



Walcha Council Community Care  
and Early Intervention Service.

POLICY MANUAL

2018 (draft)

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## INTRODUCTION AND BACKGROUND

Walcha Council Community Care (WCCC) is supported by funding via NSW Department of Family and Community Services, Ageing Disability and Home Care (ADHC) for the Community Care Supports Program (CCSP) and the Australian Government Department of Health (DOH) for its Commonwealth Home Support Program (CHSP).

Walcha Council Early Intervention (WC EI) is funded by NSW Department of Family and Community Services, Ageing Disability and Home Care.

Disability programs funded by ADHC are required to comply with the National Disability Services Standards. Programs funded by DOH are required to comply with the Home Care Standards.

The individual programs funded offer support and assistance to aged, people with a disability, families of children with a disability or who are at risk of a delay and carers. Supports aim to promote independence and community engagement and access to relevant generic and specialist services.

## ABOUT THIS MANUAL

This Policy governs the WCCC programs and WC EI Service:

- Meals on Wheels
- Individual and Group Social Support
- Walcha Council Community Transport and Medical Transport
- Social Support, Exercise Group
- Carer and Dementia Support Group
- Disability services
- Early Intervention Service

The manual reflects the Home Care Standards for Commonwealth funded programs and Disability Service Standards for NSW State funded services for people with disabilities, including Early Intervention services, which are outlined below.

The policies include compliance with funding guidelines, regulatory requirements and relevant legislation. Walcha Council policies apply to WCCC and WC EI Service and references are included where relevant to these policies.

## DISABILITY SERVICE STANDARDS

### STANDARD 1 RIGHTS

Each Person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community.

### STANDARD 2 PARTICIPATION AND INCLUSION

Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.

### STANDARD 3 INDIVIDUAL OUTCOMES

Each person is supported to exercise choice and control over the design and delivery of their supports and services.

### STANDARD 4 FEEDBACK AND COMPLAINTS

When a person wishes to make a complaint, the service provider will make sure that the person's views are respected, that they are kept informed as the complaint is dealt with and have the opportunity to be involved in the resolution process.

### STANDARD 5 SERVICE ACCESS

Each person is assisted to access the supports and services they need to live the life they choose

### STANDARD 6 SERVICE MANAGEMENT

Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.

## HOME CARE STANDARDS

### 1.1 CORPORATE GOVERNANCE

The service provider has implemented corporate governance processes that are accountable to stakeholders.

### 1.2 REGULATORY COMPLIANCE

The service provider has systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.

### 1.3 INFORMATION MANAGEMENT

The service provider has effective information management systems in place.

### 1.4 COMMUNITY UNDERSTANDING AND ENGAGEMENT

The service provider understands and engages with the community in which it operates and reflects this in service planning and development.

### 1.5 CONTINUOUS IMPROVEMENT

The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.

### 1.6 RISK MANAGEMENT

The service provider is actively working to identify and address potential risk, to ensure the safety of Clients, staff and the organisation.

### 1.7 HUMAN RESOURCE MANAGEMENT

The service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to users.

### 1.8 PHYSICAL RESOURCES

The service provider manages physical resources to ensure the safe delivery of care and services to Clients and organisation personnel.

### 2.1 SERVICE ACCESS

Each Client's access to services is based on consultation with the Client (and/or their representative), equity, consideration of available resources and program eligibility.

### 2.2 ASSESSMENT

Each Client participates in assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.

### 2.3 SUPPORT PLAN DEVELOPMENT AND DELIVERY

Each Client and/or their representative participates in the development of a care/service plan that is based on assessed needs, and is provided with their Support Plan and or services described in their plan.

### 2.4 CLIENT REASSESSMENT

Each Client's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the

complexity of the Client's needs. Each Client's care/service plans are reviewed in consultation with them.

### 2.5 CLIENT REFERRAL

The service provider refers Clients (and/or their representatives) to other providers as appropriate.

### 3.1 INFORMATION PROVISION

Each Client, or prospective Client, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.

### 3.2 PRIVACY AND CONFIDENTIALITY

Each Client's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.

### 3.3 COMPLAINTS AND CLIENT FEEDBACK

Complaints and Client feedback are dealt with fairly, promptly, confidentially and without retribution.

### 3.4 ADVOCACY

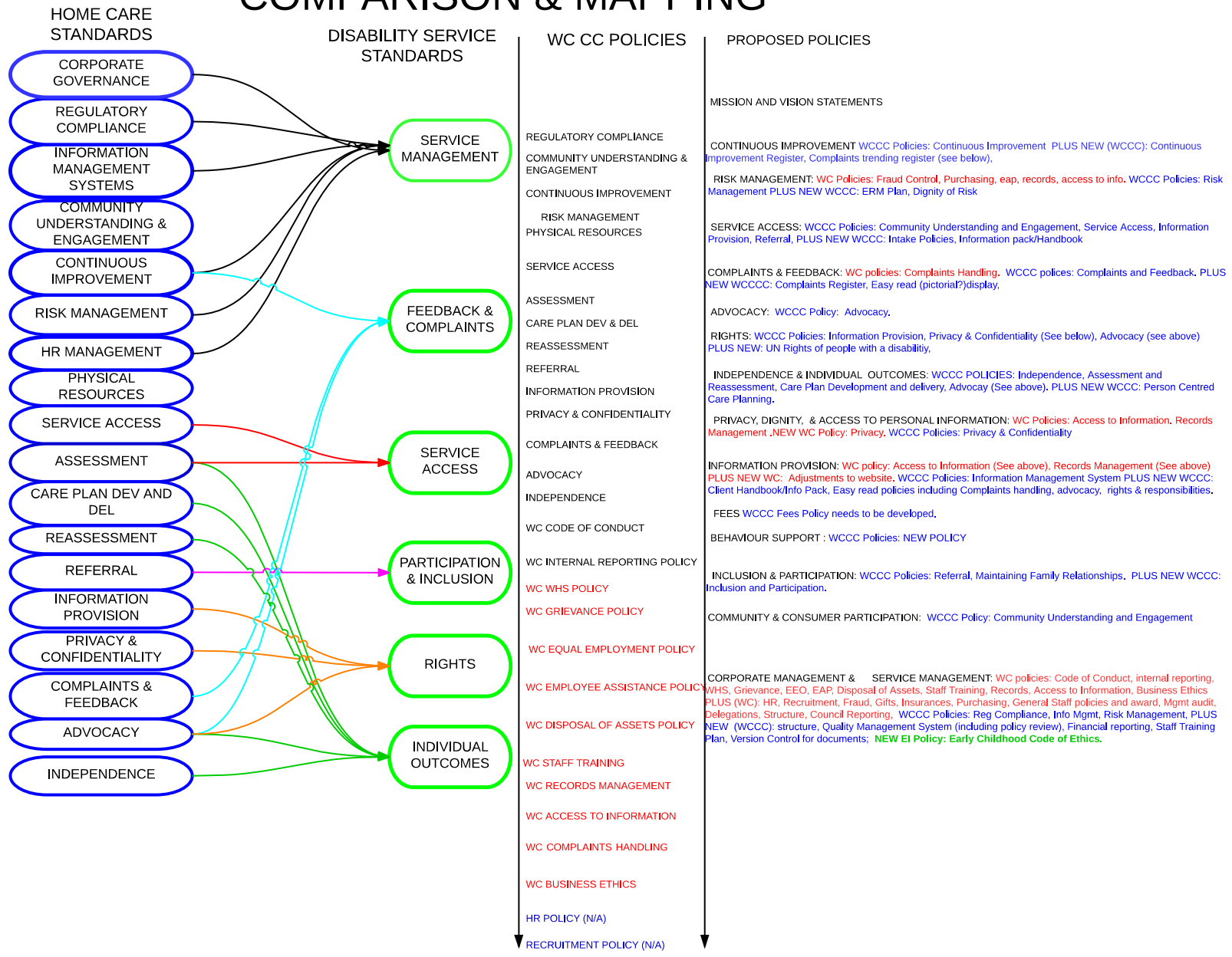
Each Client's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the Client (and/or their representative) to access an advocate.

### 3.5 INDEPENDENCE

The independence of Clients is supported, fostered and encouraged.



# COMPARISON & MAPPING





## WALCHA COUNCIL COMMUNITY CARE AND EARLY INTERVENTION MISSION AND VISION

### **Walcha Council**

“To be a vibrant, welcoming and resilient community that supports our citizens, businesses, industries and environments. The corporate goal focuses on effectiveness, efficiency and responsiveness.”

### **Walcha Council Community Care - Mission**

The Walcha Council Community Care (WCCC) mission is to provide services for aged, or people with disabilities, and their carers, who need additional support to enable them to live comfortably in their own homes, connecting people to their community, promoting independence and supporting health and wellbeing.

### **Walcha Council Community Care - Vision**

By encouraging and supporting individuals to enhance their self-worth, while giving people the opportunity to participate so they can make informed and appropriate choices to benefit their independence and wellbeing.

### **Walcha Council Early Intervention – Mission and Vision**

The Walcha Council Early Intervention program provides specialized supports for young children with disabilities or developmental delays, aged 0 to 8 years in order to promote development, wellbeing and community inclusion and participation.

## POLICIES

### 1. Quality Management

#### HCS 1.5 CONTINUOUS IMPROVEMENT; DSS 6 SERVICE MANAGEMENT

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##### Objectives

To achieve ongoing and continuous improvement in all aspects of service management and delivery.

To monitor the quality of services provided by WCCC and WC EI to ensure they meet the needs of stakeholders and comply with requirements of Walcha Council and funding bodies.

##### Policy

WCCC and WC EI will consult regularly with its stakeholders including Clients and their representatives, carers, volunteers and the general community on improvements to services.

Stakeholders will be encouraged to provide feedback about services and to participate in the continuous improvement process. Feedback collected will be recorded, analysed and utilized using the appropriate procedures. The outcomes of actions resulting from feedback will be reported back to the provider of the feedback.

A complaint handling system and Complaints Register<sup>1</sup> will ensure that receipt of complaints is seen as an opportunity to identify trends for continuous improvement of services and service management.

Staff will be aware of the complaints and feedback processes and will be trained in handling complaints appropriately using approved procedures.

Staff and volunteers will actively gather and report information on service delivery as part of the development and management of the Continuous Improvement Plan.

Staff will be provided adequate training to ensure that they understand the continuous improvement process and can identify and report necessary improvements.

WCCC and WC EI will implement strategies to monitor the quality of service delivery and integrate this information into the improvement and planning process. Progress will be documented in the Continuous Improvement Plan to ensure all necessary changes are implemented and achievements recorded.

Clients with special needs will be assisted to understand and contribute feedback toward the continuous improvement process.

##### Related Procedures and Documents

- Continuous Improvement Procedures
- Continuous Improvement Plan
- Continuous Improvement Register

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<sup>1</sup> See also Policy 4 in this manual.

## 2. Risk Management

HCS 1.2 REGULATORY COMPLIANCE; 1.3 INFORMATION MANAGEMENT SYSTEMS;  
1.6 RISK MANAGEMENT;  
DSS 6 SERVICE MANAGEMENT

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### Objectives

To effectively identify record and manage the risks associated with service delivery. The rights of individuals to choose to take some risk in engaging in life experiences will be supported.

### Policy

WCCC and WC EI Service are committed to the ongoing identification and management of risks, in the domains of Governance, Management and Administration, Finance, Human Resources, Work Health Safety, Child Protection and Legal and Legislation.

Risk management is the systemic application of management policies, procedures and practices to the task of identifying, analysing, testing and monitoring risks.

The risk management process is an ongoing process based on:

- The identification of risks related to service delivery, including individual and group activities, in community venues and the development of agreed risk plans
- The continuous identification of new and emerging risks for staff, Clients, including children, volunteers, contractors and the organisation
- The reporting of any hazards, incidents or concerns by Clients, families, carers, staff and contractors
- The reporting of any issues relating to child protection through the appropriate *ChildStory Mandatory Reporter Guide* procedures and decision tree
- Consideration of the significance of any identified hazards, incidents or concerns
- The development of strategies to remove, control or mitigate risks or to improve service delivery
- Regular reviews of previously identified risks and responses, through a structured process
- Register of clients to be included in the Emergency Services Evacuation list
- Timely implementation of agreed actions to respond to significant hazards or concerns.
- The Community Care Coordinator is required to be a member of the Walcha Council Health and Safety Committee

Staff will be aware of the risk management process, adequately trained to identify and manage risk and involved in the development and improvement of risk management strategies.

Clients with special needs will be assisted to actively participate in the identification and management of risk and Clients will be assisted to access to an advocate if requested.

Staff who are working with children and families will be aware of their responsibilities as mandatory reporters and the processes for reporting of suspected child abuse or neglect.

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### Related Procedures and Documents

- Risk Management Procedures
- Risk Management Plan
- NSW Mandatory Reporter Guide - <https://reporter.childstory.nsw.gov.au/s/mrg>

### Walcha Council Policies

- *Code of Conduct*
- *Work Health and Safety*
- *Complaints Handling*
- *Legal Action*
- *Grievance Procedures*
- *Equal Employment Opportunity Management Plan*
- *Employer Assistance*
- *Records Management*
- *Statement of Business Ethic*
- *Walcha Council General Administration Policies*
- *Risk Management*
- *Local Emergency Management Plan*

### 3. Service Access

HCS 2.1 SERVICE ACCESS; 2.2 ASSESSMENT; 2.5 REFERRAL; 3.1 INFORMATION PROVISION;  
DSS 5 SERVICE ACCESS

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#### Objectives

To ensure access to services is based on consultation with the Client and/or their representative, equity, available resources and program eligibility (My Aged Care).

That those people over the age of 65 years (over 50 for indigenous Australians) are referred to My Aged Care or assisted to access My Aged Care (MAC). MAC is the National entry point for older people and now determines eligibility. The Regional Assessment team will then complete a comprehensive assessment (along with providing short term case management and reablement).

That prospective and current Clients are provided with information in a format appropriate to their needs to assist them to choose suitable services and understand their rights and responsibilities.

To ensure Clients are referred to other services, as necessary and with the Client's consent.

Those who require services from WCCC but are deemed ineligible will be provided a service at a 'full cost recovery' basis, or will be referred to other main stream supports.

#### Policy

Following a referral from MAC, Clients will be contacted within two (2) business days, to determine their specific requirements.

If an inappropriate referral is received from MAC or WCCC doesn't have capacity, this referral will be rejected.

If a referral via another avenue is received and a service cannot be provided the person/family will be advised of the reasons for this, referred to other providers if appropriate (or to MAC), informed of the reapplication process and given the opportunity to make a complaint.

The available services will be promoted to the community and community members will be provided with brochures and other service information that explain programs, target groups and eligibility.

Information will be provided to Clients and families about other services that are available, relevant to their needs, including other specialist disability services and mainstream services including Early Childhood and family support services.

Clients will not be pressured into service options and will be asked for feedback on their experience when accessing services.

People will not be excluded from access to the service based on their gender, marital status, religious or cultural beliefs, political affiliation, disability, ethnic background, age, sexual preference, inability to pay, geographical location or circumstances of the carer. Aboriginal and Torres Strait Islander Clients will be encouraged to liaise with the Aboriginal Access Officer to facilitate services.

Staff will be adequately trained and educated on service access, policies and procedures, in order to provide information to Clients or potential Clients.

Clients will be informed of services provided by other organisations and the process for referral if this is required.

WCCC and WC EI will maintain open communication and formal agreements with other service providers and will comply with their referral protocols as appropriate.

Referrals will be carried out in compliance with the relevant State/Territory and Commonwealth legislation and with consideration of the Client's choices and complex care needs.

Staff will be trained in the correct procedures for referring Clients to other services and will take into consideration the requirements of Clients with special needs.

### **Related Procedures and Documents**

- Client Referral Procedures
- Service Access Procedures
- Service brochures Information Provision Procedures
- WCCC Client Handbook
- EI Information package
- Individual Client Information and Support Plan
- Client Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure.
- Client Intake and Consent Form
- Charter of Care Recipients Rights and Responsibilities – Home Care
- Social Support Prioritising Tool
- WCCC Service Brochure



## 4. Complaints and Feedback

### HCS 3.3 COMPLAINTS AND FEEDBACK; DSS 4 FEEDBACK AND COMPLAINTS

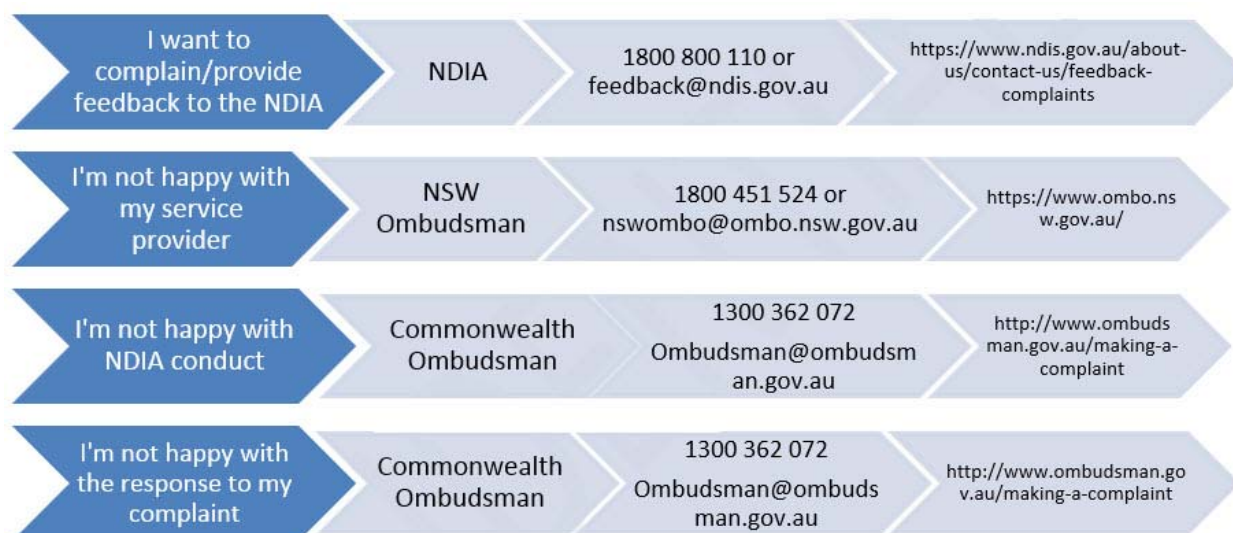
#### Objectives

To ensure complaints and feedback are dealt with fairly, confidentially and in a timely manner.

That Clients are able to complain without the fear of retribution. Information collected from feedback and/or complaints will be used to improve the service.

To enable Clients to make a complaint externally to either the:

- **Aged Care Complaints Commissioner on 1800 550 552**
- **National Disability Insurance Agency 1800 800 110**
- **NSW Ombudsman 1800 451 524**



#### Policy

All Clients will be made aware of their right to complain, with information provided regularly and in appropriate formats and should be assisted to fully understand the complaints procedure and the use and availability of advocates.

Details of external avenues for complaints will be provided to Clients.

In addition to the formal complaints procedure there are other avenues for feedback including:

- Use of the Feedback/Suggestion Form
- Client surveys
- Informal comments or suggestions

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- Discussions at Client, staff or parent/family meetings.

Feedback is welcomed from Clients, EI families, carers, staff and volunteers and facilitates the continuous improvement of WCCC and WC EI programs. It is also used in future planning processes.

Staff will be aware of the complaints and feedback processes and will be trained in handling complaints appropriately, using approved procedures.

### **Related Procedures and Documents**

- Complaints and Feedback Procedures
- Feedback Incidents and Complaints Register
- Feedback/Suggestion Form
- WCCC Client Handbook
- EI Information package

### **Walcha Council Policies**

#### *Complaints Handling*

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## 5. Advocacy

HCS 3.4 ADVOCACY;

DSS 1 RIGHTS; 3 INDIVIDUAL OUTCOMES

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### Objectives

Clients are informed of their right to appoint an advocate and will be assisted to access and appoint an advocate, if required. The Client's choice of advocate will be respected by WCCC and WC EI.

### Policy

All Clients and their families/carers are entitled to engage an advocate to represent their interests and are given information on the use of an advocate and about external Advocacy services. This is explained to Clients and their families at entry and service reviews.

Information on external Advocacy services will be provided upon entry to the service and/or to newly appointed advocates.

Advocates or potential advocates are given *Advocate Information Sheet*.

Advocates will be accepted as representing the interests of the Client and may be used during assessments, reviews and complaints or for any other communication between the Client and the provider.

WCCC and WC EI services are responsible for regularly monitoring and updating the advocacy process and providing appropriate education and training to its staff and volunteers.

Clients with special needs will be assisted to understand the advocacy process and to appoint an advocate specific to their needs.

### Related Procedures and Documents

- Advocacy Procedures
- Client Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure
- Advocate Information Sheet
- Client Intake and Consent form
- Client Handbook
- EI Information Pack

## 6. Rights

HCS 3.1 INFORMATION PROVISION; 3.2 PRIVACY AND CONFIDENTIALITY; 3.4 ADVOCACY;  
DSS 1 RIGHTS

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### Objectives

To ensure the legal and human rights of each person participating in Walcha Council Community Care and Early Intervention programs will be upheld.

That the legal and human rights of each child attending Walcha Council Early Intervention will be upheld according to the *UN Convention on the Rights of the Child*.

The legal and human rights of each person with a disability will be upheld according to the *UN Convention on the Rights of Persons with Disabilities*.

The legal and human rights of each aged person will be upheld according to the *Charter of Care Recipients Rights and Responsibilities – Home Care*.

Each person will be informed of their rights and supported in understanding them.

Each person will be encouraged to exercise choice in the way that other people in the community are able to exercise choice.

All staff, volunteers and others involved in the delivery of WCCC and WC EI services will be informed of the legal and human rights of Clients and be given training in implementing, promoting and respecting those rights.

### Policy

Clients and their families are provided with information regarding their rights and responsibilities in appropriate formats, including *UN Convention on the Rights of persons with Disabilities*, *UN Convention on the Rights of the Child* and the *Charter of Care Recipients Rights and Responsibilities – Home Care*.

Individual program planning including the development of Individual Support Plans are undertaken with the clients and/or families at the center of planning and with maximum choice and control given to Clients and/or their families.

The rights of Clients and their families to privacy and confidentiality are upheld with the implementation of the Privacy and Confidentiality Policy<sup>2</sup> and their formal consent obtained for collection, storage and maintenance of current, accurate personal information.

The rights of Clients and their families to make a complaint are upheld with the implementation of the Complaints and Feedback Policy.<sup>3</sup>

The rights of Clients and their families to use an advocate of their choice are upheld with the implementation of the Advocacy Policy.<sup>4</sup>

Behaviour Management is underpinned by the rights of the individual and the guidelines regarding Restrictive Practices.

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<sup>2</sup> Policy 8 in this Manual.

<sup>3</sup> Policy 4 in this Manual.

<sup>4</sup> Policy 5 in this Manual

WCCC and WC EI will deliver services in an environment that is free from discrimination, financial, sexual, physical and emotional abuse, neglect and exploitation.

Clients and their families will be given the opportunity to participate in the development and review of organisational policy and processes that promote strategies for equality and upholding human rights.

Training is provided to staff to ensure their understanding of the rights of Clients and their families and the respectful delivery of services in a way that upholds these rights in an environment that is free from discrimination.

### Related Procedures and Documents

- Plain English version of *Charter of Care Recipients Rights and Responsibilities – Home Care*
- Plain English and pictorial version of the *UN Convention on the Rights of Persons with Disabilities*
- Plain English version of the *UN Convention on the Rights of the Child*
- Privacy and Confidentiality Procedures
- Client Intake and Consent form (WCCC)
- Client Intake and Consent form (WC EI)
- Client Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure.

## 7. Independence and Individual Outcomes

HCS 2.2 ASSESSMENT; 2.3 SUPPORT PLAN DEVELOPMENT AND DELIVERY; 2.4 REASSESSMENT; 3.4 ADVOCACY; 3.5 INDEPENDENCE;  
DSS 3 INDEPENDENT OUTCOMES

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### Objectives

Clients will be encouraged and supported to improve and maintain independence.

To ensure Clients are appropriately assessed according to their needs, the services available, funding requirements and guidelines.

That plans reflect the needs and aspirations of Clients and EI families and meet program and funding guidelines.

That Clients and EI families receive the care and services outlined in their plans and that highest quality services are delivered.

That Clients and EI family needs are monitored and regularly reassessed in relation to program guidelines and the complexity of their needs and that plans are updated accordingly.

### Policy

Individual planning will commence with consent given by the Client or their representative, for the collection, storage, disclosure and maintenance of personal information needed to provide necessary supports to Clients.

Individual program planning, including the development of Support Plans (for aged care recipients) Individual Plans (for disability services Clients) and Individual Family Support Plans and Individual Education Plans (for EI Clients) are undertaken with the Clients at the center of planning, with maximum choice and control given to Clients and/or their families.

Intake is carried out with a focus on the Client's strengths and abilities, identifying strategies that will enhance independence. For EI children, the focus will be to identify goals that will promote development and preparedness for inclusion in mainstream early childhood settings and transition to school.

Planning will incorporate extensive consultation with Clients and EI families to ensure their immediate and lifestyle goals are identified and the supports required to meet these are available and agreed.

Information on the support services available, including relevant external generic services and activities and support networks is provided and access to these *may* be facilitated as part of the plan.

Information will be provided to Clients on ways to improve their independence, maintain and improve physical function, strength and flexibility-

Clients will be encouraged to seek support from family, friends and community members and will be assisted to engage in social and community activities.

Clients (or their family representative or advocate), whether receiving an aged care service, a disability service or an EI service, will signify their agreement to the plans and will be provided with a copy of the relevant documentation.

Agreed supports/services and plans will be monitored to ensure compliant delivery and relevance to goals. Any decline in functionality and/or feelings of wellbeing are monitored, and supports reviewed if changes are noticed.

Quality and consistency will be assured by the use of relevant standard forms and procedures, which meet the needs of both Clients, funding and program guidelines.

Staff will be trained to promote and support independence and strengths-based planning, encourage participation in community based activities and mainstream services and identify longer term lifestyle goals for Clients and families.

The Coordinator/EI Teacher is responsible for ensuring that the plans and services are delivered to the highest quality and that staff and volunteers:

- Have the necessary skills or knowledge to deliver the service/s
- Are provided and are familiar with service details and the needs of the Client and have the opportunity to voice any questions or concerns
- Verbally report any problems to the Coordinator/EI Teacher that are identified during the delivery of services
- Are guided in the appropriate provision of services
- Are made aware of any changes to the Client's needs, particularly after a service review.

WCCC and WC EI services encourage Clients and/or their representatives to provide feedback on development of plans and service delivery and this information is integrated into the continuous improvement process.

### **Related Procedures and Documents**

- Intake Procedures
- Individual Client Intake and Support Plan
- Support Plan Development and Delivery Procedures
- Client Intake and Consent forms for WCCC and WC EI
- Client Reassessment Procedures
- Independence Section in Procedures
- Early Intervention intake and assessment forms

## **8. EI Individual Family Support Plan and Individual Education Plan Forms. Privacy, Dignity, and Access to Personal Information**

HCS 3.2 PRIVACY AND CONFIDENTIALITY;  
DSS 1 RIGHTS; 6 SERVICE MANAGEMENT

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### **Objectives**

To ensure the Client's right to privacy, dignity and confidentiality is respected and all personal information is collected and disclosed with the Client's consent and in accordance with State/Federal legislation.

The rights of individuals to choose to take some risk in engaging in life's experiences will be supported.

### **Policy**

The rights of Clients and their families to privacy and confidentiality are upheld and their formal consent obtained for collection, storage, disclosure (with consent) and maintenance of current, accurate personal information.

The Client nominates the circumstances under which their personal information can be released and to whom, on the Client Intake and Consent form. This consent may be withdrawn at any time.

WCCC and WC EI services have procedures for the collection, storage and disclosure of personal information according to legislative requirements.

Clients have the right to access their personal information.

Clients are provided with the Client Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure during engagement, assessment (or reassessment) and commencement of services.

Clients with special needs are assisted to ensure that they are fully aware of their rights and responsibilities relating to the collection, use and storage of their personal information. Clients are referred to support services as necessary.

Staff must be aware of the relevant legislation, respect the Client's right to privacy and follow the appropriate procedures when working with information.

Clients are encouraged to notify the Coordinator/EI Teacher or the Walcha Council if they feel that their privacy may have been breached. The appropriate action will be taken to investigate the complaint as determined by the Coordinator, relevant legislation and the 'Complaints and Client User Feedback' section below.

### **Related Procedures and Documents**

- Privacy and Confidentiality Procedures
- Client Intake and Consent form
- Client Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure
- EI Information pack/brochure
- Code of Ethics of Early Childhood Intervention and Early Childhood Australia
- Charter of Care Recipients Rights and Responsibilities – Home Care



## **Walcha Council Policies**

*Records Management*

*Access to Information held by Council*

*Privacy Policy*

Version 4

Responsible Officer: WCCC Coordinator and Early Intervention Teacher

Review Date: January 2020

## 9. Information Provision

### HCS 3.1 INFORMATION PROVISION; DSS 1 RIGHTS; 5 SERVICE ACCESS

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#### Objectives

To ensure prospective, current Clients and their representatives are provided with information in a format appropriate to their needs, to assist them to choose suitable services and understand their rights and responsibilities.

#### Policy

WCCC and WC EI will provide information to Clients and/or their families during intake/assessment, at the commencement of services, at reviews, upon request and if information is changed or updated.

Clients will receive information about the services provided, the Client Handbook, their individual plans and any other relevant information. The Coordinator/EI Teacher will explain the contents of the information so that the Client:

- Understands the information including their rights and responsibilities, the fees and the circumstances under which the service/s may be terminated
- Is consulted about the services offered and agrees to the terms
- Is given the opportunity to discuss any concerns.

Clients with special needs will be considered in the preparation and delivery of information and they will be fully informed about their chosen services.

Staff will be aware of the information provided to Clients and trained in the appropriate delivery of the information.

#### Related Procedures and Documents

- Information Provision Procedures
- Client Handbook
- Individual Client Intake and Support Plan
- Client Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure
- EI Information pack/brochure

#### Walcha Council Policies

*Records Management*

*Access to Information held by Council*

## 10. Fees

### HCS 2.1 SERVICE ACCESS; HCS 1.2 REGULATORY COMPLIANCE DSS 5 SERVICE ACCESS

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#### Objectives

Fees paid to WCCC and WC EI programs will be in accordance with funding body guidelines for each service type, to maximise program service delivery opportunities.

NDIS services will be charged fees in accordance with the current NDIS price guide.

#### Policy

The policy is implemented in an equitable manner with fees set for each program activity and approved by Council in the annual Operational Plan, Fees and Charges.

- Changes to the fees can only be implemented with Council approval
- No Client will be denied access to services because of inability to pay however verbal information may be sought regarding the reasons for a Client's inability to pay
- Where a service is scheduled and then cancelled by the Client, depending on the notice given and the circumstances, the Client may be charged their regular contribution.
- 15% of grant revenue from the funding bodies will be collected in client contributions (and will be reported to the Department as required)
- All clients will be asked to make a contribution towards the cost of service delivery to ensure fairness and equity of service
- The Coordinator will either negotiate a smaller contribution, payment plan, or waive the fee where necessary for a short term, for those who state they are unable to make a contribution.
- The Coordinator will assist the person to access financial counselling or case management to improve their financial situation.

#### Related Procedures and Documents

- Client Handbook
- EI Information Package
- Walcha Council Operational Plan
- Walcha Council Fees and Schedule
- NDIS Price Guide

## 11. Behaviour Support

HCS 2.2 ASSESSMENT; HCS 2.3 CARE PLAN DEVELOPMENT AND DELIVERY; HCS 2.4 CLIENT REASSESSMENT; HCS 3.5 INDEPENDENCE  
DSS 2 PARTICIPATION AND INCLUSION; DSS 3 INDIVIDUAL OUTCOMES

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### Objectives

Behaviour Support is a method of helping people to use appropriate ways to communicate, make choices and participate in the community, rather than relying on challenging behaviours as a way of interacting. Behaviour support aims to reduce the frequency and severity of challenging behaviours.

### Policy

WCCC and WC EI services will implement Behaviour Support through:

- Promoting improved quality of life for the person
- Managing the environment to reduce triggers
- Using focussed strategies to help reduce problem behaviour in the short term
- Teaching appropriate behaviours and other life skills
- Encouraging the use of communication strategies where this may be an issue
- Establishing effective strategies to support lasting behaviour change.

In addition and where necessary, WCCC and WC EI will seek support and assistance from ADHC behaviour specialist support teams for:

- Comprehensive assessment and analysis of problem behaviour
- Development of person-centred support plans
- Programs to develop and maintain life skills for individuals
- Behaviour support training for families, school staff, carers and others in the support system
- Monitoring and review of behaviour support strategies.

### Related Procedures and Documents

- Behaviour Support Policy (ADHC)
- Behaviour Support: Policy and Practice Manual (ADHC)
- Behaviour Support Procedures
- Behaviour Support Plan Template

## 12. Inclusion and Participation

HCS 2.5 REFERRAL;

DSS 2 PARTICIPATION AND INCLUSION

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### Objectives

To ensure Clients and EI families are supported to actively participate in community life in ways that are important to them and that suit their individual needs and interests. The rights of individuals to choose to take some risk in engaging in life experiences will be supported.

That Clients and EI families are supported to access other specialist and mainstream services to enhance their quality of life.

To support local community organisations to include the aged, people with a disability and their carers in activities, events and opportunities that they are providing or facilitating in the local area.

### Policy

WCCC and WC EI are committed to providing appropriate referrals to other services, with the person's/family's consent.

Clients will be informed of the services provided by other organisations/ service providers, including specialist disability service providers and early childhood services and the process for referral.

WCCC and WC EI will maintain open communication and formal agreements with other service providers, and will comply with their referral protocols as appropriate.

Referrals will be carried out in compliance with the relevant State/Territory and Commonwealth legislation and with consideration of the Client's choices and complex care needs.

Staff will be trained in the correct procedures for referring Clients to other services and will take into consideration the requirements of Clients with special needs.

WCCC and WC EI will keep an up-to-date database of services provided by other agencies and maintain a range of brochures that outline other relevant community services and support providers.

Online directories are also maintained by other services, which support participation and inclusion:

- [www.walchansw.com.au](http://www.walchansw.com.au)
- <http://www.walcha.nsw.gov.au/about-the-shire/info-for-new-residents/walcha-in-brief-information-for-new-residents.aspx>
- [www.lifespanlinkages.com.au/walcha/](http://www.lifespanlinkages.com.au/walcha/)

WC EI supports families to identify and pursue their child's ability to participate in education, training and learning through supporting the child in these settings and information and transition programs.

### **Related Procedures and Documents**

- Client Referral Procedures

### **13. Community & Client Participation**

HCS 1.4 COMMUNITY UNDERSTANDING AND ENGAGEMENT; 1.5 CONTINUOUS IMPROVEMENT;

DSS 2 PARTICIPATION AND INCLUSION; 6 SERVICE MANAGEMENT

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#### **Objectives**

To ensure WCCC and WC EC engage with the community so that available services reflect community needs.

#### **Policy**

WCCC and WC EI will consult with the community to provide targeted services that meet community needs. A bi-annual planning day will be held and is open to all community members.

A community profile will be created using data collected from demographic and local statistics, community surveys, engagement with other providers and anecdotal evidence collected through service delivery. This information will be integrated into the planning and development of services.

WCCC and WC EI will endeavour to meet the needs of those most disadvantaged and those who have limited access to services due to cultural or linguistic barriers, or special needs such as sensory loss or dementia.

Clients will be encouraged to engage with staff and participate in the development and improvement of services.

WCCC and WC EI will respond to changing community care needs, as appropriate and within contractual and funding arrangements. Additional funding will be pursued to expand or modify services if necessary.

WCCC and WC EI will consult with other service providers to identify service provision gaps and meet the needs of disadvantaged groups within the community.

#### **Related Procedures and Documents**

- Community and Client Participation section in the Procedures
- Continuous Improvement Register
- Walcha Council Disability Inclusion Action Plan – adopted 30<sup>th</sup> March 2017

## 14. Corporate and Service Management

HCS 1.1 CORPORATE GOVERNANCE; 1.2 REGULATORY COMPLIANCE;  
1.3 INFORMATION MANAGEMENT SYSTEMS; 1.5 CONTINUOUS IMPROVEMENT; 1.6  
RISK MANAGEMENT; 1.7 HR MANAGEMENT; 1.8 PHYSICAL RESOURCES;  
DSS 6 SERVICE MANAGEMENT

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### Objectives

To ensure services provided by WCCC and WC EI services are well managed and have strong and effective governance for the delivery of services.

That systems are in place to identify and comply with program guidelines, relevant legislation, regulatory requirements and professional standards.

That physical resources are managed effectively for the safe delivery of care and services.

### Policy

Walcha Council has responsibility for overseeing the strategic direction of WCCC and WC EI, delegating management authority appropriately, ensuring that activities and functions are carried out according to legislation and policies and that the legal and human rights of staff, volunteers and Clients are upheld. The roles of governance and management are clearly defined.

WCCC and WC EI identify and minimise risk in all areas of operations, governance and management.

A culture of continuous improvement is fostered through regular evaluation of service delivery by activity reporting, formal Client and stakeholder reviews, as well as informal feedback and complaints.

Human Resources are managed with recruitment procedures to obtain skilled and qualified staff, clearly defined roles and delegations, strong supervision and support and clear Human Resource (HR) policies

Records and documents are managed to comply with legislation and in the interests of efficiency.

Financial management systems and procedures ensure compliance with legislation and funding agreements. Regular financial audits encourage a high degree of integrity and efficient use of resources.

WCCC and EI comply with relevant legislation, reporting requirements of Funding Agreements with funding bodies.

The service will keep up-to-date with any changes to legislation, regulatory or funding requirements through communication with government funding bodies and industry associations.

Changes to legislative and regulatory requirements will be implemented as required using appropriate procedures and stakeholders will be informed of changes as necessary.

WCCC and WC EI are committed to providing a safe and comfortable environment that meets Client, carer, staff and volunteer needs.

Resources with a value over \$5000 are recorded in an Asset Register maintained by Council staff. Visual inspections of aids are undertaken prior to loans.

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Vehicles are maintained and serviced at the Council Depot and a maintenance schedule is completed by the bus driver for each trip.

Staff will consider the physical resources needed to work with special needs groups including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with dementia, people with mental illness, people living in remote or isolated areas, people who are financially or socially disadvantaged, people with disabilities, veterans, people who are homeless or at risk of being homeless and care leavers (people who have experienced institutional care, such as orphans and child migrants).

Staff and volunteers will receive training in identifying, reporting and resolving safety or operational issues associated with physical resources.

### **Related Procedures and Documents**

- Work Health and Safety Act 2011
- Walcha Council Work Health and Safety Policies
- Walcha Council Asset Management Policy
- Regulatory Compliance Procedures.

### **Walcha Council Policies**

*Code of Conduct*

*Internal Reporting*

*Legal Action*

*Grievance Procedure*

*Staff Training*

*Equal Employment Opportunity*

*Human Resources*

*Employee Assistance Program*

*Disposal of Assets*

*Donations*

*Work Health Safety*

*Records Management*

*Complaints Handling*

*Access to Information held by Council*

*Statement of Business Ethic*

*Recruitment*

*Privacy*

*Fraud Control*

*Risk Management*

*Purchasing Policy*

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Review Date: January 2020

## Aged Care Legislation and Guidelines

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[www.comlaw.gov.au](http://www.comlaw.gov.au) (Commonwealth legislation)

[www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au) (NSW legislation).

Age Discrimination Act 2004 (Commonwealth)

Commonwealth Home Support Program (CHSP) Guidelines

Commonwealth Home Support Program (CHSP) Manual

Living Well at Home: CHSP Good Practice Guide (2015)

The Aged Care Act 1997

The Home Care Standards

Passenger Transport Act 2014 (NSW)

## Disability Legislation and Guidelines

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[www.comlaw.gov.au](http://www.comlaw.gov.au) (Commonwealth legislation)

[www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au) (NSW legislation).

Abuse and Neglect Policy [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Advocacy information [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Anti-Discrimination Act 1977 (NSW)

Behaviour Support Policy and Practice Manual (ADHC) [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Carers (Recognition) Act 2010 (NSW)

Children and Young Persons (Care and Protection) Act 1998 (NSW) and Child

Protection Legislation Amendment Act 2015 (NSW)

Client Risk Policy and Procedures. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Community Services (Complaints, Reviews, and Monitoring) Act 1993 (NSW)

Complaint Handling Toolkit for Community Service Organisations.

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Decision Making and Consent Policy [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Disability (Access to Premises) Standards 2010 (Commonwealth)

Disability Discrimination Act 1992 (Commonwealth)

Disability Inclusion Act 2014 (NSW)

Guidelines for Community Care Supports Program (ADHC).

Information and advocacy [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Information on Person Centred Approaches. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Intellectual Disability Rights Service IDRS [www.idrs.org.au](http://www.idrs.org.au)

It's Your Business (ADHC) [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au) Chapter 6

Language Service Guidelines [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Exploring and Implementing Person Centred Approaches. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

National Disability Insurance Scheme Act 2013 (Commonwealth)

Nutrition and Swallowing Policy and Procedures 2016 [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Quality Policy for ADHC Funded Services <http://www.adhc.nsw.gov.au>

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Information on the Convention of the Rights of Persons with Disabilities

[www.un.org/convention/conventionfull.shtml](http://www.un.org/convention/conventionfull.shtml)

## Generic Legislation and Guidelines

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Advocat for Children and Young People act 2014 (NSW)  
Anti-Discrimination Act 1977 (NSW)  
Archives Act 1983 (Commonwealth)  
Australian Human Rights Commission Act 1986 (Commonwealth)  
Australian Privacy Principles 2014  
Carers Recognition Act 2010 (NSW)  
Carers Recognition Act 2012 (Commonwealth)  
Crimes Act 1900 (NSW)  
*Employment Protection Act 1982 (NSW)*  
Fair Work Act 2009 (Commonwealth)  
Government Information (Public Access) 2009 (NSW)  
Guardianship Act 1987 (NSW)  
Health Records and Information Privacy Act 2002 (NSW)  
Human Rights and Equal Opportunities Commission Act 1986 ( Commonwealth)  
Industrial Relations Act 1996 (NSW)  
Information and Privacy Commissioner [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)  
Information on Privacy legislation [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Local Government Act 1993 (NSW)  
Mental Health Act 2007 (NSW)  
NSW Trustee and Guardian Act 2009 (NSW)  
Premises Standards 2011 (Commonwealth)  
Privacy Act 1988 (Commonwealth)  
Privacy and Personal Information Protection Act 1998 (NSW)  
Public Health Act 2010 (NSW)  
Racial Discrimination Act 1975 (Commonwealth)  
Sex Discrimination Act 1984 (Commonwealth)  
State Records Act 1998 (State)  
Work Health and Safety Act 2011 (Commonwealth)  
Work Health and Safety Act 2011 (NSW)  
Work Health and Safety Regulations 2011 (NSW)  
Workers Compensation Act 1987 (NSW)  
Workplace Gender Equality Act 2012 (Commonwealth)  
Workplace Injury Management and Workers Compensation Act 1998 (NSW)