



Service Collaboration POLICY & PROCEDURE

Policy Version 1.0

Category: Administrative *(Required by Legislation)*

Adopted: January 2022



Service Collaboration Policy & Procedure

Policy Statement

Winton Shire Council (WSC) is committed to delivering services and activities that respond to the needs and strengths of the community.

Collaboration with other Service Agencies is an important way of ensuring our clients have access to a full range of coordinated Services to meet their individual needs. Service provision is case managed to provide the best possible resolution of Client needs.

The Human Services Quality Framework team work collaboratively with other agencies at all stages of Service planning, delivery, review and closure as appropriate, and assist their Clients to build relationships with other agencies who provide similar services.

Scope

This Human Services Quality Framework (HSQF) policy and procedure applies to Council's HSQF team members, Service Providers and Volunteers.

This policy and procedure applies also to Council's Clients who use the HSQF services provided by the HSQF team members, volunteers, and other Council Service Providers.

Council's HSQF services include:

- Youth / Sports / Recreation
- 60 & Better
- Family Support

Human Services Quality Standards:

The Human Services Quality Framework (HSQF) is underpinned by a commitment to efficient and effective business operations that result in quality outcomes for clients. The framework contains six Human Services Quality Standards:

Standard 1 — Governance and management

Standard 2 — Service access

Standard 3 — Responding to individual need

Standard 4 — Safety, wellbeing and rights

Standard 5 — Feedback, complaints and appeals

Standard 6 — Human resources.

The standards have been developed to include the core components of quality standards used in disability, child safety, community and community care services and are based on the following principles.

Respecting human rights — services are planned and delivered in a manner that respects the individual's human rights, in keeping with the United Nations Universal Declaration of Human Rights.

Social inclusion — services are planned and delivered to promote opportunities for people to be included in their community.

Participation — people using services are included in decision-making about the service they receive.



Choice — people using services are provided with the opportunity for choice regarding the service they receive and where and how they receive it, within available resources.

https://www.qld.gov.au/data/assets/pdf_file/0017/55214/human-services-quality-standards.pdf

Definitions

Client – A person who receives approved services from a service provider

Council – Winton Shire Council

HSQF – Human Services Quality Framework

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 the HSQF team adopt a Client decision-making approach in relation to the services they provide. Management shall ensure the establishment and delivery of safe service outcomes to all Clients, by trained and experienced HSQF team members. Management shall ensure that each Client is provided services that are:

- Best practice
- Tailored to the Client's needs
- Optimises the Clients health and well-being

The HSQF team shall follow the requirements of this policy/procedure and where possible, participate in development opportunities, and deliver safe services that address the Client's HSQF needs.

Council encourages Clients to provide input into and feedback on the Council HSQF services they utilise.

Service Delivery Collaboration

Council's HSQF team establish and maintain relationships with other relevant Service Agencies who provide our clients with the opportunity to access a service network that strives to meet the full range of their our Clients' needs.

The HSQF team endeavours to be both flexible and collaborative to ensure that we are consistently meeting the requirements of our Clients.

Collaboration in this policy/procedure refers to 'working together' with other Service providers to address problems, combine efforts/expertise, and deliver outcomes that are not easily or effectively achieved by working alone.

A partnership based on mutual trust and respect, with openness and transparency across all Service activities is crucial in offering much need services to our community.

Collaboration between the HSQF team and other Services, provides the Winton community with:

- More efficient access to a range of services required
- Improved quality and consistency of service outputs
- Access to additional resources
- Service coordination between Council and other agencies which allows an exchange of knowledge, new ideas and strategic thinking



- Achieves a broader geographic coverage
- Reduced costs – in some service areas
- Meeting additional Client needs
- Flexibility to respond to changing, emerging or more complex Clients needs and environments
- Increased political and lobbying strength

Combined benefits of collaboration create new opportunities to build strong, safe, healthy and vital communities and a sustainable future.

Community/Client Collaboration

The HSQF team is committed to a collaborative approach to decision-making and working with the Winton community in the development and sustainability of Community Services.

Where possible the HSQF team will engage with the Winton Community in support of the HSQF services planning and development of activities. Council encourages local network groups, community and family groups, Elders, multi-cultural groups, and other community leaders to support our HSQF services planning and development of activities.

To ensure our Clients and the Winton Community receive information on Councils HSQF services, the HSQF team use the following communication strategies:

- Client meetings/consultation
- Surveys / Feedback
- Sharing of information via the Council website and email
- Council Management Meetings
- Information will be published in local/Council publication and social media
- Evaluation / HSQF Audit findings
- Brochures / information pamphlets – Winton Neighbourhood Centre and Main Council Office

It is important that Council understand the Community needs, social drivers and possible strategies regarding Community Services.

Communication

- Council's HSQF team shall have access to this policy/procedure.
- The HSQF 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 and orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant HSQF 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

- Feedback and Complaints Policy and Procedure WSC-HSQF-POL-006
- Client Privacy and Confidentiality Policy WSC-HSQF-POL-012
- HSQF Risk Register
- Risk Assessments
- WHS policies and procedures
- WSC Risk Management Framework and Guidelines

Legislation, Recognition Authorities and Other Sources

- *Anti-Discrimination Act 1991*
- *Aged Care Quality Standards*
- *Aged Care Act 1997*
- Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/>
- Charter of Aged Care rights <https://www.agedcarequality.gov.au/consumers/consumer-rights>
- Human Services Quality Framework (HSQF) Standards
- HSQF User Guide
<https://www.dsdsatsip.qld.gov.au/resources/dsdsatsip/work/hsqf/previous-versions/user-guide-self-assessable2.0.pdf>
- *Human Rights Act 2019 (Qld)*
- 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)*
- *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 |
| January 2022 | V1.0 | Preparation for Council Adoption | 17 February 2022 |

