

**Walcha Council
Community Care (WCCC)
and
Walcha Council Early
Intervention (WCEI)

Policy Manual**

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Overview

Introduction and Background

WCCC provides Commonwealth Home Support and Community Transport services in the townships of Walcha and the surrounding local government area. This organisation is funded to provide:

- Meals
- Community Transport
- Social Support (Individual and Group)

The Commonwealth Home Support Program is funded by the Australian Government Department of Health (DOH). The Community Transport program is funded by Transport for NSW (TNSW).

Walcha Council is a registered provider of disability support services. Supports provided by WCCC include:

- Meals (WCCC)
- Transport (WCCC)
- Group Social Support (WCCC)

Walcha Council Early Intervention provides disability services for children in the townships of Walcha and the surrounding local government area.

Aged Care Quality Standards

The Aged Care Quality Standards underpins service delivery for all Commonwealth Home Support Program services and provides a guide for effective service delivery. This Policy Manual is formed around The Aged Care Quality Standards (replacing the Home Care Standards below)

Quality Aged Care Standards
Standard 1: Consumer dignity and Choice
Standard 2: Ongoing assessment and planning with consumers
Standard 3: Personal care and clinical care * <i>Only required where services are funded for personal care/clinical care</i>
Standard 4: Services and supports for daily living* <i>Includes food services, domestic assistance, home maintenance, transport, recreational and social activities</i>
Standard 5: Organisation's service environment * <i>Refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite and day centres. This does not include a person's privately owned/occupied home through which in-home services are provided</i>
Standard 6: Feedback and Complaints
Standard 7: Human Resources
Standard 8: Organisational governance

National Standards for Disability Services

There are six National Standards that apply to disability service providers.

- 1. Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
- 2. Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
- 3. Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
- 4. Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
- 5. Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
- 6. Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

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Service Management

Aged Care Quality Standard 8 - Organisational Governance

Disability Standard 6- Service Management

Vision/Mission

Aged Care Quality Standards 8 – Organisational Governance

Disability Standard 6- Service Management

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's Mission

The WCCC mission is to provide services for eligible aged people who have been referred to our service through the My Aged Care agency. These people need additional supports to enable them to live comfortably in their own homes, connecting people to their community, promoting independence and supporting health, wellbeing and reablement.

Walcha Council Community Care's 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, wellbeing and reablement.

Walcha Council Early Intervention's Mission and Vision

The WCEI program provides specialized supports for young children with disabilities or developmental delays in order to promote development, wellbeing and community inclusion and participation.

Community understanding and engagement

Aged Care Quality Standard 1- Consumer Dignity and Choice; 2 - Ongoing Assessment and Planning; 8 - Organisational Governance

National Disability Standards 2- Participation and Inclusion; 3- Individual Outcomes; 5 Service Access

Policy Statement

WCCC and WCEI will ensure that it engages with the community and that this is reflected in service planning and development.

Policy

WCCC and WCEI (where applicable) will undertake the following processes which support community understanding and engagement:

- Monitor the profile of the community
- Continue to adapt the service to meet the needs of those with special needs as identified under the Aged Care Act 1997 including:
 - people who identify as Aboriginal and Torres Strait Islander
 - people from culturally and linguistically diverse backgrounds
 - people who live in rural and remote areas
 - people who are financially or socially disadvantaged
 - people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran
 - people who are homeless, or at risk of becoming homeless
 - people who are Gender or Sexually Diverse
 - people who are Care Leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations)
 - parents separated from children by forced adoption or removal.

(Note: this list is not exhaustive, and the Department of Health acknowledges other groups such as people with disability, those with mental health problems or mental illness and people living with cognitive impairment and dementia).

While not a separate special needs group under the legislation, all Home Care providers should also have policies and practices that address the provision of care for people with dementia.

- Continue to monitor the funding agreement and contractual obligations and notify the department where there may be barriers to services
- Engage consumers, and the community, in Annual Planning and service development where possible
- Survey of the community to determine specific needs
- Staff attending interagency and network meetings in the community where possible
- Survey consumers on an annual basis.

WCCC and WCEI will engage in community events, expos and information days where possible to ensure the community is aware of the service available. It will have a presence in the community and will continue to promote and market the service appropriately to ensure access for all.

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Continuous Improvement

*Aged Care Quality Standards 7 - Human Resources; 8 - Organisational Governance
National Disability Standards 3- Individual Outcomes;6 - Service Management*

Policy Statement

WCCC and WCEI will actively pursue and demonstrate continuous improvement in all aspects of service management and delivery.

Information attained from consumer feedback and complaints will be linked to the Continuous Improvement Plan. Any feedback or complaints or items identified in staff and advisory committee meetings will be listed on the Continuous Improvement Register and an improvement plan developed.

Policy

WCCC and WCEI (where applicable) will strive for ongoing improvement in some of the following ways:

- Ongoing consultation with community, staff, consumers and volunteers
- Encouraging ongoing feedback from the community, consumers, staff and volunteers
- Maintain a Feedback Register
- Maintain a Continuous Improvement Register and a standing agenda item at all Advisory committee meetings
- Regularly discuss areas for improvement and set goals which are achievable at the Annual Planning day
- Carryout regular internal audits to ensure that our service is meeting the Aged Care Quality Standards
- Maintain registers of complaints, WHS incidents or accidents and areas for improvement.

As well as the above WCCC and WCEI will maintain records of achievements, awards, audits and other positive activities undertaken by the service. It will actively engage in Quality Review audits, Food Audits and other audits as necessary and in line with regulatory requirement to ensure improvement is a focus.

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Emergency Management

Aged Care Quality Standard 1- Consumer dignity and choice; 2 Ongoing Assessment and Planning; 8 - Organisational Governance

National Disability Standard 6 - Service Management

Policy Statement

WCCC will have plans in place to manage the risks associated with a range of emergency or disaster events that may impact the delivery of care and the safety of their consumers in the local government area including, but not limited to:

- Extreme weather events such as storms or floods
- Bushfires or major urban fires
- Accidents, toxic spills, or structural collapse leading to road closure or reduced access to local facilities.
- Catastrophic power failure lasting several days
- Pandemics
- Major Bio-hazard events

Policy

WCCC will work with their Local Emergency Management Officer (LEMO) to identify the local and seasonal level of risk for particular events and assist with the development of a Local Disaster Emergency Risk Management Plan for continuity of service delivery in each of the service areas. The LEMO works through the Local Government authority.

WCCC will work with their LEMO to establish lines of communication before, during and after an emergency event for each area, to ensure that staff is able to:

- Maintain up to date information on the emergency warnings and directives to evacuate
- Identify and forward information about who may need assistance
- Confer with the Local Emergency Management Officer (LEMO)
- Identify and confirm emergency supports that are available, to be able to provide accurate information to consumers
- Develop plans for recovery after the event.

Enterprise Risk Management

Aged Care Quality Standard 8 - Organisational Governance

Policy Statement

Enterprise Risk Management refers to all the major risk categories (listed below) and includes the co-ordination, integration, monitoring and reporting of strategies that are developed.

WCC and WCEI are committed to managing risk and will promote identification and mitigation of risk in all areas of operations, including but not limited to:

- Governance
- Finance
- Management and Administration
- Reputation
- Human Resources and Staff Support (Council wide policies)
- Work Health Safety (Council wide policy)
- Legal and Legislation
- Service Delivery.
- Child Protection

Policy

Walcha Council's Enterprise Risk Management Plan will underpin the overall operation of WCCC and WCEI, and will be regularly reviewed through analysis of identified hazards, reported incidents, and potential liabilities and risks.

The Walcha Council Workplace Risk and Safety Co-ordinator is responsible for developing and maintaining the Enterprise Risk Management Plan and reporting annually to the Council on its effectiveness.

The Enterprise Risk Management Plan will:

- identify risks in each of the categories
- identify the level of risk according to the risk management matrix (below)
- include strategies for the mitigation of risk
- allocate responsibility for the implementation of the strategies
- define the timeframe within which strategies will be implemented if they are not already in place
- identify the level of risk once the strategies are implemented.

		Significance				
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Almost certain A	Moderate	High	High	Extreme	Extreme
	Likely B	Moderate	Moderate	High	High	Extreme
	Possible C	Low	Moderate	High	High	High
	Unlikely D	Low	Low	Moderate	Moderate	High
	Rare E	Low	Low	Moderate	Moderate	High

Fees Policy

Aged Care Quality Standard 1 Consumer Dignity and Choice; 2 Ongoing Assessment and Planning; 8 Organisational Governance

National Disability Standards 1- Rights; 6- Service Management

Policy Statement

WCCC will ensure that it operates in accordance with the National Guide to the Commonwealth Home Support Program Fees Contribution Framework (2015), which reinforces fairness, transparency and consistency in the collection of fees.

WCCC intends to improve the sustainability of the organisation by collecting a target of 15% of the total grant revenue provided by the Australian Government.

Any services provided under the National Disability Insurance Standards by WCEI will be in accordance with the NDIS Price Guide¹.

This policy will be publicly available to all stakeholders and will be provided to new consumers of the organisation (in a format which is relevant to their needs). Revenue from fees will be used to enhance and expand services.

Policy

Fees will be reviewed by Walcha Council on an annual basis while considering:

- That the cost of providing the service is covered
- Costs are relevant to the community socio-economic status, and affordable for service users generally
- The organisation can develop and expand to meet the needs of the community
- Ongoing increases each year in resources costs
- The Australian Government recommendations on fee frameworks
- For NDIS participants, fees will be based upon the NDIS Price Guide
- For HCP participants, fees will be charged on a full cost recovery basis.

¹ <https://www.ndis.gov.au/html/sites/default/files/documents/Provider/201617-vic-nsw-qld-tas-price-guide.pdf>

Financial Management

Aged Care Quality Standard 8 - Organisational Governance

National Disability Standard 6- Service Management

Policy Statement

Walcha Council will ensure that the finances of the organisation are managed in an open and transparent manner and in accordance with funding body and legislative/regulatory requirements.

Policy

The financial management of WCCC and WCEI is the responsibility of the designated staff who will:

- Ensure that there is an approved budget for the financial year
- Monitor expenditure in accordance with the budget
- Reconcile funding deposits with Funding Agreement
- Manage debtors and creditors
- Submit claims for payment through the NDIS portal or send invoices to plan managers for services rendered.
- Ensure financial records identify individual program income and expenditure
- Ensure that all funds received are used for approved activities
- Complete annual acquittal returns, and submit financial reports as required to the funding bodies
- Ensure expenditure does not exceed funding and
- Funding is utilised in accordance with the CHSP Manual and CHSP & CTSP contract.

The Walcha Council will approve the purchase of large equipment or capital expenditure.

The Manager is authorised to approve purchases of up to \$50000 provided they fall within in the current budget allocations. Amounts outside these delegations must be authorised by the General Manager of Walcha Council.

Should Government funding for any or all CHSP& CTSP programs cease, WCCC will terminate the operation and make appropriate disbursement of remaining funds and equipment, as per funding body requirements.

Governance & Regulatory Compliance

Aged Care Quality Standard 8 - Organisational Governance.

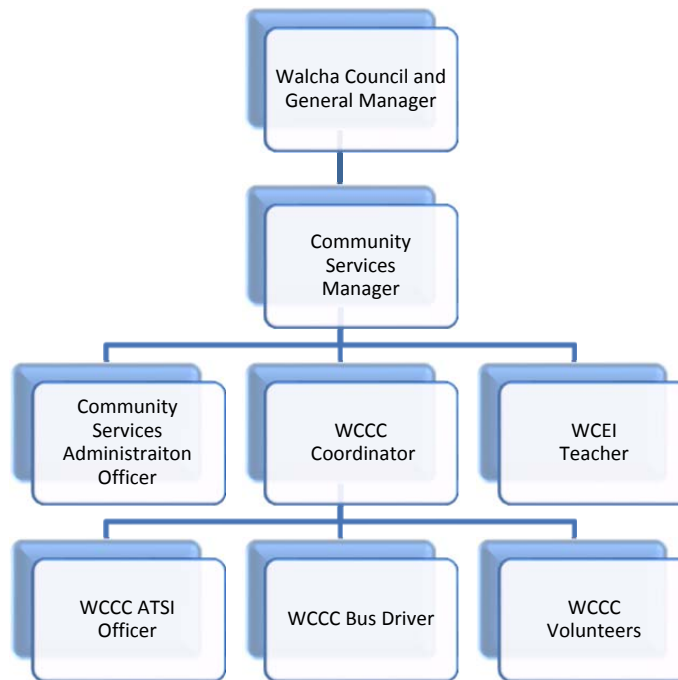
National Disability Standards 6- Service Management

Policy Statement

WCCC will ensure that its governance processes are transparent and accountable to all stakeholders. This includes ensuring that there is a clear organisational structure, roles and responsibilities, accountability and reporting process, planning processes, financial management and monitoring of compliance to guidelines, standards and regulatory requirements.

Policy

Organisational Structure



Roles and Responsibilities

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The roles and responsibilities of staff are outlined in each staff member's Position Description.

Planning process

WCCC and WCEI are constantly monitoring the service and looking for opportunities to develop and improve. The organisation undertakes formal planning every three years which identifies areas for improvement and potential opportunities. This enables the organisation to set goals for the years ahead and to delegate responsibilities to staff or volunteers. The plan is documented and provided to all staff and relevant stakeholders.

Planning also enables the organisation to identify training needs, orientation requirements, and any other areas which require attention.

As well as this the Council has a ten-year Strategic Plan.

Financial Management

Monitoring and Compliance

WCCC and WCEI monitor compliance with standards, guidelines, funding and legislative requirements in the following ways:

- Policies are reviewed on a regular basis at Advisory Committee meetings
- All policies have version control and are reviewed in accordance with review dates
- Acquittals are undertaken each year by the Co-ordinator/Manager, in conjunction with Walcha Council, which ensures the organisation is monitoring expenditure and income and reporting to the Department as required
- Standing agendas for WCCC Advisory Committee include some of the following items:
 - Complaints/Feedback
 - Continuous improvement
 - Sustainability and growth

Donations, Gifts, Benefits and Bequests Policy

Aged Care Quality Standard 8 - Organisational Governance.

National Disability Standards 6- Service Management

Policy Statement

WCCC and WCEI are committed to implementing measures to maintain the integrity of the reputation of the organisation. To ensure accountability WCCC and WCEI will ensure the declaration of any donations, gifts, benefits or bequests offered to paid and unpaid workers, and the organisation.

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Policy

1.1 Donations

Members of the public, consumers, friends and family of consumers, businesses and others may from time to time donate funds to WCCC or WCEI. Donations may be made without any specific purpose to be used as general revenue. A donation may also be for a specific purpose identified by WCCC, WCEI or by the donor. Any donations for a specific purpose and accepted by WCCC or WCEI must be in line with the values and mission of WCCC or WCEI and cause no perceived or actual conflicts of interest. If a donation is made for a specific purpose, and the purpose accepted and agreed to by WCCC or WCEI, then the wishes of the donor must be adhered to. If the scope or purpose of the donation should change and there are unexpended funds, this should be in consultation with the donor where possible.

WCCC and WCEI are not a registered charity with the Australian Charities and Not-for-Profits Commission (ACNC). WCCC or WCEI is required to provide a receipt to the donor, and a letter of thanks is also recommended. Where the donation is made for a specific purpose, or as an unspecified donation, this should be publicly recognised by mention in the WCCC report to Walcha Council and any other appropriate forums.

Any donations received by WCCC or WCEI must be dealt with according to the Financial Management policy. Australian Tax Law specifies the types of gifts that can be accepted as charitable donations. To be tax deductible, a gift must be of money or property that is covered by one of the following gift types:

1. \$2 or more: cash;
2. property purchased during the 12 months before the gift was made
3. property valued by the Tax Office at more than \$5000;
4. trading stock disposed of outside the ordinary course of business;
5. property under the Cultural Gifts Program; or
6. places listed in the National Heritage List, the Commonwealth Heritage List or the Register of the National Estate.

From time to time WCCC or WCEI may be offered a donation in a form other than cash or cheque, for example a vehicle or equipment. This type of donation must also be considered as to whether it is in line with the values and mission of organisation and whether there will be financial and / or compliance issues resulting from the acceptance of the donation. This type of donation may require a third-party valuation for tax and insurance purposes.

2.2 Gifts

Gifts are unsolicited and meant to demonstrate a feeling of caring or appreciation, without expecting anything in return.

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Token gifts, in particular are usually small and insignificant, are insubstantial in value and are easily obtained or replaced.

1. WCCC and WCEI acknowledges that paid and unpaid workers, including members of the Advisory Committee and members of WCCC and WCEI, may be offered gifts by consumers, their family, suppliers or potential suppliers, or members of the community arising from their work and association with WCCC or WCEI.

All offers of gifts must be reported to the Manager/ Co-ordinator and recorded in the Walcha Council Gift and Benefit Register, however only gifts of a token nature, are permitted to be accepted. Examples of token gifts include flowers, home grown produce (fruit and vegetables), home produced goods (e.g. embroidered face washers, jam), and chocolates.

Under no circumstances should paid and unpaid workers accept offers of money, or items that represent money such as cheques, bonds, casino chips etc. Under no circumstances should items which have the potential to win money be accepted, such as instant scratch cards, lottery tickets, keno tickets or similar items.

Gifts of money to WCCC or WCEI may be accepted on behalf of organisation by the Manager/ Co-ordinator.

2.2 Benefits

Benefits are often intangible and refer to something believed to be of value, or benefit, to the receiver. Preferential treatment, promotions, access to information or services, discounts, and fly buys/frequent flyer points are examples of benefits.

Staff or volunteers must declare any offer or receipt of a benefit to the Manager. Members of the Advisory Committee and the organisation are also required to declare any offer or receipt of a benefit associated with their responsibilities to the Community Services Manager.

2.3 Bequests

Bequests are an inheritance, that is, a gift of property or money, from a deceased estate.

In some instances WCCC or WCEI may be the nominated beneficiary of bequests made by consumers, their family or other members of the community. These may be accepted by the General Manager on behalf of the organisation but the Walcha Council must vote to accept or decline the bequest.

If staff or volunteers of WCCC or WCEI become aware that they have become the beneficiary of a bequest made by a consumer they are to advise the Manager immediately, while Advisory Committee and organisation members must notify the

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Community Services Manager who will inform the General Manager of Walcha Council.

While Walcha Council cannot prevent paid or unpaid workers from accepting bequests, all parties are requested to consider the implications to the remaining members of the consumer's family and other loved ones. These parties may be subjected to added pressure and further grief, as well as any associated financial costs associated with possibly contesting the will.

Should Walcha Council become aware that any staff or volunteer has attempted to, or coerced a consumer for personal gain, this person is to have their employment/relationship terminated and the consumer and their family informed of such action.

Further, the paid or unpaid worker may risk being subject to legal action if it is believed they used their position or relationship with WCCC or WCEI to influence or coerce the consumer into making a bequest.

Walcha Council will not assist any paid or unpaid worker to defend against challenges to such bequests.

2. Who

This policy applies to all staff and volunteers, including the Advisory Committee and members of WCCC or WCEI.

Risk

Failure to comply with this policy can result in financial and emotional harm to consumers, their carers and family, as well as beneficiaries of the estates of former consumers. WCCC and WCEI are also at risk of reputational damage within the community due to the perception of taking undue advantage of consumers.

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Staff or volunteers who fail to comply with this policy may:

- i. Be at risk of legal proceedings by the families or executors of deceased consumers' estates
- ii. Face disciplinary procedures and/or dismissal.

3. Key Stakeholders

- Consumers and carers
- Walcha community
- Walcha Council
- Paid and unpaid workers, including the Advisory Committee and members of WCCC or WCEI.

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Open Disclosure (Feedback and Complaints) Policy

Aged Care Quality Standard 8 - Organisational Governance

Policy statement

WCCC and WCEI will encourage a culture of open disclosure, where feedback, complaints, errors and/or incidents (near miss or harm) will be openly discussed, an apology offered where necessary and improvements actioned.

Policy

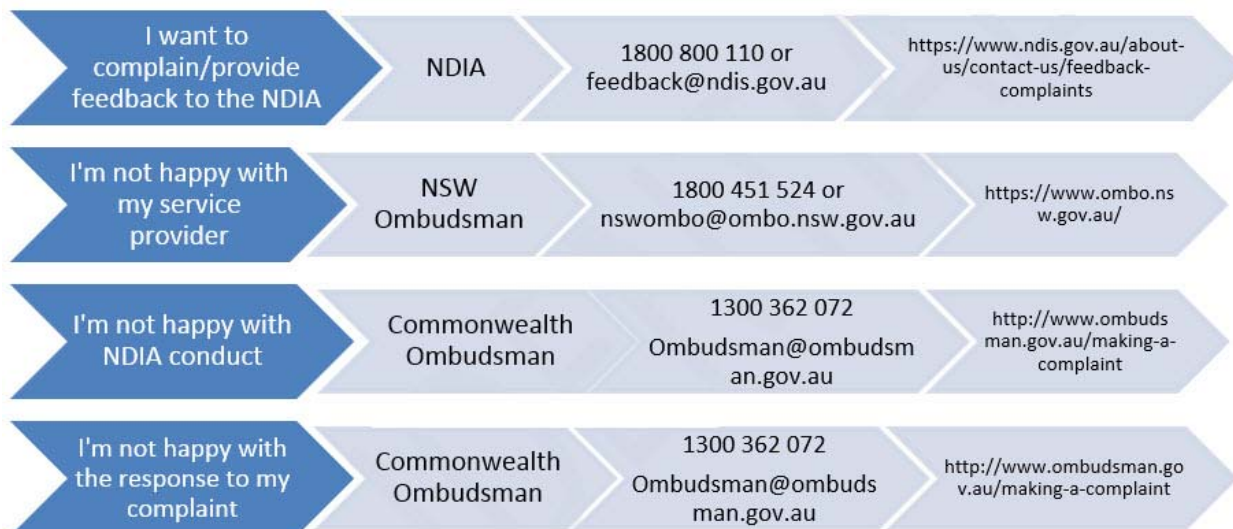
Where there is a complaint, error, incident, near miss or harm involving a consumer or their family the following will occur:

- The service will investigate and document the incident or situation and arrange to meet with the complainant or consumer as soon as possible
 - Where the service is at fault, an apology will be offered and the consumer will be involved in discussions around improvements to be made or actions to be taken
 - An action will be identified in the services Continuous Improvement Plan and discussed at Committee, staff and volunteer meetings in an open and transparent manner (without breaching client privacy/confidentiality), and brainstorming around improvements will occur
 - Staff and volunteers will be provided with training on Open Disclosure and the importance of taking responsibility, owning mistakes and a culture of improvement encouraged
 - Errors, incidents or complaints will be entered in a register to identify patterns or trends (deidentified).
 - The Complaints Register and Continuous Improvement Register will be discussed at advisory committee meetings, ensuring consumers are aware of issues or concerns and have an opportunity to provide suggestions and/or feedback.
 - Clients are able to complain without the fear of retribution.
 - All clients are made aware of their right to complain, with information provided regularly and in appropriate formats. Consumers should be assisted to fully understand the complaints procedure and the use and availability of advocates.
-
- **Aged Care Complaints Commissioner on 1800 550 552**
 - **National Disability Insurance Agency 1800 800 110**
 - **NSW Ombudsman 1800 451 524**

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Physical Resources

Aged Care Quality Standard 5 - Organisation's Service Environment
National Disability Standards 6- Service Management

Policy Statement

WCCC and WCEI will ensure that the buildings and facilities in which it operates are managed effectively with regular maintenance and monitoring of safety, comfort, physical appeal and security.

Policy

WCCC and WCEI will ensure regular maintenance and monitoring of the building and facilities in the following ways:

- The service environment is a welcoming place for all visitors, family, consumers, volunteers, staff and/or community members
- The environment is safe and comfortable for older people and those with a disability, e.g. those with mobility issues or those who have dementia, and door-ways and pathways are well signed, obvious and free of obstacles
- A sign in /out book will be located at the entry to the building to ensure there is a record of people who enter and exit the building on group meeting days.
- Regular safety checks will occur to ensure the building is safe, warm, comfortable, clean, hygienic and secure (landlord to undertake).
- Regular cleaning of the building will occur, ensuring the building is clean, hygienic and free of clutter
- Pest control will occur on a regular basis to minimise pests in the building (cockroaches, mice, rats, spiders etc.)
- Regular inspection of fire extinguishers, exits, fire alarms will occur to ensure the safety of consumers, staff, volunteers and visitors
- Fire drills will occur regularly to ensure that consumers, staff and visitors are aware of the process for evacuation
- A Fire Evacuation Plan will be posted on the walls of main rooms to ensure people know where to go when an evacuation is necessary (landlord to provide)
- Chemicals will be stored safely and securely in accordance with safe work method statement requirements
- Safe Work Method Statements (SWMS) will be retained for chemicals, detergent, soaps and other cleaning agents to ensure the safe use and storage of these items.

Records/document control

Aged Care Quality Standards 1 -Consumer Dignity and Choice; 2 Ongoing Assessment and Planning; 7 - Human Resources;8 - Organisation Governance

National Disability Standards 1 Rights;6 Service Management.

Policy Statement

WCCC and WCEI will ensure that it manages all records and documents in a professional, safe and secure manner with full regard to privacy and confidentiality and in line with the *NSW State Records Act 1998*², Privacy Amendment Act 1917 (Notifiable Breach) and the Australian Privacy Principles.

Consumers, staff and volunteer's information will only be collected or stored with the consent of the person. Consumers, staff and volunteers will be encouraged to read this policy or be aware of how their records are stored, managed and/or disposed of.

Policy

General files

Walcha Council has an electronic records system, TRIM for secure storage and distribution of documents and correspondence which includes but is not limited to:

- Incoming and outgoing correspondence including electronic mail
- Meeting minutes
- Legal documents, Funding Agreements, acquittals and reports and funding applications
- All documentation which is not consumer or staff or volunteer related will be stored in this record system
- Staff files.

Staff and volunteer files will be retained in the organisation's electronic records system Alchemy SMS and Routematch and will be accessible only to those staff who require access to this information. Staff and volunteer information may include:

- Letter of Offer
- Position Description
- Supervision notes
- Any disciplinary letters
- Any notification of changed contracts or other materials relating to staff or volunteers
- Criminal record check results.
- Consumer Files.

All consumer files, volunteer files or files containing personal or sensitive information will be maintained securely in a locked filing cabinet and in the services, electronic

² <http://www.legislation.nsw.gov.au/#/view/act/1998/17>

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data base Alchemy SMS and RouteMatch. Access to consumer files will be limited to staff who have the correct authority. See also Privacy and Confidentiality.

Consumer files include:

- File notes
- Assessment
- Support Plan
- Emergency contacts
- Change in circumstances of the consumer
- Complaints
- Reports or information from other agencies
- Requests from the consumer for any change in service
- Files will be stored in the filing cabinet when not in use or on the consumer data base system.

At no time will files be left open on a desk or removed from the office.

Staff computers will be timed to shut down after a period of 5 minutes and all computers will be password protected.

Coded (de-identifiable) consumer information will also be uploaded on to the Departments Data Exchange (DEX). Consumer files are archived (and de-identified) if services have ceased and unlikely to be resumed. Archived files are destroyed after seven (7) years, or per the *NSW State Records Act 1998*.

New Reporting (Privacy Amendment Act 2017 {Notifiable Data Breaches})

From February 2018, specific services have a statutory obligation to report a data breach if this occurs (as a Government funded service CHSP Services must meet this obligation). The best way to prevent a Data breach is to ensure that the service collects, stores, transfers and disposes information in accordance with the *Privacy Policy* and *Record/Document Control Policies*.

A data breach occurs when personal information that an entity holds is subject to unauthorised access or disclosure or is lost.

Personal information is information about an identified individual, or an individual who is reasonably identifiable. Entities should be aware that information that is not about an individual on its own can become personal information when it is combined with other information, if this combination results in an individual becoming 'reasonably identifiable' as a result.

A data breach may be caused by malicious action (by an external or insider party), human error, or a failure in information handling or security systems.

Examples of data breaches include:

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- loss or theft of physical devices (such as laptops and storage devices) or paper records that contain personal information
- unauthorised access to personal information by an employee
- inadvertent disclosure of personal information due to 'human error', for example an email sent to the wrong person
- disclosure of an individual's personal information to a scammer, as a result of inadequate identity verification procedures.

Where a data breach is suspected, the service must:

- carry out an assessment within 30 days
- notify the individual(s) who the breach has involved
- notify the Commissioner:
 - 1300 363 992
 - enquiries@oaic.gov.au
 - <https://www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme#how-to-notify>

Food Safety

Aged Care Quality Standards 4 - Services and Supports for Daily Living; 8 - Organisational Governance

Policy Statement

WCCC will ensure that it adheres to Food Standards Australia New Zealand's applicable Standards, when receiving, preparing, storing, delivering and/or disposing of potentially hazardous foods. These standards, which contain health and hygiene obligations for food handlers, aim to lower/or minimise the risk of food borne illness.

Legislation and procedures for Meals on Wheel Services will vary depending upon the type of food prepared or delivered (ie frozen, chilled, cooked) and how food is prepared, numbers cooked for and other factors.

WCCC will ensure that each person's individual needs in relation to food likes, dislikes and intolerance is respected. The organisation understands the severity of allergy and anaphylaxis and will adhere to allergy and anaphylaxis guidelines when/where required³.

Policy

There are five national food safety standards that apply in Australia:

- 3.1.1 — Interpretation and Application
- 3.2.1 — Food Safety Programs
- 3.2.2 — Food Safety Practices and General Requirements
- 3.2.3 — Food Premises and Equipment
- 3.3.1 — Food Safety Programs for Food Service to Vulnerable Persons.

These standards provide a risk-based, preventative approach to providing safe and suitable food. They are based on the principle that food safety is best ensured by implementing food hygiene controls at each stage of food handling and that additional risk management tools, such as food safety programs, may be required for high-risk food industry sectors.

Of the five standards, Standards 3.1.1⁴, 3.2.2⁵ and 3.2.3⁶ apply to all Australian food businesses and establish fundamental requirements for minimising food safety risks. Safe Food Australia provides information to assist with understanding the intent of these three standards, including the food safety outcome(s) intended.

**NB: Please seek the advice of your local Food Authority regarding labelling, specifically in relation Country of Origin labelling.*

Food Safety Program

³ <https://allergyfacts.org.au/allergy-anaphylaxis>

⁴ [Standard 3.1.1](#)

⁵ [Standard 3.2.2](#)

⁶ [Standard 3.2.3](#)

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A food safety program is a written document indicating how a food business will control the food safety hazards associated with the food handling activities of the business. Only certain high-risk food businesses are required to have food safety programs:

- Businesses that serve or process potentially hazardous food for service to vulnerable people are required to comply with Standard 3.2.1, in accordance with Standard 3.3.1 - Food Safety Programs for Food Service to Vulnerable Persons. This includes businesses providing food to hospital patients, aged care residents and children in child care centres. It will also normally apply to delivered meal organisations, that is, organisations that prepare food for delivery to vulnerable people.
- Seafood businesses that engage in the primary production or processing of, or manufacturing activities concerning, bivalve molluscs must implement a documented food safety management system that effectively controls the hazards. These businesses can comply with the requirements by following Standard 3.2.1 or other compliance options listed in subclause 16(2) of Standard 4.2.1 – Primary Production and Processing Standard for Seafood.
- Businesses producing manufactured and fermented meats are required to develop a food safety management system in accordance with Standard 4.2.2 (Poultry Meat) and Standard 4.2.3 (Meat).

Generally, Meals on Wheels services will be required to hold a Food Safety Program. More information on Food Safety Programs may be obtained in the link in the footer ⁷.

Presbyterian Aged Care Apsley Riverview are contracted to Walcha Council to prepare the meals for our meals on wheels program. They are required to follow the standards as set out in the *National Meal Guidelines- A Guide for Service Providers, Caterers and Health Professionals Providing Home Delivered and Centre Based Meal Programs for Older Australians*. <http://mealsonwheels.org.au/wp-content/uploads/2016/10/NationalMealsGuidelines2016.pdf>

Information around allergy and anaphylaxis can be found in the following website <https://allergyfacts.org.au/allergy-anaphylaxis>

⁷ [Food Safety Program](#)

Service Delivery

Abuse

Aged Care Quality Standard 1 - Consumer Dignity and Choice; 2 - Ongoing Assessment and Planning

National Disability Standards 1- Rights; 3- Individual outcomes

Policy Statement

'Abuse can be defined as a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to any person. Abuse can take various forms such as physical, psychological or emotional, sexual and financial abuse. It can also be the result of intentional or unintentional neglect⁸.' More information about the types and signs/symptoms of abuse can be accessed from <http://elderabusehelpline.com.au/for-everyone/what-is-elder-abuse>

WCCC and WCEI recognise that abuse of any form is a crime. The organisation will do all that it can to raise awareness of abuse and to ensure abuse is reported and acted upon immediately and that older people are protected from abuse. WCEI is a mandatory reporter for abuse against children and young people <https://reporter.childstory.nsw.gov.au/s/>

Policy

Principles for Intervention (Abuse)

People who are at risk of or have experienced abuse will be:

- Provided with information about available options
- Encouraged and assisted to make their own decisions
- Respected and given the choice to refuse services if competent to make the decision⁹
- The wishes of the person who is experiencing abuse will be considered
- The needs of the alleged victim will be kept separate from those of the alleged abuser
- Responses to reports of abuse will focus on safety and protection from further abuse and will be in the best interests of the person
- The person experiencing abuse will be given information about available options, including how to access an advocate

⁸ <http://elderabusehelpline.com.au/for-everyone/what-is-elder-abuse>

⁹ *Competency is always assumed unless proven otherwise by a medical professional*

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Responses to identified abuse will be in line with the NSW Elder Abuse guidelines which involves immediate referral to the Police, Ambulance or Mental Health team (for more information <http://elderabusehelpline.com.au/for-everyone/what-is-elder-abuse>)

Responses to reports of abuse will be sensitive to needs associated with Aboriginality, culture, disability, language, religion, gender and sexuality.

Advocacy

Aged Care Quality Standards 1 - Consumer Dignity and Choice; 2 - Ongoing Assessment and Planning; 4 - Services and Supports for Daily Living; 6 - 6 - Feedback and Complaints

National Disability Standards 1 Rights 3 Individual outcomes

Policy Statement

An advocate is a person who, with the authority of the consumer, represents the consumers' interests. Consumers may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

will ensure that all consumers are made aware that they can have an advocate to assist them in understanding or managing services provided. An advocate could be used during assessments, reviews, in making a complaint or in other communication with WCCC and WCEI.

Policy

Consumers wishing to use an advocate should inform WCCC or WCEI at intake, assessment or reviews, if they would like to nominate an advocate. This must be documented on the Advocate form. Consumers have the right to change their advocate at any time and should inform WCCC and WCEI if they wish to change their advocate.

Staff should make sure consumers are aware of their right to use an advocate, and should regularly remind consumers of this option. This information is available in the Consumer Handbook and should be explained at formal assessments and reviews and through informal discussion.

Information around formal advocacy can be attained from the following external sources:

- The Aged Care Rights Service (TARS) - 02 9281 3600 or <http://www.agedrights.asn.au/nsw/>
- Seniors Rights Service - 1800 424 079 <http://seniorsrightsservice.org.au/>
- Older Persons Advocacy Network – 1800 700 600 <http://www.opan.com.au/>

- Disability Advocacy NSW – 1300 365 085

<https://da.org.au/>

Support Planning Policy

Aged Care Quality Standards 1 - Consumer Dignity and Choice; 2 - Ongoing Assessment and Planning; 4 - Services and Supports for Daily Living National Disability Standards 1 Rights 2 Participation and Inclusion 3 Individual outcomes

Policy Statement

WCCC and WCEI will ensure that each consumer has a Support Plan which reflects the needs and wellbeing of the consumer and the funding program guidelines. The Support Plan will be developed with the consumer, family (when applicable) their advocate where nominated, and will ensure a focus on wellness and reablement.

Policy

Each Support Plan will be developed by the My Aged Care gateway or the NDIS Local Area Coordinator upon initial assessment with the consumer, and their advocate where nominated. The Support Plan will be based on assessed needs and consumer preferences and will be:

- Goal orientated and outcomes based
- Recognise and address the requirements of people with complex care needs
- Promote social independence and quality of life
- Considerate of special needs groups
- Centred around a consumer's wellness and reablement.

As well as including the above information, WCCC and WCEI will expand Support Plans to document the consumer's preference and agreed procedure should they not respond to a scheduled visit. The Support Plan will also outline:

- The type of service
- The duration and frequency of service
- Number of services
- Who will deliver the service (for example volunteers, staff member)
- Cost of the service
- The circumstances under which a service may be suspended or withdrawn.

Each person's Support Plan will be reviewed as needs change, or annually where a consumer has complex needs.

Carers Policy

Aged Care Quality Standards 1 - Consumer Dignity and Choice; 2 - Ongoing Assessment and Planning

Policy Statement

The Carer Gateway¹⁰ is the new national entry point for carers of those who have a disability, chronic illness, dementia, mental illness, an addiction or are frail aged. WCCC and WCEI will ensure that carers are supported to access information and assistance via the gateway and to access services where eligible.

Policy

Carers can be family members or friends; they can be parents, children, siblings, grandparents or neighbours. Some carers look after another person 24 hours a day and help with daily living activities, while other carers look after people who are predominantly independent but need help with some everyday tasks.

Carers make a significant contribution to the lives of the people they care for and an important economic contribution to the community. The CHSP and NDIS reflect the priorities and principles identified within the National Carer Recognition Framework and *The Carer Recognition Act (Commonwealth) 2010*.

WCCC and WCEI service provision embodies the principles incorporated in the *Statement for Australia's Carers* under the *Carer Recognition Act 2010*, including the following:

1. All carers should have the same rights, choices and opportunities as other Australians, regardless of age, race, sex, disability, sexuality, religious or political beliefs, Aboriginal or Torres Strait Islander heritage, cultural or linguistic differences, socio-economic status or locality.
2. Children and young people who are carers should have the same rights as all children and young people and should be supported to reach their full potential.
3. Carers should be acknowledged as individuals with their own needs within and beyond the caring role.
4. The relationship between carers and the persons for whom they care should be recognised and respected.
5. Carers should be considered as partners with other care providers in the provision of care, acknowledging the unique knowledge and experience of carers.
6. Carers should be treated with dignity and respect.
7. Carers should be supported to achieve greater economic wellbeing and sustainability and, where appropriate, should have opportunities to participate in employment and education.

¹⁰ <https://www.carergateway.gov.au/about-us>

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8. Support for carers should be timely, responsive, appropriate and accessible. All CHSP service providers are to take all practicable measures to ensure that:

- (a) their officers, employees and agents have an awareness and understanding of the Statement for Australia's Carers; and
- (b) they, and their officers, employees and agents, take action to reflect the principles of the Statement in developing, implementing, providing or evaluating care supports.

Carers can call the Carer Gateway on **1800 422 737** by phone Monday – Friday between 8am and 6pm.

Community engagement

Aged Care Quality Standards 1 - Consumer Dignity and Choice; 2 - Ongoing Assessment and Planning; 4 - Services and Supports for Daily Living

Policy Statement

WCCC and WCEI will ensure that it engages with the community on an ongoing basis. Community connections and ongoing networking is important and encourages transfer of information and shared working relationships.

Policy

WCCC and WCEI will work on their commitment to community engagement in the following ways:

- Community events will be advertised or promoted in organisational newsletters/information to inform consumers of what is happening in their community and ensure they have an opportunity to participate
- WCCC and WCEI will attend expos and information days and other events where appropriate, to inform the community of what is available
- WCCC and WCEI will regularly promote the services available in local media (newspaper, social media) where possible and where appropriate to inform the community of what is available
- WCCC and WCEI will participate in community events where appropriate (for example, representation at local shows)
- WCCC and WCEI staff will attend network or interagency meetings in the community to ensure they have an opportunity to engage with other businesses or services
- WCCC and WCEI staff will attend community forums, consultation meetings and other events where appropriate
- WCCC and WCEI will respond to community surveys and consultation where appropriate
- WCCC and WCEI will encourage people of all ages to volunteer for the service where appropriate

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- WCCC and WCEI will work collaboratively with other community service organisations, businesses, clubs, groups and council to provide information and share information and resources and knowledge where appropriate.

Consumer rights

Aged Care Quality Standard 1 - Consumer Dignity and Choice

National Disability Standards 1 Rights

Policy Statement

WCCC and WCEI will ensure that each consumer of the service understands their rights and responsibilities and feels comfortable to speak honestly and openly to their service provider.

WCCC and WCEI will treat each consumer with respect and seek to understand different needs, values, beliefs and characteristics. WCCC and WCEI understands that there will be varied social, cultural, linguistic, spiritual, psychological and medical needs which influence each consumer's care needs and will aim to spend time speaking with, and documenting, specific personal circumstances and needs. The organisation also recognises that the following groups have experienced exclusion and discrimination and will make every effort to cater for specific needs of these groups identified under the Aged Care Act 1997:

- people who identify as Aboriginal and Torres Strait Islander
- people from culturally and linguistically diverse backgrounds
- people who live in rural and remote areas
- people who are financially or socially disadvantaged
- people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran
- people who are homeless, or at risk of becoming homeless
- people who are Gender or Sexually Diverse
- people who are Care Leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations)
- parents separated from children by forced adoption or removal.

(NB: The Department of Health acknowledges that this list is not exhaustive and other groups include people with disability; people with a mental problem or mental illness; people with a cognitive impairment and people with dementia).

Each consumer will be encouraged to access an advocate (see Advocacy Policy) where required and to provide feedback about the services they receive. All feedback and complaints will be dealt with fairly and in a transparent and open manner and will prompt ongoing improvements.

Policy

WCCC and WCEI will encourage consumer choice and engagement in some of the following ways:

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- Each consumer will have a Care Plan developed with them (and/or their representative/advocate where requested) which is person-centred and meets their individual personal needs
- The Support Plan will identify how a consumer wishes to be treated and outlines any specific diversity or cultural needs
- Diversity and Cultural training will be provided to staff and volunteers of the service (where necessary) to ensure that there is an increased awareness of varied needs
- Consumers will be involved in the development of training and informal and formal feedback will inform training
- WCCC and WCEI will address any discriminatory practices which adversely affect a consumer's confidence or self-worth and encourage a culture of inclusion and diversity.

As well as the above, WCCC will ensure that the *Charter of Aged Care Rights* is provided to each consumer in a manner appropriate to their cultural/communication needs, displayed at the facility and included in newsletters/websites and other forms of communication. As well as this, the service will display the *Charter of Aged Care Rights* at the facility and in the Consumer Handbook.

The legal and human rights of each child attending WCEI 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*. <https://www.humanrights.gov.au/our-work/disability-rights/overview-articles-convention-rights-persons-disabilities>

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Consumer Dignity, Autonomy and Choice

Aged Care Quality Standard 1- Consumer Dignity and Choice

National Disability Standards 1 Rights; 3 Individual outcomes

Policy Statement

WCCC and WCEI will ensure that all consumers are treated with dignity and respect and are free to make choices about the care and services provided and the way in which they live their life.

Where consumers choose to take risks, they will be informed about risk and the consequences and encouraged to be independent and empowered to make choices.

Information provided to consumers will be current, accurate and communicated in a way which supports understanding.

The organisation is committed to a culture of inclusion, acceptance and respect and will support consumers to exercise choice and control.

Policy

In order to ensure that consumers dignity, autonomy and choice is upheld, WCCC and WCEI will undertake the following:

- Ensure each consumer has a Support Plan developed with them which is based on their needs, strengths and abilities
- Ensure the consumer Support Plan is reviewed as a minimum on an annual basis where a consumer has complex needs, and the goals are achievable and realistic and continue to meet the needs of the consumer
- Provide training for staff and volunteers on choice, risk and the importance of people being able to make their own decisions and to remain independent and enabled
- Encourage consumers to do things for themselves wherever possible and foster a culture of doing 'with' rather than 'for' a consumer
- Encourage staff and volunteers not to 'take over' or treat consumers in a paternal or protective manner
- Recognise strengths and abilities and encourage people to maintain their independence
- Support consumers to meet their personal goals where possible, including by provision of aids to assist where necessary
- Communicate respectfully and in a way which supports consumer independence/choice
- Respect consumer's privacy and confidentiality
- Support consumers right to maintain relationships
- Support consumers to participate in, and be included and valued in, their community

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- Deliver services that are culturally appropriate
- Deliver services that are LGBTI responsive, inclusive and sensitive
- Respect an individual's culture, diversity, religion, spirituality, sexuality, gender, language and ethnicity
- Support consumer to make choices in the way that services are provided and the way they live their life
- Assist consumers to understand the associated risks and consequences of their choices

Delivering Lifestyle Services and Supports

Aged Care Quality Standards 1 - Consumer Dignity and Choice; 4 Services and Supports for Daily Living

National Disability Standards 1 Rights; 3 Individual outcomes

Policy Statement

WCCC and WCEI will facilitate consumers' access to the services and supports that they need to enhance their quality of life and wellbeing.

Policy

In order to encourage a consumer to maintain or improve their quality of life and wellbeing, WCCC and WCEI will undertake the following:

- Align lifestyle supports and services with the needs and preferences of each consumer
- Support consumers to participate in the community
- Support consumers to maintain personal and social relationships
- Support and encourage consumers to undertake activities which interest them
- Where consent is granted, share information about a consumer's likes, dislikes and interests with staff and volunteers where relevant and other service providers (where a number of services may work with a consumer).

Exit Policy

*Aged Care Quality Standards 1- Consumer Dignity and Choice; 2 - Ongoing Assessment and Planning
National Disability Standards 3- Individual Outcomes and 5 - Service Access*

Policy Statement

WCCC and WCEI will ensure that the process for a consumer to exit the service is fair and equitable and consumers are not discriminated against.

Policy

A consumer may exit WCCC and WCEI in the following circumstances:

- At the consumer's request
- Where the consumer's level of need exceeds the services resources
- Where the consumer's needs increase or become more complex and a service provider is unable to provide the level of care required
- When a consumer moves outside the CHSP target group or the Service's delivery area
- Where continuing the service may pose a WHS risk, after exploring every avenue to minimise the risk.

Where a consumer requires services outside of what WCCC can provide, a referral will be made to My Aged Care or NDIS on the consumer's behalf (where requested or required).

When a consumer is exited, the reasons for exiting the service must be documented in the consumer's hard copy file or electronic file and the archived as per the Records Management procedures.

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Feedback & Complaints (Consumer or community)

Aged Care Quality Standard 6 - Feedback and Complaints

National Disability Standard 4 - Feedback and Complaints

Policy Statement

WCCC and WCEI understands that feedback and complaints will assist in the ongoing improvement and development of the service. Feedback and complaints are encouraged and WCCC and WCEI will make every effort to address and resolve feedback and complaints where reasonable and possible.

Feedback and complaints will be dealt with in a positive and transparent manner and will be linked to the organisations' Continuous Improvement Plan. Each item (feedback or complaint) will be documented in the Continuous Improvement Plan and discussed with the team and improvements actioned where possible.

Policy

Making a complaint

WCCC and WCEI encourages feedback from consumers, carers, family and the community in a variety of ways. This includes (but is not limited to):

- Verbal feedback
- Feedback via emails, letters
- Surveys
- Suggestion box
- Feedback form provided to new consumers upon entry to the service
- Feedback/complaints can be provided anonymously where preferred via feedback form, suggestion box or survey.

WCCC and WCEI will provide regular information to consumers via a variety of avenues including newsletters/memo's, consumer/community meetings (among others) to ensure consumers are well informed and information is provided in a way that supports their understanding. The following procedures will also encourage a culture of openness and disclosure:

- Training on complaints handling will be provided to staff/volunteers
- A brochure/flyer will be displayed at the facility stating that feedback is welcome and encouraged, explaining clearly how this can occur
- Staff and volunteers will explain the process for feedback and complaints upon entry to the service and when/as needed so that consumers feel comfortable to share their feedback freely
- A culture of improvement will be fostered and complaints will not be dealt with in a negative or hostile manner
- Consumers will be encouraged to use an advocate when providing feedback or making a complaint (where necessary/required) – see *Advocacy Policy*

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A register of feedback and complaints will be maintained by the organisation to identify trends or potential ongoing issues or future risks. This register will be closely aligned with the Continuous Improvement Plan and each feedback item or complaint (where possible/relevant and does not breach privacy/confidentiality of the complainant) will be registered in the Continuous Improvement Plan and actioned.

Intake /Assessment and Reassessment

Aged Care Quality Standard 2 – Ongoing Assessment and Planning

National Disability Standards 2- Participation and Inclusion; 3- Individual outcomes

Policy Statement

WCCC and WCEI will ensure that each consumer receives an adequate intake assessment which identifies consumer needs and preferences and is undertaken in a fair and equitable manner. Where multiple services are delivered by a variety of service providers, the organisation will work collaboratively (with consent) ensuring the consumer's needs are met in the most effective manner.

WCCC and WCEI will also ensure that each consumer's service is regularly reviewed to determine if the service provided is adequate for their needs, or if needs have changed.

Policy

While eligibility for CHSP services is determined by My Aged Care (MAC) and an assessment undertaken by the Regional Assessment Teams, it will be necessary to complement this with additional information obtained by the WCCC Co-ordinator.

Similarly, eligibility for disability services will be determined by the NDIS and a Plan developed by the Local Area Co-ordinator or Planners. It will be necessary to complement this with a specific assessment to determine individual needs and expected outcomes.

Initial interviews will generally be carried out in the person's home, or at the WCEI rooms.

All assessments will consider each person's:

- Individual goals, lifestyle and personal preferences
- Wellness and reablement goals
- Strengths and abilities
- Physical, social and emotional needs
- Cultural, spiritual, psychological, social, medical and religious needs
- Socio-economic needs
- Communication preferences and/or ability to understand the process for assessment and planning

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- Cognitive function
- Access and mobility issues
- Informal and community supports.

An Individual and Support Plan form will be used to gather the information and define the agreed services with their frequency, times and location, fees, and consumer's goals. The Support Plan will be developed with the consumer (and/or their advocate where necessary) and it will be person centred, focused around wellness and reablement and support the consumer preferences/needs. A copy of the Support Plan will be provided to each consumer.

Reassessments will be carried out annually, or when there is significant change to the consumer's needs or circumstances. Reassessment/review information will be recorded by staff in the data base case notes and the Support Plan/Assessment form amended where necessary or changes have occurred. A referral back through MAC/NDIS may be required, particularly if there is an increase in the complexity or level of service required.

WCCC and WCEI may refuse access to potential consumers if it is determined that the organisation cannot adequately and appropriately meet the needs within the resources available. Where this occurs, the reasons will be clearly explained to the person and referral back to My Aged Care or NDIS made where necessary.

WCCC and WCEI may refuse service to people who are assessed as posing a risk to the safety or wellbeing of other service users, team members or members of the public. Where this occurs, this will be explained to the person and a referral will be made back to My Aged Care or NDIS.

Privacy and Confidentiality

Aged Care Quality Standard 1 – Consumer Dignity and Choice

National Disability Standard 1- Rights

Policy Statement

WCCC and WCEI will respect each consumer's right to privacy, dignity and confidentiality. All personal information will be collected, stored and shared **only** with consent and in accordance with the Privacy Act 1988¹¹, Privacy Amendment Act 2017 (Notifiable Breaches) and the 13 Australian Privacy Principles.

A consumer's rights to privacy and confidentiality will be communicated in a way which supports their understanding.

Policy

WCCC and WCEI collects personal information from consumers to enable the safe and appropriate delivery of agreed services. Staff and Volunteers should note that privacy and confidentiality apply:

- In the work place
- At home and in the community
- When talking with other volunteers
- When dealing with people of other agencies
- In social environments
- When dealing with other consumers
- Consumers and other service users who obtain information about consumers.

Key principles for collection, storage and sharing of personal information:

- Consent is obtained from consumers for the collection, storage, transfer and disposal of their personal information
- Information about privacy and confidentiality is communicated in a variety of ways which support consumer understanding (plain English, verbal)
- Consumers will understand where their information is stored, how and why
- Consumer files, whether hard or electronic files, are kept in a secure location with authorised access only
- Services will ensure that they adhere to Privacy Amendment Act 2017 (Notifiable Breaches) and follow due process where a breach occurs
- Consumers have the right to access their information at any time
- Consumers are encouraged to provide updated information if their circumstances change
- WCCC and WCEI staff will update information when they become aware of changes to consumer circumstances, and/or when a review is carried out, to ensure that the information is current and accurate

¹¹ <https://www.oaic.gov.au/privacy-law/privacy-act/>

- All information relating to consumers is confidential and will not be disclosed to any other person or organisation without the consent of the consumer
- Statistical data submitted to funding bodies is de-identified. WCCC uses a consumer management system which completes bulk uploads to the Departments Data Exchange (DEX).
- Only information necessary for delivering effective services will be collected
- Photographs or electronic recordings will not be taken without permission
- Each consumer will be offered the right to choose whether to participate in any research or auditing process
- All staff and volunteers will receive training regarding confidentiality and privacy
- The intake/assessment and review of consumers will take place in the consumer's home or a location that facilitates privacy and confidentiality.

Please refer to the [Records/Document Control Policy](#) (p 24) for further information on collection, storage and disposal of personal information.

Wellness and Reablement

*Aged Care Quality Standards 1 Consumer Dignity and Choice;2 – Ongoing Assessment and Planning
National Disability Standard 3 Individual outcomes*

Policy Statement

WCCC and WCEI will support wellness, reablement and restorative approaches in service delivery. WCCC and WCEI understand that each person has the potential and the right to make personal improvements, to be independent and to make choices which improve their quality of life.

In line with the Australian Governments *Living Well at Home – CHSP Good Practice Guide*, WCCC will ensure that it encourages people to have a better quality of life by 'doing with', rather than 'doing for' them.

Policy

In order to ensure that older people have more opportunities for wellness and reablement, WCCC and WCEI will undertake the following process:

- Provide training for staff on wellness and reablement
- Consider the way that we speak to, about and with, consumers
- Do 'with' consumers, rather than 'for'
- Ensure each consumer is treated with respect and dignity and that their social, psychological, cultural, linguistic and medical needs are considered when developing a Support Plan with each consumer

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- Consider our language with consumers and in documentation (for example Day Centre may be demeaning or childlike?)
- Consider equipment or aids to help people do things themselves
- Support wellness, reablement and restorative approaches by discussing nutrition options that meet the specific needs of individual consumers
- Referral to more appropriate services if they are unable to undertake the services we are providing.

As well as ensuring the above, WCCC and WCEI will ensure that consumers are able to actively participate in the development of their Support Plan goals and to make decisions about their services. The Consumer's Support Plan will be reviewed regularly to see if they are meeting goals and service will only continue while it is needed.

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Human Resources

Code of Behaviour

Aged Care Quality Standards 7- Human Resources; 8 – Organisational Governance

National Disability Standard 6 Service Management

Insert organisation's Code of Behaviour or Conduct here.

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Police Check Policy

*Aged Care Quality Standards 1 Consumer Dignity and Choice, 2 – Ongoing Assessment and Planning, 7- Human Resources; 8 – Organisational Governance
National Disability Standard 6 Service Management*

Policy Statement

Walcha Council understands their obligation to ensuring all staff, volunteers and executive decision makers of the organisation have, and maintain, a current National Police Check. The process for a police check will be transparent and fair and in line with Privacy Act 1988¹² and the State Records Act 1997¹³. This is a requirement of the Australian Government and is necessary to minimise risk to consumers.

Police check screening will complement robust recruitment and screening processes to ensure that those working with older people, or people with a disability are suitable for the positions they undertake.

Policy

WCCC and WCEI will ensure that staff, volunteers and executive decision makers who work with the organisation have a current National Police Check. The following process will be undertaken with Police Check screening:

- Police checks will be paid for by either WCCC or WCEI.
- A person may start unsupervised work prior to obtaining a police certificate if:
 - the care or other service to be provided by the person is essential
 - an application for a police certificate has been made before the date on which the person first becomes a staff member or volunteer
 - until the police certificate is obtained, the person will be subject to appropriate supervision during periods when the person interacts with clients
 - the person makes a statutory declaration stating either that they have never, in Australia or another country, been convicted of an offence or, if they have been convicted of an offence, setting out the details of that offence.
- Statutory declarations¹⁴ will be required in addition to police checks in two instances:
 - For essential new staff, volunteers and executive decision makers who have applied for, but not yet received, a police certificate
 - For any staff, volunteers or executive decision makers who have been a citizen or permanent resident of a country other than Australia after the age of 16

¹² <https://www.legislation.gov.au/Series/C2004A03712>

¹³ http://www.austlii.edu.au/au/legis/sa/consol_act/sra1997156/

¹⁴ <https://www.ag.gov.au/Publications/Statutory-declarations/Documents/CommonwealthStatutorydeclarationform.pdf>

- In these two instances, a staff member, volunteer or executive decision maker can sign a statutory declaration stating either that they have never, in Australia or another country, been convicted of an offence or, if they have been convicted of an offence, setting out the details of that offence. **Note** that a person is entitled to sign a statutory declaration stating that they have not been convicted of an offence if they have been convicted of an offence, but the conviction is a 'spent' conviction.
- Staff or volunteers will be precluded from working for the organisation if their police check returns the following disclosable outcome:
 - A conviction for murder or sexual assault
 - A conviction and sentence to imprisonment for any other form of assault
 - A conviction for an indictable offence within the past 10 years.
- If a conviction has been 'spent' the person is not required to disclose the conviction. The aim of the scheme is to prevent discrimination on the basis of old minor convictions, once a waiting period (usually 10 years) has passed and provided the individual has not re-offended during this period. Where a person's conviction is considered 'spent' legal advice may be sought. The decision to employ someone with a spent conviction will be 'rigorous, defensible and transparent' in order to minimise the risk of harm to consumers.
- If Walcha Council refuses or terminates employment on the basis of a person's conviction for an offence, the conviction must be considered relevant to the inherent requirements of the position. If in any doubt, Walcha Council will seek legal advice regarding the refusal or termination of employment on the basis of a criminal record.
- Under the *Fair Work Act 2009* there are provisions relating to unfair dismissal and unlawful termination by employers. More information about the *Fair Work Act 2009* is available at: Fair Work Commission¹⁵. In addition, under the *Human Rights and Equal Opportunity Act 1986*, the Australian Human Rights Commission has the power to inquire into discrimination in employment on the grounds of criminal record.
- Police Check forms undertaken by staff and volunteers will be securely stored by the organisation for a period of no longer than three (3) months and then shredded to prevent identity theft
- A Police Check register will be retained (securely in lockable cabinet or electronic data base) by the organisation with the names of staff or volunteers, police check date, police check code/number and renew date

¹⁵ [Fair Work Commission](#)

- Renew dates for Police Checks will be maintained by WCCC and WCEI and new Police Checks will be completed by the organisation prior to expiry
- Staff and volunteers must notify WCCC or WCEI if they have committed a crime (after a Police Check has been undertaken)
- The General Manager of Walcha Council will make a decision about the ongoing employment of that volunteer or staff member (depending upon the crime committed).

Staff employment

Aged Care Quality Standard 7 – Human Resources

National Disability Standard 6- Service Management

Policy Statement

Walcha Council will ensure that it recruits staff fairly and transparently and in line with Equal Employment Opportunity principles.

Walcha Council will also ensure that employment of staff is in line with the current Local Government (State) Award.

Policy

Recruitment

All vacant positions will be advertised publicly and will enable all people to apply.

People with a disability or with special needs will be welcomed and are encouraged to contact Walcha Council to seek assistance with the application for employment.

Employment

Staff will be notified of where the current Award can be accessed on line. Staff will be encouraged to ask questions about their Award and conditions at any time.

Staff will also be provided with a Position Description which outlines the tasks involved and their responsibilities in the position. Position Descriptions will be reviewed and updated when a staff member leaves and/or on a regular basis to ensure that they are appropriate.

All staff will undergo an induction process upon commencement which outlines:

- Requirements of the position
- Code of Conduct
- Work Health and Safety processes
- Introduction to staff and volunteers
- Policy Manual and any other relevant documentation.

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Staff will be provided with regular supervision and support in their role and will be provided with an opportunity to advance, where possible, or to increase in grades or levels where possible (as per relevant Award).

Where staff are not performing as expected, they will be given an opportunity to make improvements. Where it is considered that improvements are not possible, and staff may not be performing to expectations, or meeting the requirements of the position, industrial advice will be sought to ensure that the process for disciplinary action is fair and aligns with current Award requirements and/or National Employment Standards (NES).

Training

Staff will be provided with opportunities to develop and to meet personal career goals where possible, this includes attendance at training. Training will be identified by staff at Advisory committee Meetings and during the Annual Planning process. The Advisory committee will approve training where there is the financial capacity to do so and it is budgeted for.

Leave and Conditions

Staff will be provided in accordance with the relevant Award. Staff will be required to request leave in advance, with a minimum of four weeks' notice where possible (unless an emergency).

Walcha Council will adhere to the relevant Award and employment conditions always for all staff. This includes seeking further information or advice about industrial issues as required.

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Dismissal Policy

Aged Care Quality Standard 7 – Human Resources

National Disability Standard 6 - Service Management

Policy Statement

Walcha Council will ensure that where a dismissal of a staff member is required, the process is fair, impartial and in line with the Fair Work Act, the relevant Award and any industrial relations requirements.

All employees will be provided with the opportunity to make improvements to their work and will be well informed of the policies, procedures and the implications of unsatisfactory work. Where an employee breaches the code of conduct they may be instantly dismissed without warnings.

Policy

Before commencing the process for dismissal Walcha Council will seek advice and support from an Industrial Relations organisation. More information can also be attained from Industrial Relations NSW¹⁶. The decision to progress to a dismissal stage with an employee must agree with the Human Resources Manager, the General Manager and the Co-ordinator/Manager. The process must always remain confidential and only involve the employee, direct supervisor and committee members.

Where employees will proceed to the dismissal process they will be offered the use of the Employee Assistance Program for free, 24-hour counselling service¹⁷.

The following process outlines steps that must occur before an employee is dismissed:

Step 1 - *Employees who are performing unsatisfactorily will be counselled so they understand the standards expected of them. They will be helped and given guidance in achieving the expected standards.*

Step 2 - *Confidential records of any counselling undertaken will be made. The employee will be shown and given a copy of the written records and will have an opportunity to comment on its contents. This can be done either in writing or orally. The record will only be placed on the employee's personal file when the employee has been given the opportunity of responding to the record and adding any notations regarding the contents of the record.*

Step 3 - *Employees whose performance or behaviour is unsatisfactory will be given adequate time to demonstrate a willingness to improve. If at the end of this period the employee shows no willingness to improve in the opinion of the employer, a final*

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http://www.industrialrelations.nsw.gov.au/oirwww/Employment_info/Recruitment_and_termination/Disputes_in_the_workplace.page?

¹⁷The Associated Counsellors & Psychologists Sydney <http://www.counsellingsydney.com.au/>

warning in writing will be issued to the employee. This notice will inform the employee in writing that disciplinary action up to and including dismissal may be taken if the employee does not cease the unsatisfactory performance or behaviour immediately.

Step 4 - The employer also has the right to summarily dismiss an employee for serious and willful misconduct.

Step 5 - At every stage of the disciplinary process, the employee has the right to have another employee or union representative present as a witness.

During the dismissal process the Co-ordinator/Manager will need to ensure that all meetings and interactions are clear and well understood verbally. This verbal communication will also be followed up with a written record of the meeting and signed and dated by all parties. Generally, providing three written warnings is good practice before an employee is dismissed, these warnings will be clear, concise and clearly outline the situation.

Volunteer Policy

Aged Care Quality Standard 7 – Human Resources

National Disability Standard 6 - Service Management

Policy Statement

The definition of volunteering is ‘time given freely or willingly without any financial gain given or expected’. WCCC recognises the very important role that volunteers play in supporting the organisation to develop and to provide a vital service to consumers and the community. WCCC will support volunteers in their role and ensure that they can be as safe and happy as possible within the workplace and in their community.

Volunteers will be supported in their role and provided with training and education to increase their professional development. Volunteers with the adequate skills and abilities will be encouraged to seek employment wherever possible in different roles externally or with the organisation.

Policy

In order to ensure that volunteers are supported in the workplace, WCCC will:

- Recruit volunteers fairly and equitably
- Ask volunteers what their skills are and also, where they may have any challenges
- Volunteers will be provided with aids, equipment and/or assistance where special needs are identified
- Ensure adequate screening of volunteers prior to work placement (this includes police check screening, reference checks and interview)

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- Ensure information about volunteers is retained securely and privately at the office (including contact numbers; police check screening information; licence information, insurance information)
- Ensure adequate orientation of all volunteers
- Provide training on relevant aspects of service delivery
- Provide ongoing relevant information to volunteers
- Provide supervision on the job for all volunteers
- Enable volunteers with an opportunity to provide feedback to their supervisor
- Meet with volunteers on a regular basis to provide information and updates of what is happening
- Ensure volunteers understand the processes and procedures of the organisation
- Ensure volunteers understand Work Health and Safety process and reporting procedures
- Provide opportunities for volunteers to gather together and share experiences
- Acknowledge and thank volunteers on a regular basis (via morning tea, certificates of thank you etc.).

Legislation and Guidelines

Aged Care Legislation and Guidelines

www.comlaw.gov.au (Commonwealth legislation)

www.legislation.nsw.gov.au (NSW legislation).

Age Discrimination Act 2004 (Commonwealth)

Commonwealth Home Support Program (CHSP) Guidelines

Commonwealth Home Support Program (CHSP) Manual (2017)

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

The Aged Care Act 1997 (Commonwealth)

The Aged Care Quality Standards

Passenger Transport Act 2014 (NSW)

Generic Legislation and Guidelines

Anti-Discrimination Act 1977 (NSW)

Archives Act 1983 (Commonwealth)

Associations Incorporations Act 2009 No 7

Australian Charities and Not-for-profits Commission Act 2012 (Commonwealth)

Australian Human Rights Commission Act 1986 (Commonwealth)

Australian Privacy Principles 2014

Carers (Recognition) Act 2010 (NSW)

Carers Recognition Act 2012 (Commonwealth)

Commission for Children and Young People Act 1998 (NSW)

Community Relations Commission and Principles of Multiculturalism Act 2000 (NSW)

Corporations (New South Wales) Act 1990 No 83

Corporations Act 2001 (Commonwealth)

Crimes Act 1900 (NSW)

Employment Protection Act 1982 (NSW)

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Equal Opportunity for Women in the Workplace Act 1999 (Commonwealth)

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)

Industrial Relations-
http://www.industrialrelations.nsw.gov.au/oirwww/About_NSW_IR/Legislation.page

Information and Privacy Commissioner. www.ipc.nsw.gov.au

Information on Privacy legislation. www.adhc.nsw.gov.au

Local Government Act 1993 (NSW)

Mental Health Act 2007 (NSW)

NSW Trustee and Guardian Act 2002 (NSW)

Premises Standards 2011 (Commonwealth)

Privacy Act 1988 (Commonwealth)

Privacy and Personal Information Protection Act 1998 (NSW)

Public Health Act 1991 (NSW)

Racial Discrimination Act 1975 (Commonwealth)

Sex Discrimination Act 1984 (Commonwealth)

State Records Act 1998 (NSW)

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 No 70 (NSW)

Workplace Injury Management and Workers Compensation Act 1998 NO 86 (NSW)

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