is committed to increasing the community's choices, addressing the community's needs collectively, building resources, stimulating sustainability and generating social capital within the community. Council seeks to deliver this through the following services.

Retirement Villages

Rotary Place and our Independent Living village are building resources that are ongoing and expanding and provide the community with housing for residents at risk.

Multi Service Outlet (MSO)

The MSO is the overarching service outlet that provides the community with the following services

- Meals on Wheels - provides meals for those in the target group. Frozen meals are delivered five (5) days per week
- Home Modifications & Maintenance - are services, such as lawn mowing and small maintenance jobs, which are aimed at ensuring safer living for those in the Commonwealth Home Support Program (CHSP) target group.
- Domestic Assistance - The provision of domestic help on an ongoing or short term basis

Respite

The provision of respite care to enable the carer of a person to have some time of their own. This is short term only and is provided as in home care with the client. This can be a one off service or for a short period.

Social Support

Various outings throughout the year to a variety of locations, gentle exercise programs for older people and other one-off programs throughout the year. A daily phone call service (Telecall) is also provided for people who live alone and are disabled, isolated, and/or frail or medically at risk.

Community Transport

Community Transport caters for those in the Commonwealth Home Support Program target group and those in the community who are disadvantaged because of isolation and lack of transport. All vehicles are driven by volunteers.

Children's Services

Children's Services provide education and care for children ages 6 weeks to twelve years of age. Carcoola Children's Centre; Khancoban Preschool; Khancoban Toy Library;

Puggles Mobile Children's Services Van; and Tumboosh are all children's services operated by Snowy Valleys Council.

4.2 Accessing Community Services

Council will have fair access to all community services and will ensure that these services are provided equitably and meet the needs of the whole community.

4.3 Service Initiation

Many of our services require client registration or enrolment in which client's information is used to access a particular community service. Administration will then provide an orientation to the client, setting out all standard, optional, and additional costs associated with the service.

4.4 Service Exit

Exit from a service is individualised, with each service having its own exit rules. As part of this process all services conduct an exit interview. This interview encourages the participant to give feedback and ensure that any needs and issues are responded to, with an aim to improve the provision of community services.

4.5 Provision of Services by Work Participants

The services provided by Council in the *Provision of Community Services* policy are conducted and implemented by work participants and as such they are required to abide by Councils *Code of Conduct*, and demonstrate behaviour that will not bring the Councils reputation into disrepute.

4.6 Record Keeping and Confidentiality

All records regarding clients and enrolments within community services will be stored in accordance with Councils *Records Management Policy*. The clients and enrolments personal information will be managed in accordance with Councils *Privacy Management Plan*.

5 ASSOCIATED LEGISLATION

Disability Inclusion Act 2014
Carer Recognition Act 2010
Retirement Villages Act 1999
Education and Care Services National Law
Housing Act 2001
Passenger Transport Act 2014
Child Protection and Working with Children Act 2012

6 ASSOCIATED COUNCIL DOCUMENTS

Community Engagement Policy – SVC-EXE-PO-017
Community Engagement Strategy – SVC-RP-STY-003
Disability Inclusion Access Plan – SVC-CorpPlan-Pln-001

7 HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
	Superseded	Community Services Policy (former Tumut)	ComDev.02v2.1		

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