



Home Modification & Maintenance Services AGED CARE POLICY

Policy Version 3.0

Category: Administrative *(Required by Legislation)*

Adopted: June 2025



Home Modification & Maintenance Services Aged Care Policy

Purpose

The organisation provides safe and effective services and supports that optimise the consumer's independence, health, wellbeing, and quality of life.

Minor Home maintenance services are provided to assist consumers remain as independent as possible at home and maintain their sense of well-being.

Modification and maintenance can include:

- repairs to ensure the property is safe, accessible, clean and fit to live in
- preventative maintenance to keep the property in reasonable repair

Consideration must be given to what is reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security rather than maintaining visual appeal or aesthetic value. Minor Home Maintenance tasks completed through brokerage.

Home Modifications can include:

- home modifications based on the consumer's assessed need and
- access to technical advice on major home modifications.

Winton Shire Council do not complete Home Modifications, consumers are referred to alternative service providers where relevant.

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 providing safe and effective minor home maintenance services by:

- Understanding and complying with relevant regulatory requirements including work health and safety (refer to Work Health and Safety Policy) and the Home Care Package Program guidelines (refer to Consumer Funds Management Policy).
- Assessing the consumer's maintenance service needs, goals and preferences and documenting these in their care plan.
- Assessing risks associated with the services and supports of each consumer and managing these in line with the consumer's care plan.
- Responding to consumer requests for maintenance in a timely manner.



- Employing (or subcontracting) appropriately qualified personnel and ensuring they have completed all required training and are equipped and supported to deliver safe and effective modification and maintenance.

Operational Need

To deliver on the consumer outcome of

“I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do” in accordance with the Aged Care Quality Standards.

Roles and Responsibilities

Winton Shire Council

Winton Shire Council is responsible for providing leadership and fostering a culture of safe and effective services and supports. They will identify appropriate systems and processes to manage risks associated with providing home modification and maintenance services and to monitor, review and continuously improve compliance with this policy. This includes performing their obligations under applicable regulations and codes including Work Health and Safety and those related to building and construction.

Senior Management

Senior Management are responsible for ensuring this policy is implemented and that all staff, contractors, students and volunteers understand their duties and obligations. This includes providing sufficient resources, guidance and support to ensure consumer independence, well-being and quality of life are optimised.

Staff, Contractors, Consultants, Students and Volunteers

All staff, contractors and consultants, students and volunteers are responsible for performing home modification and maintenance in accordance with this policy and relevant state and territory building codes and regulations. They must complete all required education and training and follow all related policies, processes, and directions.

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:

- Assessments
- Care plans
- Brokerage agreements
- Consumer feedback

Legislation, Recognised Authorities and Other Sources

- Aged Care Act 1997
- Standard 4 (3)(a) Safe and effective services and supports for daily living
- Work Health and Safety Act 2011



- Work Health and Safety regulations

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 review	