



Service Environment (Office)

POLICY & PROCEDURE

Policy Version 2.0

Category: Administrative *(Required by Legislation)*

Adopted: December 2021



Service Environment (Office) Policy & Procedure

Policy Statement

Winton Shire Council's (WSC) Community Care Services team is committed to providing a safe and effective service environment that optimises the Consumers comfort, independence, health, wellbeing and quality of life. We strive to create and maintain an environment that:

- Is safe, clean and maintained.
- Is friendly and comfortable.
- Has suitable furniture and equipment - i.e. suitable seating, disabled access and amenities etc.

Scope

This WSC Community Care Services (CCS) policy and procedure applies to CCS team members, and the Consumers and their representative/s who have partnered with Council to receive home care and other services.

This policy/procedure applies to the CCS offices and amenities, located within the Winton Neighbourhood Centre Building – 75 Elderslie St, Winton.

Definitions

Term	Definition
Community Care Services	Includes support services funded by the Department of Communities, Department of Health, National Disability Insurance Scheme (NDIS), Department of Human Services
Consumer	A person who receives approved services from a service provider
Council	Winton Shire Council
NDIS	National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability

Procedure

General Responsibilities

Management shall ensure that a partnership approach is adopted with all Consumers. Management shall ensure the establishment and delivery of safe care and services to all Consumers, by trained and experienced CCS team members. Management shall ensure that each Consumer is provided care and services that:

- Is best practice
- Is tailored to their needs
- Optimises their health and well-being

The CCS team shall follow the requirements of this policy/procedure and Consumer care plans, participate in development opportunities, work to establish partnerships with the



Consumer's and deliver safe care and services that address the Consumers current needs, preferences and goals.

Consumers and their family and/or representative shall support a partnership approach with Council, to provide input into their needs and preferences for the care and services they require.

Visitor Requirements

On arrival at the CCS office, Consumer's and their representative/s are to report to the reception area and sign the 'Visitor Log'.

A CCS team member will remain with the Consumer while at the premises. Team members are required to provide building emergency evacuation information to the Consumer and their representative/s, and advise on the location of amenities.

CCS team members shall ensure that Consumers and their representatives are safe and comfortable throughout the duration of their visit.

Office Environment

The CCS team will ensure the following:

- That the office environment is clean, uncluttered, well maintained and safe.
- Report any incidents and/or safety issues, where possible remove any hazards and seek assistance from other team members to maintain safety in the area – i.e. immediately mopping up spillages.
- Record all hazards/risks and actions taken to eliminate or reduce risk are recorded in the risk register.
- Ensure emergency exits and disability access is kept clear at all times.
- During office hours – lighting and air-conditioning is on.
- Provide suitable and comfortable seating.
- Help Consumers who need it, particularly in the event of an emergency.

Consumers and their representative/s will be encouraged to provide feedback to team members on any challenges in getting around the office building environment.

Equipment Compliance

The CCS management team is responsible for keeping an equipment register, and ensuring that all equipment is well maintained and serviceable.

All WSC equipment i.e. walking sticks, wheelchairs etc, shall be inspected before use, and the compliance checked to ensure currency, before it is offered to the Consumer for use – refer to the CCS Equipment Policy and Procedure.

Where equipment is found to be faulty or non-compliant, team members are to ensure that an Out-of-Service tag is attached to the item, that it is removed from use and reported to management.

Communication

- Council's CCS team shall have access to this policy/procedure.
- The CCS team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall read and understand this policy/procedure at the time of their employment/orientation.



- Changes/amendments made to this policy/procedure document shall be communicated to the relevant CCS team members.

Enforcement

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

Related Council Documentation

- Aged and Disability Care Admission Policy and Procedure
- Aged and Disability Reassessment Policy and Procedure
- Assessment and Reassessment Tool
- Privacy and Confidentiality Policy
- Consumer Support plans / Consumer Care Plans
- Consumer Agreements
- Feedback and Complaints Policy and Procedure
- Equipment Policy
- Risk Management Framework and Guidelines
- Risk Register
- Risk Assessments

Legislation, Recognised Authorities and Other Sources

- Aged Care Act 1997
- Aged Care Quality Standards
- Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/>
- Anti-Discrimination Act 1991 (Qld)
- Charter of Aged Care rights
<https://www.agedcarequality.gov.au/consumers/consumer-rights>
- Disability Discrimination Act 1992 (Federal)
- Disability (Access to Premises – Buildings) Standards 2010 (Federal)
- National Disability Insurance Scheme (NDIS) Practice Standards
- NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/>
- NDIS Code of Conduct [NDIS Code of Conduct \(NDIS Providers\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/ndis-code-of-conduct)
- Privacy Act 1988 (Federal)
- Responsibilities of approved Aged Care Providers – Australian Department of Ageing and Aged Care <https://www.health.gov.au/health-topics/aged-care/providing-aged-care-services/responsibilities>
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

CEO Discretion

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.



Review of Policy

This policy/procedure remains in force until amended or repealed by resolution of Council.
This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
December 2021	V1.0	Preparation for Council Adoption	16 December 2021

