



<b>Policy Title</b>	DRAFT REVISED Provision of Community Services Policy
<b>Policy Category</b>	Public
<b>Number &amp; Version</b>	SVC-ComDev-PO-069-01
<b>Policy Owner</b>	Community Services
<b>Approval by</b>	Council
<b>Effective date</b>	25 June 2020
<b>Date for review</b>	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.

The annexures listed in this policy document are regulated (policies required under the *Aged Care Standards*; *Aged Care Quality and Safety Commission Act 2018*; *Aged Care Quality and Safety Commission Rules 2018*; *Retirement Villages Act 1999*; *Retirement Villages Regulations 2017*; *Retirement Villages Amendment Act 2020*; *Retirement Living Code of Conduct 2020*; *Housing Act (NSW) 2001*; *Point to Point Transport (Taxi and Hire Vehicles) Act 2016*; *Point to Point Transport (Taxi and Hire Vehicle) Regulations 2016*; *Passenger Transport Act 2014*; *Passenger Transport (Drug and Alcohol Testing) Regulations 2010*; *Passenger Transport Regulations 2007* and *National Meal Guidelines 2016*). Nonregulated (policies not required under the above-mentioned legislation, regulations and guidelines that are applicable to SVC Community Services).

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Reviewed:

### 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 via external funding with Transport for NSW; NSW Health Department and Australian Government funded aged care services.

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

**Community Transport Funding (CT)** – The Community Transport program is funded by the NSW Government, administered by Transport for NSW to assist individuals who are transport disadvantaged owing to physical, social, cultural and / or geographical factors.

**Home Care Packages (HCP)** – Are subsidies by the Australian Government to approved service providers to deliver services under the Home Care Packages Scheme to enable eligible, assessed clients to remain independently in their own home.

**My Aged Care (MAC)** – is the starting access point to access Australian Government-funded aged care services.

**Non-Emergency Health Related Transport (NEHRT)** – Non-Emergency Health Related Transport funded by NSW Health department.

**Work Participants** - Any employees, labour hire staff, volunteers, work experience and contractors of the Council.

### 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:

- treat individuals with dignity and respect.

- recognise and promote individual freedom of expression.
- support 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.
- provide support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review.
- to have preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.
- address any breach of rights promptly and systematically to ensure opportunities for improvement are captured.
- support individuals with information and, if needed, access to legal advice and/or advocacy.
- recognise the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
- keep 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.

#### **4.2 Retirement Villages**

Consists of Rotary Place and Independent Living Units that provide the community with affordable housing options.

#### **4.3 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

#### **4.4 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

#### **4.5 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.

#### **4.6 Community Transport**

Community Transport program caters for those in the community who are transport disadvantaged. The Community Transport program is funded by CHSP funding; Community Transport funding; NEHRT funding and HCP funding. Community Transport vehicles are driven by volunteers and paid employees.

#### **4.7 Accessing Community Services**

Our services that are specifically funded for Aged Care can be accessed via a referral to/from My Aged Care (MAC).

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.

#### **4.8 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.

#### **4.9 Service Exit**

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

#### **4.10 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.

#### **4.11 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**

*Aged Care Standards*  
*Aged Care Quality and Safety Commission Act 2018*  
*Aged Care Quality and Safety Commission Rules 2018*  
*Disability Inclusion Act 2014*  
*Carer Recognition Act 2010*  
*Child Protection and Working with Children Act 2012*  
*Retirement Villages Act 1999*  
*Retirement Villages Regulations 2017*  
*Retirement Villages Amendment Act 2020*  
*Retirement Living Code of Conduct 2020*  
*Housing Act (NSW) 2001*

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*Point to Point Transport (Taxi and Hire Vehicles) Act 2016*  
*Point to Point Transport (Taxi and Hire Vehicles) Regulations 2016*  
*Passenger Transport Act 2014*  
*Passenger Transport (Drug and Alcohol Testing) Regulations 2010*  
*Passenger Transport Regulations 2007*  
*National Meal Guidelines 2016*

## 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  
 SVC Records Management Policy – SVC-GOV-PO-062-01  
 SVC Privacy Management Plan – SVC- CorpPlan-Pln-018-01

## 7. ANNEXURES

AREA	POLICY NAME	ECM Doc ID	TYPE OF DOCUMENT	ANNEXURE NUMBER
Community Services	Community Services Policy	3049185	Policy	1
Community Transport	Community Transport Policy	3049428	Policy	2
	Community Transport Protocols	3049492	Protocol	3
Multi Services Outlet	Access to Services Policy	3045694	Policy	4
	Client Assessment and Fees Policy	3045696	Policy	5
	Client Exit & Re-Entry Policy	3045697	Policy	6
	Client Referral Policy	3045707	Policy	7
	Client Rights and Responsibilities	3045708	Policy	8
	Person Centred Approach Policy	3045709	Policy	9
	Promotion of Services Policy	3045710	Policy	10
	Transporting Clients with Oxygen Policy	3045712	Policy	11
	Trauma Policy	3045713	Policy	12
	Workplace Review Policy	3045714	Policy	13
	Client Exit Procedure	3048601	Procedure	14
	Client Review Procedure	3048602	Procedure	15
	Critical Incident Procedure	3048603	Procedure	16
	Police Check Compliance	3048679	Procedure	17
	Loan of MSO Equipment Agreement	3045752	Agreement	18
Retirement Living	Code of Conduct	3048886	Policy	19

## 8. HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
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Adopted:  
 Reviewed:

26/02/2013	Superseded	Community Services Policy (former Tumut Shire Council)	ComDev.02v2.1		
30/04/2020	Endorsed for Public Exhibition	Provision of Community Services Policy	SVC-ComDev-PO-069-01	30/04/2020	OPS.06/20
25/06/2020	Approved No Submissions	Provision of Community Services Policy	SVC-ComDev-PO-069-01	n/a	n/a

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