



Contract Management

AGED CARE POLICY

Policy Version 3.0

Category: Administrative *(Required by Legislation)*

Adopted: June 2025



Contract Management Aged Care Policy

Purpose

Winton Shire Council (Council) is accountable for the delivery of safe and quality care and services.

Our organisation enters into a range of contracts and agreements to operate effectively and optimise outcomes for our organisation and consumers. These include:

- consumer service agreements e.g. HCP or CHSP Service Agreements
- service subcontracting and brokerage arrangements

This policy describes how our organisation manages contracts and agreements to ensure associated risks are managed, benefits are maximised and work undertaken by contractors complies with legal, regulatory and their contractual obligations.

Scope

This Policy applies to:

- All Community Care Services team members,
- Their volunteers,
- Students on placement,
- Contractors and consultants, whether or not they are employees,
- Any other brokered service providers and
- Winton Shire Council Councillors.

Policy Statement

Winton Shire Council is committed to achieving the best possible outcomes for consumers, meeting its legal, regulatory, and contractual obligations and maintaining positive working relationships with contract partners. Council will achieve this by:

- undertaking appropriate assessment of the terms (including that there are no onerous terms) and partner suitability prior to entering contracts.
- applying fair and transparent selection and appointment practices including avoiding actual or perceived conflict of interest
- using written agreements which are approved in line with delegated authorities, signed by both parties and clearly describe the:
 - terms and conditions of the arrangement including for payment, termination, assignment, copyright/ownership etc.
 - product/service specifications and performance measures such as quality, quantity, timelines, outcomes etc.
 - roles and responsibilities of the parties involved and
 - dispute resolution arrangements.
- periodically reviewing the effectiveness of the contract and suitability of the contract partner
- undertaking appropriate induction including consultation on relevant work health and safety matters



- ensuring processes to resolve issues are defined, understood by all parties and applied as defined when required and
- maintaining complete and accurate records of all agreements and related documents.

Operational Need

To deliver against on the consumer outcome of:

"I am confident the organisation is well run. I can partner in improving the delivery or care and services"; in accordance with the Aged Care Quality Standards.

Roles and Responsibilities

Winton Shire Council

The Winton Shire Council is responsible for providing oversight of contract management through its risk and compliance management frameworks.

Management

Management is responsible for:

- developing and implementing contract management practices appropriate to the need and risk of the organisation
- monitoring contracted activity to ensure performance standards are maintained and requirements complied with and
- overseeing the recording and reporting on contract related activity including performance and compliance.

Staff including contractors and volunteers

Staff, contractors, students, and volunteers are responsible for undertaking any contract related duties as delegated.

Communication

This document will be published on the Winton Shire Council website and will be made available to all employees involved in the delivery of Community Care services provided by Winton Shire Council.

Related Council Documentation

Aged care records including:

- Consumer files,
- Incident reports,
- Incident register,
- Consumer feedback,
- Worker training records and
- Risk register,



Legislation, Recognised Authorities, and Other Sources

- Aged Care Act 1997
- Standard 8 (3)(c) Organisation wide governance systems

Review of Policy

This policy will be reviewed every two years or when legislation or standards change and remains in force until amended or repealed by resolution of Council.

Record of Amendments and Adoptions

Date	Revision No	Reason for amendment	Date adopted by Council
December 2021	Version 1.0	Initial policy	16 December 2021
October 2023	Version 2.0	Updated quality standards	
June 2025	Version 3.0	SDAP update	