



BUSINESS PAPER  
ORDINARY MEETING OF COUNCIL

To be held on

Wednesday, 29 June 2016

**2:00pm**

at

Walcha Council Chambers

Members:

Mayor – Councillor Janelle Archdale  
Deputy Mayor – Councillor Scott Schmutter  
Councillor Kevin Ferrier  
Councillor Bill Heazlett  
Councillor Lloyd Levingston  
Councillor Clint Lyon  
Councillor Robert Thomson  
Councillor Maria Woods

Quorum – 5 Members to be Present

WO/2016/01042

AGENDA

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



Dear Mayor and Councillors

You are requested to attend the Ordinary Meeting of the Walcha Council to be held in the Council Chambers, Hamilton Street, Walcha on **Wednesday, 29 June 2016** commencing at **2:00pm**.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jack O'Hara'.

Jack O'Hara  
GENERAL MANAGER

## INDEX

1. Apologies
2. Confirmation of Previous Minutes
  - 2.1 Minutes of the Ordinary Meeting Minutes held on Wednesday, 1 June 2016 at Walcha Council Chambers WO/2016/00891
3. Business Arising
4. Declarations of Interest
5. Mayoral Minute
6. Senior Officers Reports
  - 6.1 Consultation Paper on Joint Organisations – Towards a New Model for Regional Collaboration WO/2016/01003
  - 6.2 Aboriginal Land Claim 35231 at Walcha WO/2016/01002
  - 6.3 Local Government Remuneration Tribunal Annual Review WO/2016/00995
  - 6.4 Timber Bridges Update WO/2016/01014
  - 6.5 Committee of the Whole Referral – Tenders for Lease of Council Land and Walcha Town & District Beautification & Tidy Towns Committee Membership WO/2016/01013
7. Notice of Motion

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



8. Matters of Urgency  
(Resolution to admit matters of urgency before being further considered by Council).

9. Management Review Report WO/2016/01000

10. Committee Reports

10.1 Minutes of the Walcha Council Community Care Advisory Committee Meeting held at the Walcha Council Community Care Room on 16 February 2016. WO/2016/01022

11. Delegate Reports

11.1 Minutes of the New England Tablelands (Noxious Plants) County Council Ordinary Meeting held in Armidale Office on Wednesday, 27 April 2016. WI/2016/03373

11.2 Minutes of the Namoi Councils Joint Organisations Meeting held at Moree Plains Shire Council Chambers on Thursday, 2 June 2016. WI/2016/03036

12. Committee of the Whole

Resolution to adjourn the Ordinary Meeting and to move into Committee of the Whole and to exclude the Press and the Public from the entire proceedings of the Committee Meeting.

Resolution to move into Open Council.

Resolution to adopt Committee of the Whole Report and Recommendations.

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



**Present:**

**Apologies:**

**Confirmation of the Ordinary Meeting Minutes held on Wednesday,  
1 June 2016:**

**Matters arising from the Ordinary Meeting held on Wednesday, 1 June 2016:**

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



## ORDINARY MEETING OF COUNCIL

held on

Wednesday, 1 June 2016

at

2.58pm

at

Walcha Council Chambers

**PRESENT:** Clr JM Archdale (Chairman) Mayor together with Councillors KW Ferrier, WJ Heazlett, L Levingston, CM Lyon and RS Thomson.

**IN ATTENDANCE:** Mr JG O'Hara, General Manager, Mr R Ranjit, Director – Engineering Services, and Mrs LJ Latham, Environmental Services Manager.

**1. APOLOGIES:**

164 **RESOLVED** on the Motion of Councillors Ferrier and Heazlett that the apology received from Clr Schmutter, being late due to work commitments, be **ACCEPTED** and Clr Woods is on a Leave of Absence.

MINUTES



**2. CONFIRMATION OF THE ORDINARY MEETING MINUTES HELD ON WEDNESDAY, 27 APRIL 2016:**

165 **RESOLVED** on the Motion of Councillors Heazlett and Ferrier that the Minutes of the Ordinary Meeting held on Wednesday, 27 April 2016, copies of which have been distributed to all members, be taken as read and confirmed a **TRUE** record.

**3. BUSINESS ARISING**

Nil.

**4. DECLARATIONS OF INTEREST**

**Item 12.1 Expression of Interest in Property in Walcha**

**WINT/2016/01131**

Clr Archdale declared a pecuniary interest in this matter due to her husband being a part owner of a real estate business in Walcha.

**5. MAYORAL MINUTE**

166 **RESOLVED** on the Motion of Councillor Archdale that the Mayoral Minute, below, be **ADOPTED** by Council.

Councillors this meeting brings to an end four years of the comprehensive process of Local Government reform for Walcha Council and it is with the greatest pleasure and relief that I confirm Walcha Council will remain unchanged. Walcha Council will continue delivering services and representing the Walcha community for many years to come.

We are fortunate, but this Council, this community and our elected representatives, Kevin Anderson MP and the Hon Barnaby Joyce MP have worked tirelessly to warrant this 'fortune'. As I have stated previously the process of reform has been a good thing for Walcha Council. We have stood up and faced the challenges head on by making internal structural changes, proactively seeking and implementing best practice strategies, addressing with vigour the Asset Management Plan and engaging with our community throughout the entire four years. It is now imperative that the General Manager and I meet with the Minister for Local Government as quickly as possible to cement Walcha Council's way forward. We have made commitments through this process of reducing Councillor numbers and abolishing Wards and we will clarify our position with him at a meeting which is currently being arranged by our local member.

Although we are thrilled with our outcome on the 12 May, Councils across NSW were reduced from 152 to 115 and 378 democratically elected councillors sacked, effective immediately. Twelve other merger proposals involving 31 Councils remain in limbo pending the outcome of legal action. The forced amalgamations have left a bitter pill across the state as Administrators were immediately appointed and Mayors displaced. I believe it



will be a long time before the detrimental effects of this action to the affected communities will calm and I feel deeply sorry for the Councils involved that had not voluntarily agreed to a merger. I strongly believe that small rural towns will be decimated by amalgamation as it has been proven in the states to the north and south of us and that if councils are removed from small towns the loss of employment has a domino effect on everything from businesses to schools to medical services and much more. I am humbled by the support, trust and loyalty shown to Council by our community and I know that I speak for the General Manager, every Walcha Council employee and each and every Councillor when I say thank you to the Walcha Community, we could not have done this on our own.

This Council must seize the opportunity and continue the hard work achieved so far to ensure the continued success growth of the Council.

**6. SENIOR OFFICERS REPORT**

167 **RESOLVED** on the Motion of Councillors Levingston and Lyon that the Senior Officers' Reports be **RECEIVED** for further consideration.

**Change of Order of Business:**

168 **RESOLVED** on the Motion of Councillors Lyon and Levingston that the Order of Business be altered to consider the Late Report – Villiage Improvement Grants as the first Senior Officer Report

**Late Report 1      Village Improvement Grants      WO/2016/00866**

169 **RESOLVED** on the Motion of Councillors Lyon and Ferrier that Council amend the 2016/2017 Budget to include a Villiage Improvement Fund up to \$15,000 allocation to Woolbrook, \$15,000 allocation to Nowendoc, \$15,000 allocation to Yarrowitch, \$5,000 to Niangala and \$5,000 to Walcha Road.

**6.1 Adoption of Operational Plan 2016/2017 including Budget 2016/2017, Fees & Charges 2016/2017 AND Rates & Charges for 2016/2017      WO/2016/00788**

170 **RESOLVED** on the Motion of Councillors Ferrier and Levingston that, in accordance with the provisions of Section 406 of the Local Government Act 1993, Council **ADOPT** the Draft Operational Plan for 2016/2017 **FURTHER THAT** the Rates and Charges for 2016/2017 for the General, Water and Sewerage Funds, as detailed in the Report be made by Council **STILL FURTHER THAT** the General Manager be authorised to arrange for the preparation and the service of the 2016/2017 Rate Notices.



**6.2 Quarterly Review of Operational Plan & Budget as at March 2016**

**WO/2016/00834**

171 **RESOLVED** on the Motion of Councillors Lyon and Thomson that Council **ADOPT** the March 2016 Quarterly Budget Review Statements **FURTHER THAT** Council approve the variations in Income and Expenditure votes as detailed.

**6.3 Disability Inclusion Action Plan**

**WO/2016/00822**

The Report was **NOTED** by Council.

**6.4 Request for Sponsorship of a local Sportsperson representing Australia – Jack Feltham**

**WO/2016/00794**

The Submissions received by two ratepayers raising their concerns about the sponsorship were **NOTED** by Council.

172 **RESOLVED** on the Motion of Councillors Levingston and Ferrier that Council provide \$2,000 financial sponsorship to Jack Feltham to assist with his costs to represent Australia as an Australian Team Rider at the Mountain Bike Championships in Nove Mesto, Czech Republic in June 2016.

**Afternoon Tea**

Council adjourned for afternoon tea at 3:32pm and the Meeting resumed at 3:52pm.

**6.5 Declaration of Fossicking Districts**

**WO/2016/00779**

173 **RESOLVED** on the Motion of Councillors Lyon and Ferrier that Council write to the Department of Industry Resources & Energy advising that Council are happy for our Local Government Area to be declared a Fossicking District.

**6.6 National Youth Week 2016**

**WO/2016/00821**

The Report was **NOTED** by Council.

174 **RESOLVED** on the Motion of Councillors Lyon and Ferrier that the General Manager be authorised to reform the 355 Committee, Walcha Youth Advisory Committee.

**6.7 Update Transport & Communication Bus Stops Policy**

**WO/2016/00783**

175 **RESOLVED** on the Motion of Councillors Lyon and Levingston that Council **ADOPT** the amended Transport & Communications Bus Stops Policy as presented.





**Transport & Communications Policies**



**Bus Stops**

**Objective**

*To ensure the provision of an efficient, safe and effective road system for the community.*

**Policy**

*Bus stops on Council roads shall only be provided where*

- a) The cost of the bus stop is minimal or*
- b) The bus stop is adjacent to and can be easily and economically included as part of some other specific capital works approved in the Plan of Management or*
- c) Council has made provision in its Delivery Program for the construction of a bus stop.*

*When bus stops improvements are being considered for inclusion in the Plan of Management, priority shall be determined based on the number of residential properties served by the bus stop and the level of risk to the safety of those using the bus stop.*

**Responsibilities**

**Council’s responsibilities:**

*It is the responsibility of Council to assess all school bus stops and bus routes and, where appropriate, approve those routes and stops for use after consultation with the Local Traffic Committee.*

*Applications for approval may come from a bus operator or directly from the funding authority. Council should prepare a Traffic Management Plan for the use of each unique bus stop, proposed and existing. The plan should be provided to the bus operator for distribution to users, parents and guardians.*

**Bus Operators Responsibilities**

*Bus operators must ensure that they obtain approval for all routes and stops from Council prior to lodging an application for funding with Transport for NSW.*

*Bus operators must only operate on approved bus routes and approved bus stops using a bus of approved size. The operation of a bus on a non-approved route or a non-approved stop may be a breach of the contract conditions the operator has established with Transport for NSW.*

*Where the approved route is not an all-weather road, the onus is on the bus operator to determine whether the road surface is safe for use on any particular day or at any particular time.*

*Bus operators are responsible for ensuring that users and their parents/guardians are aware of the Traffic Management Plan for the bus stop they utilise and that they adhere to the requirements of the Plan when using the bus stop.*

**Parental Responsibilities**

*It is the parent’s or guardian’s responsibility to ensure that their child gets to and from the bus stop safely. At a rural school bus stop, parents are responsible for their child prior to boarding and directly after embarking the bus. While on the bus, the child is the responsibility of the bus operator.*

*Parents should familiarise themselves with the Traffic Management Plan for their child’s bus stop to ensure that they understand where the child should and shouldn’t walk, where to wait and where to board and disembark from the bus and where the designated car parking area is located (if necessary).*

**Transport for NSW Responsibilities**

*Transport for NSW is responsible for the funding of the school bus system. This Ministry contracts individual bus operators to provide services in both rural and urban locations for the purpose of school transported.*



*Transport for NSW only contracts bus operators on receiving proof of an approved route and stops from the road authority, i.e. Council.*

*Once the evidence has been noted, Transport for NSW will determine the funding for the proposed service or service modification.*

*If Transport for NSW is funding the proposed service, then the route and all the bus stops on the route that have been approved by Council, must be included in the service contract with the bus operator.*

**PROCEDURE:**

- 1). *Application /s received from bus operator*
- 2). *Reference to Guideline in order to undertake assessment*
- 3). *Assessment undertaken –as per considerations in this document*
- 4). *Information submitted to the Local Traffic Committee for Consideration*
- 5). *Traffic Committee recommendation submitted to Council for Consideration*
- 6). *Bus Operator informed of approval and construction details*
- 7). *Approval is entered into Dataworks through PIMP and construction priority is assigned based on risk and needs*
- 8). *Funding to be sought as required*
- 9). *Begin works process*

**ASSESSMENT PROCESS:**

***Assessment and Approval Process for Rural School Bus Routes***

*The assessment and approval of a new rural school bus route or the modification of an existing route is the responsibility of the local road authority and, in most cases, this will be Council.*

*Once Council has assessed and approved a route, Transport for NSW then makes a decision as to whether the route or stop will be approved for funding.*

*All requests for a new rural school bus route, or a modification of an existing route, should be lodged with Council, either via the bus operator or the funding authority.*

*Once Council has received the request, the matter is to be referred to the Local Traffic Committee for discussion and recommendation to Council. In determining the suitability of a route, Council and the Local Traffic Committee should consider the route’s proposed use, the ability of the bus to manoeuvre and, where required, turn around.*

**Reason**

*To ensure that bus stops are provided at locations of most need and within funding allocations approved by Council.*



**Councillor Schmutter arrived at the Meeting at 4:05pm.**

**6.8 Timber Bridges Update**

**WO/2016/00750**

The Report was **NOTED** by Council.



**6.9 Committee of the Whole Referral – Expression of Interest in Property in Walcha** **WO/2016/00796**

176 **RESOLVED** on the Motion of Councillors Schmutter and Levingston that, in accordance with the provisions of Section 10 of the Local Government Act 1993, the matter of “Expression of Interest in Property” be referred to be discussed in Committee of the Whole for the reason that it relates to information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

**COMMITTEE OF THE WHOLE**

177 **RESOLVED** on the Motion of Councillors Lyon and Ferrier that Council resolve into Committee of the Whole and that the press and public be excluded from the entire proceedings of the Meeting of the Committee of the Whole for the reason that it relates to information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

178 The Meeting resumed in **OPEN** Council on the Motion of Councillors Lyon and Levingston.

The Deputy Mayor reported whilst in Committee of the Whole the following matters were discussed.

**PRESENT:** Present and IN Attendance were the same as listed in the Minutes of the Ordinary Meeting with the exception of the press and the public.

Clr Archdale declared an interest in this matter and left the Meeting. Clr Schmutter, Deputy Mayor, assumed the Chair.

**2.1 Expressions of Interest in Property in Walcha** **WINT/2016/01131**

It was **MOVED** Councillor Ferrier **Seconded** Councillor Levingston that Council take no further action.

An **Amendment** was **MOVED** Councillor Lyon **Seconded** Councillor Thomson that the General Manager prepare a report for the next Council Meeting on potential return on investment if Council invested in these properties.

The **Amendment** was put to the **VOTE** and **CARRIED**.  
It then became the **Substantive Motion** and was put to the **VOTE** and **CARRIED**.



**ADOPTION OF COMMITTEE OF THE WHOLE**

179 **RESOLVED** on the Motion of Councillors Lyon and Heazlett that the Report and Recommendations of the Meeting of the Walcha Council Committee of the Whole held on Wednesday, 1 June 2016 be **ADOPTED** by Council.

Councillor Ferrier recorded his **VOTE AGAINST** this **MOTION**.

The Mayor, Councillor Archdale, returned to the Chambers and was informed of the decision. The Mayor then resumed the Chair.

The Chairman publicly declared the recommendations passed by the Committee whilst in Committee of the Whole.

**7. NOTICE OF MOTION**

Nil.

**8. MATTERS OF URGENCY**

Clr Lyon raised a matter of urgency regarding the arrangements for the Regional Meetings.

180 **RESOLVED** on the Motion of Councillors Lyon and Heazlett that it be considered as a matter of urgency and was therefore declared by the Mayor.

**Regional Meetings**

181 **RESOLVED** on the Motion of Councillors Lyon and Levingston that Council hold their Regional Meetings as follows:

- ✚ Woolbrook – Thursday, 16 June 2016 at 6:00pm
- ✚ Europambela – Friday, 17 June 2016 at 12 noon
- ✚ Nowendoc – Friday, 17 June 2016 at 3:00pm
- ✚ Yarrowitch – Friday, 17 June 2016 at 5:30pm

**9. MANAGEMENT REVIEW REPORTS**

**WO/2016/00778**

182 **RESOLVED** on the Motion of Councillors Ferrier and Levingston that items included in the Management Review Report, numbered 1 to 15 inclusive, be **NOTED** by Council.



**10. COMMITTEE REPORTS**

**10.1 Minutes of the Walcha Preschool Advisory Committee Meeting held at the Walcha Preschool on Monday, 9 May 2016. WO/2016/00787**

183 **RESOLVED** on the Motion of Councillors Schmutter and Lyon that Council **ADOPT** the Environmental Awareness Policy, Equipment Policy, Excursion Policy, Food and Nutrition Policy, Hazardous Plants Policy, HIV & AIDS Virus Policy, Hygiene Policy, Physical Activity & Small Screen Time Policy, Protective Behaviour Policy, Sun Protection Policy, Supervision of Children Policy, Access & Equity Policy, Water Safety Policy and Child Protection Policy as submitted.

184 **RESOLVED** on the Motion of Councillors Schmutter and Lyon that Council **REPEAL** the Treatment of Children with Special Needs, Personal Hygiene Policy, Managing and Preventing Recurrent Otitis Media Policy as they have been incorporated into existing policies.

**11. DELEGATE REPORTS**

**11.1 Minutes of the Ordinary Meeting of the New England Tablelands (Noxious Plants) County Council Meeting held in the Armidale Office on Tuesday, 2 February 2016. WI/2016/02321**

**11.2 Delegates Report from the NSW Public Libraries Association North West Zone Meeting held at Tamworth Library on Thursday, 5 May 2016. WO/2016/00799**

**11.3 Minutes of the Namoi Councils Joint Organisations Meeting held at Gwydir Shire Council "Living Class Room" on Thursday, 5 May 2016. WI/2016/02420**

**THERE BEING NO FURTHER BUSINESS THE CHAIRMAN DECLARED THE MEETING CLOSED AT 5:10PM.**



Item 6:  
Senior Officers'  
Reports

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



**Item:** 6.1 **Ref:** WO/2016/01003  
**Title:** Consultation Paper on Joint Organisations – Towards a New Model for Regional Collaboration  
**Author:** General Manager  
**Previous Items:** Not Applicable  
**Attachment:** No

**Introduction:**

The Office of Local Government released the consultation paper: *Joint Organisations – Towards a New Model for Regional Collaboration* earlier this month and is receiving submissions until 5pm Friday, 15 July 2016.

**Report:**

An overview of the consultation paper is provided below.

Legal Entity

Joint Organisations (JOs) will be proclaimed as bodies corporate in the Local Government Act.

Functions

*Core Functions:*

- ◆ JO core functions will be embedded in legislation and include strategic planning and priority setting, intergovernmental collaboration and regional leadership and advocacy.
- ◆ All JOs will perform these core functions.

*Optional Functions:*

- ◆ JO optional functions – such as service delivery and capacity building – will be enabled but not prescribed by legislation.
- ◆ JOs can select which of these functions, if any, they will carry out.

Membership

- ◆ Mayors of member councils will sit on the JO Board for their term of office.
- ◆ The JO Board will appoint its own Chair.
- ◆ There will be equal voting rights between members and no casting vote for the Chair.
- ◆ Additional councillors may be appointed to the JO Board, provided representation remains equal among councils.
- ◆ General Managers of member councils will advise and contribute to the Board.
- ◆ The NSW Government representative will be an associate (non-voting) member.
- ◆ Other organisations – such as county councils and cross-border partners – may be associate (non-voting) members.

Boundaries

- ◆ JO boundaries will be set by Proclamation. All councils in regional and rural NSW will be a voting member of one JO.

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



- ◆ JO boundaries will be aligned with, or nest within, State Government Regional Plan boundaries.
- ◆ JOs will demonstrate a strong community of interest between member councils.
- ◆ JOs will be based around a regional centre, where possible, and big enough to form strong partnerships.

Resourcing

*Funding:*

- ◆ JOs will each receive \$300,000 seed funding from the NSW Government.
- ◆ JOs will be able to apply for grants and generate income to help fund their ongoing operations.

*Staffing:*

- ◆ JOs will employ an Executive Officer with appropriate skills under a flexible standard contract.
- ◆ JOs will employ staff under the Local Government (State) Award.

Service Sharing & Capacity Building

- ◆ Once the core JO model is established, JOs will be able to carry out optional functions such as shared service delivery through JO-formed corporations or other entities. This will be enabled after the core JO model is established.
- ◆ JOs may choose to carry out optimal functions directly or through member councils.

Program Stages:

2015 Pilot Process	2016 Consolidation	2017 Implementation
<ul style="list-style-type: none"> <li>◆ Pilot in five regions</li> <li>◆ Develop a working model</li> <li>◆ Strengthen relationships between local and state agencies</li> <li>◆ Build a regional focus and identify priorities</li> <li>◆ Evaluate the JO Pilot program</li> </ul>	<ul style="list-style-type: none"> <li>◆ Consult and decide on the final JO model.</li> <li>◆ Refine options for non-core activities</li> <li>◆ Test the model in two early starter regions. Pilot groups can continue</li> <li>◆ Finalise merger proposal process and boundaries</li> <li>◆ Amend legislation</li> </ul>	<ul style="list-style-type: none"> <li>◆ Establish JOs in remaining regions</li> <li>◆ Work with the new regional governance and planning framework</li> <li>◆ Monitor roll-out and results</li> <li>◆ Embed JOs within the State's regional governance, planning and delivery framework</li> </ul>

Submitted to Council:

29 June 2016

..... General Manager ..... Mayor





***What we (State Government) have achieved so far?***

The NSW Government has listened to regional communities and JOs are a direct response to their calls for stronger and more effective regional planning and collaboration.

Throughout 2015 we piloted different JO models in five regions – Central NSW, Hunter, Illawarra, Namoi and Riverina – to test and reflect the different working relationships and priorities of each area.

The JO Pilot successfully brought policy development ‘into the field’ encouraging active participation from the local government sector and NSW Government agencies.

The independent evaluation has found the JO pilot was a success and that JOs can really work for regional communities.

***How will Joint Organisations work?***

JOs will be strong enough to drive consistent regional planning and collaboration, but flexible enough to recognise and support the unique differences of each region.

They will transform the way that the State and Local Government collaborate, plan, set priorities and deliver important projects – such as jobs, education, transport and secure water supplies – to strengthen regional communities across council boundaries.

***Get Involved***

Consultation with key stakeholders so far shows great support for JOs from a range of councils, pilot JOs, Regional Organisations of Councils, NSW Government agencies and others. Now they are asking for feedback on the proposed JO model.

**Table: Key enabling features of JOs in comparison to ROCs**

	<b>ROCs</b>	<b>JOs</b>
Legal Status	<ul style="list-style-type: none"> <li>◆ Lack legal status and recognition</li> <li>◆ Legal impediments to working regionally</li> <li>◆ Valuable entity types and operating environments</li> </ul>	<ul style="list-style-type: none"> <li>◆ Have legal status and strong credibility to partner with State/others</li> <li>◆ Legislative powers to undertake functions on behalf of member councils regionally, where decided.</li> <li>◆ Consistent body corporate entity and operating environment through <i>Local Government Act 1993</i></li> </ul>

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



	<b>ROC</b>	<b>JOs</b>
Functions	<ul style="list-style-type: none"> <li>◆ Variable, can change over time.</li> <li>◆ Based on local and regional priorities.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Consistent core functions</li> <li>◆ Flexible optional functions</li> <li>◆ Based on shared regional priorities</li> </ul>
Inter-governmental collaboration	<ul style="list-style-type: none"> <li>◆ Occurs on an ad hoc basis.</li> <li>◆ Varies between regions.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Structured and consistent across regions.</li> <li>◆ Strong commitment from both Local and State Government to collaborate.</li> <li>◆ Embedded in legislation.</li> </ul>
Boundaries	<ul style="list-style-type: none"> <li>◆ Fluid</li> <li>◆ Based on council interest in membership over time.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Defined.</li> <li>◆ Align with/nest within State Government strategic planning boundaries.</li> </ul>
Membership	<ul style="list-style-type: none"> <li>◆ Councils may opt in and out based on interest and need.</li> </ul>	<ul style="list-style-type: none"> <li>◆ All councils are members of one JO for core functions.</li> <li>◆ Flexibility for associate membership for important partners and/or to facilitate optional functions that occur across boundaries.</li> </ul>
Finance and Assets	<ul style="list-style-type: none"> <li>◆ May be unable to tender, employ staff or apply for grants regionally.</li> <li>◆ May have limits on income, expenditure, staffing and asset ownership.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Enabled to tender, employ staff and apply for grants regionally.</li> <li>◆ Enabled to manage income, expenditure, staff and assets, potentially through JO formed corporations or other entities.</li> </ul>
Planning, priority setting and reporting	<ul style="list-style-type: none"> <li>◆ Variable, depending on legal status.</li> <li>◆ May include separate corporate reporting requirements.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Streamlined planning, priority settling and reporting integrated within local government IP&amp;R framework.</li> </ul>

A full copy of the Consultation Paper and Background Paper were supplied under separate cover.

**RECOMMENDATION:**

**For Council's consideration.**

---

Submitted to Council:

29 June 2016

..... General Manager ..... Mayor



<b>Item:</b>	6.2	<b>Ref:</b> WO/2016/01002
<b>Title:</b>	Aboriginal Land Claim 35231 at Walcha	
<b>Author:</b>	General Manager	
<b>Previous Items:</b>	Not Applicable	
<b>Attachment:</b>	No	

**Introduction:**

Council have received correspondence from the Aboriginal Land Claim Investigation Unit, Department of Primary Industries – Lands, Dubbo regarding the Aboriginal Land Claim on the site of the old hospital.

**Report:**

The letter states that the Crown Lands Minister is responsible for determining Aboriginal Land claims and the Aboriginal Land Claims Investigation Unit (ALCIU), assesses claims and makes recommendations to the Crown Lands Minister. The Minister’s decision is subject to appeal to the Land & Environment Court so it is important that all relevant information to the claimed land be made available to the ALCIU to ensure the claim is properly and thoroughly assessed.

To assist in determining whether or not the claimed land was claimable Crown Land Council has been asked to provide comment on whether or not the claimed land was:

- ◆ Lawfully used and occupied; and
- ◆ ‘needed or likely to be needed for an essential public purpose.

Any comment, assertion or statement should be as at the date of the claim, 11 April 2011, and should be supported by documented evidence.

The Department of Primary Industries has supplied the following definitions to assist Council with their response.

**Lawful use and/or occupation**

“Lawful use” of claimed lands occurs when use is to more than a notional degree. The lands need to be used for its specified public purpose or for a purpose that furthers or is ancillary to the public purpose. The use needs to be actual, not just contemplated or intended.

“Lawful occupation” encompasses legal possession, conduct amounting to actual possession and some degree of performance. It involves an element of control, of preventing or being in a position to prevent the intrusion of strangers. Continuous physical presence on every part of the land is not required, however some physical occupancy is required, mere activities of maintenance are insufficient.

Examples of evidentiary materials supporting lawful use and occupation include, but are not limited to:

- ◆ Copies of tenure documents (licences, leases, permits, etc).
- ◆ Receipts.
- ◆ Rosters, sign in books, attendance sheets, etc

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



- ◆ Photographs taken at time
- ◆ Documents that prove activity at the location.
- ◆ Evidence of improvements made and /or maintenance undertaken
- ◆ Utilities bills
- ◆ Anything that establishes a presence upon the lands
- ◆ Diary entries
- ◆ Media material
- ◆ Statutory Declaration

**Needed or likely to be needed for an essential public purpose**

“Needed” means required or wanted. Where lands are needed for an essential public purpose, a manifestation of political will is required to establish need. Where lands are likely to be needed for an essential public purpose, it is a question as to whether it is likely that there will in the future be a government requirement; and if this addressed by considering a trajectory, then the trajectory needs to be towards a requirement at the appropriate government level at the specified time in the future.

“Likely” is a real or not remote chance, a real chance or possibility, not more probable than not (possibility being a lower legal standard than probability). The essentiality of the need has to be sufficient to counteract the beneficial intent of the *Aboriginal Land Rights Act*. A 25 to 30 year time frame is appropriate when establishing a likely need.

“Essential public purposes” are those that are required and created by the government of the country, or proposes of the administration of the government of the country. To be essential, the purpose must be indispensable, or at least material and important. The use of the word essential sets a high standard. Public purposes may be served by private interests. Purposes carried out under statutory authority or requirement, for example, *the Local Government Act* (Shire Councils) can be public purposes.

Examples of evidentiary materials supporting the need or likely need for an essential public purpose include, but are not limited to:

- ◆ Government materials stating the lands are required for the essential public purpose.
- ◆ Material illustrating a trajectory towards the land being developed for the essential public purpose.
- ◆ Any documentation relating to the development of the land in general.
- ◆ Documentation supporting the lack of development of the kind of proposal.
- ◆ Documentation showing the lack of other suitable lands in the area.
- ◆ Documentation illustrating why the purpose proposed is important and indispensable.
- ◆ Documentation proving that the intended use for the claimed lands existed as at the date of claim lodgement.

If reference is made to a document, in the course of providing a response, it would be appreciated that the entire document be provided as an annexure/attachment to support the response.

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



A response is to be provided by 8 July 2016.

A copy of the Map of the Land Claim is attached.

**RECOMMENDATION:**

**For Council's consideration.**

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



<b>Item:</b>	6.3	<b>Ref:</b> WO/2016/00995
<b>Title:</b>	Local Government Remuneration Tribunal Annual Review	
<b>Author:</b>	General Manager	
<b>Previous Items:</b>	Not Applicable	
<b>Attachment:</b>	Yes Pages from the Report	

**Introduction:**

The Local Government Remuneration Tribunal has handed down its latest determination of annual remuneration fees for Councillors and Mayors. (Copy of relevant pages of the report attached).

**Report:**

Section 241 (1) of the Local Government Act 1993 requires that:

*The Remuneration Tribunal must, not later than 1 May in each year, determine, in each of the categories determined under Section 239, the maximum and minimum amounts of fees to be paid during the following year to Councillors (other than Mayors) and Mayors.*

Section 239 (1) provides that:

*The Remuneration Tribunal must, at least once every 3 years:*

- (a) determine categories for Councils and Mayoral offices; and*
- (b) place each Council and Mayoral office into one of the categories it has determined.*

The Categories are as follows:

- ❖ Rural
- ❖ Regional Rural
- ❖ Metropolitan
- ❖ Metropolitan Centres
- ❖ Metropolitan Major
- ❖ Major City
- ❖ Principal City
- ❖ County Councils Other
- ❖ County Council – Water

Section 248, 248A, 250 and 251 of the Act generally provide that:

- ❖ A Council may fix an annual fee to be paid to each Councillor and to the Mayor. The fee paid to the Mayor is additional to the Councillor fee. The fees paid must be in accordance with the determination made by the Remuneration Tribunal.
- ❖ The annual fee so paid must be the same for each Councillor.
- ❖ A Council that does not fix the annual fees (both Councillor and Mayoral) must pay the minimum fee as determined by the Remuneration Tribunal.
- ❖ Fees are to be paid monthly in arrears.
- ❖ A suspended Councillor does not receive the fee during the period of the suspension.

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



- ❖ A Council may pay a deputy mayor a fee determined by the Council for such time as the deputy mayor acts as mayor however the fee so paid must be deducted from the mayor’s annual fee.
- ❖ The payment of these fees does not mean that Councillors are Council employees nor does the fee constitute a salary for the purposes of any Act.

Financial Implications:

The Tribunal has also determined the following annual fees for Rural Category Councils:

<b>Councillors</b>		<b>Mayors</b>	
<b>Minimum</b>	<b>Maximum</b>	<b>Minimum</b>	<b>Maximum</b>
\$8,540	\$11,290	\$9,080	\$24,630

The Mayoral and Councillor Fees for 2015/2016 are:

Councillor Fee	\$10,000
Mayoral Fee	\$20,000

Delegated Authority Implications

The report has no implications for Council’s delegated authorities. Council cannot delegate the authority to set these fees.

**RECOMMENDATION:**

**For Council’s consideration.**

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor





Determinations of the Local Government Remuneration Tribunal effective on and  
from 1 July 2016

**Local Government Remuneration Tribunal**

<b>Table 1: General Purpose Councils (152)</b>			
<b>Category</b>	<b>Council</b>		
<b>Regional Rural (32)</b>	Albury Armidale Dumaresq Ballina Bathurst Bega Valley Blue Mountains Broken Hill Byron Cessnock Clarence Valley Coffs Harbour Dubbo Eurobodalla Great Lakes Goulburn Mulwaree Queanbeyan	Greater Taree Griffith Hawkesbury Kempsey Lismore Maitland Orange Port Macquarie-Hastings Port Stephens Shellharbour Shoalhaven Tamworth Tweed Wagga Wagga Wingecarribee Wollondilly	
<b>Rural (77)</b>	Balranald Bellingen Berrigan Bland Blayney Bogan Bombala Boorowa Bourke Brewarrina Cabonne Carrathool Central Darling Cobar Conargo Coolamon Cooma-Monaro Coonamble Cootamundra Corowa Cowra Deniliquin Dungog Forbes Gilgandra Glen Innes Severn	Gloucester Greater Hume Gundagai Gunnedah Guyra Gwydir Harden Hay Inverell Jerilderie Junee Kiama Kyogle Lachlan Leeton Lithgow Liverpool Plains Lockhart Mid-Western Moree Plains Murray Murrumbidgee Muswellbrook Nambucca Narrabri Narrandera	Narramine Palerang Parkes Oberon Richmond Valley Singleton Snowy River Temora Tenterfield Tumbarumba Tumut Upper Hunter Upper Lachlan Uralla Urana Wakool Walcha Walgett Warren Warrumbungle Weddin Wellington Wentworth Yass Valley Young

Submitted to Council:

29 June 2016

..... General Manager ..... Mayor



**Local Government Remuneration Tribunal**

**Determination No. 2- Determination Pursuant to Section 241 of Fees  
 for Councillors and Mayors**

Pursuant to s.241 of the Local Government Act 1993, the annual fees to be paid in each of the categories to Councillors, Mayors, Members and Chairpersons of County Councils effective on and from 1 July 2016 are determined as follows:

**Table 3: Fees for General Purpose and County Councils**

<b>Table 3: Fees for General Purpose and County Councils</b>				
<b>Category</b>	<b>Councillor/Member Annual Fee</b>		<b>Mayor/Chairperson Additional Fee</b>	
	<b>Minimum</b>	<b>Maximum</b>	<b>Minimum</b>	<b>Maximum</b>
<b>General Purpose Councils</b>				
Principal City	25,670	37,640	157,030	206,620
Major City	17,110	28,240	36,360	82,270
Metropolitan Major	17,110	28,240	36,360	82,270
Metropolitan Centre	12,830	23,950	27,260	63,640
Metropolitan	8,540	18,840	18,180	41,090
Regional Rural	8,540	18,840	18,180	41,090
Rural	8,540	11,290	9,080	24,630
<b>County Councils</b>				
Water	1,700	9,410	3,640	15,460
Other	1,700	5,630	3,640	10,270

\*This fee must be paid in addition to the fee paid to the Mayor/Chairperson as a Councillor/Member (s.249(2)).

**The Local Government Remuneration Tribunal**

*Signed*

**Dr Robert Lang**

**Dated: 29 March 2016**

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor




---

**Item:** 6.4 **Ref:** WO/2016/01014  
**Title:** Timber Bridges Update  
**Author:** Director – Engineering Services  
**Previous Items:** Monthly Reports  
**Attachment:** Nil

---

**Introduction:**

This report provides Council with an update on the Timber Bridges.

**Report:**

The 31 Timber Bridges within the Walcha Shire Council had been assessed by Local Government Engineering Solution in 2014/2015. The Results of the assessment were submitted on July 2015 Council meeting which are:

- 3 Bridges – closures required (Campfire Road Bridge, Hartford Road Bridge, Old Brookmount Road Bridge)
- 3 Bridges – very poor in condition ( 5 tonne)
- 8 Bridges – Poor in condition (35-60 % capacity)
- 4 Bridges- Moderate (64-75 % capacity)
- 8 Bridges- Short term adequate (works required within 12 months) and
- 5 Bridges – satisfactory.

Based on the priority basis, the work has been carried out to facilitate services . The details are in the table given below.

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



Asset #:	Road	Bridge Name	Load Limit	Project Status	Remarks
4574	Aberbaldie Road	Spitzbergen Creek Bridge	Single Axle – 10T Tandem Axle – 15T Tri-Axle – 15T (75%)	Design and construction tender stage	Bypass track installed. All traffic able to pass. Tenders are being released for this bridge with the 5 Design & Construct bridges for replacement early next financial year (To meet funding requirements)
5194	Kangaroo Flat Road	Warnes River Bridge	No limit		
11366	Campfire Road	Tressa Vale Bridge	Take out of service	Completed	Culvert
5355	Moona Plains Road	Rizzi Bridge	Single Axle – 7 T Tandem Axle – 7T Tri-Axle – 7T (35%)		Fisheries approval has been received and bypass track has been installed. Pre-cast deck units are to be completed before 30/06/16.
5632	Niangala Road	McHatton's Bridge	No limit		
5099	Glen Morrison Road	Wirribilla Bridge	Single Axle – 10T Tandem Axle – 10T Tri-Axle – 10T (50%)	Completed	Bridge rehabilitation project
5159	Hartford Road		Out of Service	Design and construction tendering stage	(1) Bypass installed (2) Construction (RTR) Tenders are being released with the 5 Design & Construction tenders.
5218	Kangaroo Flat Road	Washpool Bridge	Single Axle – 10T Tandem Axle – 13T Tri-Axle – 13T (64%)	Design and construction tendering stage	Has been scheduled for 2016/17. Tenders are being released with the 5 Design & Construction tenders.

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



Asset #:	Road	Bridge Name	Load Limit	2015/16	Remarks
5379	Moona Plains Road	Cicilini Bridge	Single Axle – 7 T Tandem Axle – 7 T Tri-Axle – 7T (35%)	Work in progress	Steel piles have been delivered to the Council Depot.
4919	Flags Niangala Road	Halls Creek Bridge	5T	Design and Construction tendering stage	(1) Waiting for Fisheries approval (2) Construction (concrete bridge) will be in 2016/2017 (Bridge Repair Program) Load limit signage installed.
4985	Flags Niangala Road	Avondale Bridge	5T	Work in progress	Bypass installed. RTR Funding. Design for pre-cast deck units complete. The unit will be cast alongside Moona Plains (Rizzi) Bridge and will be installed in 2016/2017.
5124	Hartford Road	Maineys Creek Bridge	Single Axle – 10T Tandem Axle – 10T Tri-Axle – 10T (50%)Out of Service	Design and Construction tendering stage	Fisheries approval has been received. Bypass and load limit signage installed. Will be replaced by concrete bridge under RTR Funding 2016/2017.
5698	Old Brookmount Road	Emu Creek Bridge	Out of Service		Bypass track installed. Bypass track will continue to be in service until 2017/2018. Council will design and construction of a box culvert. Waiting to survey and hydrological data.

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



Asset #:	Road	Bridge Name	Load Limit	2015/16	Remarks
5764	Sams Flat Road	Macleods Creek Bridge	No Limit		
5414	Mooraback Road	Oldfields Bridge	5T	Work in progress	Temporary Bypass track installed. Timber rehabilitation very close to completion.
5010	Glen Morrison Road	Stephen's Bridge	Single Axle – 10T Tandem Axle – 15T Tri – Axle – 15T (75%)	Completed	
5729	Old Brookmount Road	Dog Trap Creek Bridge	Single Axle – 10T Tandem Axle – 15T Tri-Axle – 15T (70%)		Load Limit in place until scheduled for replacement.
5792	Sams Flat Road	Black Gully Bridge	No Limit		
6214	Winterbourne Road	Winterbourne Bridge	No Limit		
4739	Bishops Road		N Limit		
4852	Chinnocks Road	Erratts Bridge	No Limit		
5852	Tia Diggings Road		No Limit		
10811	Tia Diggings Road		No Limit		
5665	Ohio Road				
11368	Scrubby Gully Road		No Limit		
5601	Niangala Road	Herbornes Bridge	10T		Received Fisheries approval, 10T limit has been reported to the industry – to be replaced in the 2016/2017 financial year. Will be replaced by pre cast concrete deck.
6274	Wollun Road	Congi Creek Bridge	Single Axle – 10T Tandem Axle – 12T Tri-Axle – 12T (60%)		Load limit has been reported to the industry. Load limit will remain in place until scheduled for replacement.

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



Asset #:	Road	Bridge Name	Load Limit	2015/16	Remarks
5258	Lakes Road		10T		Bypass track functional. To be replaced by a reinforced concrete structure in 2017/2018.
5461	Niangala Road	Boxley Bridge	No Limit		
4878	Englefield Road		No Limit		
5507	Niangala Road	Keatons Bridge	10T		Load limit has been reported to the industry. A letter is being sent to the Army regarding replacement.

**RECOMMENDATION:**                      **For Council’s information.**

Submitted to Council:                      29 June 2016

..... General Manager ..... Mayor




---

**Item:** 6.5 **Ref:** WO/2016/01013  
**Title:** Committee of the Whole Referral – Tenders for Lease of Council Land & Walcha Town & District Beautification & Tidy Towns Committee Membership  
**Author:** General Manager  
**Previous Items:** Not Applicable  
**Attachment:** No

---

**Introduction**

Council approval is sought for matters to be discussed in Committee of the Whole.

**Report**

Council approval is requested to refer matters for discussion in Committee of the Whole in accordance with the provisions of Section 10 of the Local Government Act, 1993.

Approval to refer the matters to Committee of the Whole is sought because the report relates to information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business and because the other report relates to information on personnel matters concerning particular individuals.

**RECOMMENDATION:**

**That, in accordance with the provisions of Section 10 of the Local Government Act, 1993, the matters of lease of Council land be referred to be discussed in Committee of the Whole for the reason that it relates to information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business AND the matter of Walcha Town & District Beautification & Tidy Towns Committee Membership because it relates to information on personnel matters concerning particular individuals.**

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor





Ref: WO/2016/01000

**Title:** Management Review Report  
**Author:** General Manager  
**Previous Items:** Not Applicable  
**Attachment:** No

Item 9:  
Management  
Review Reports

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



# FINANCE AND ADMINISTRATION

## 1. Librarian’s Report:

No report has been submitted.

Librarian

## 2. Listing of Bank Balances for the Month of May 2016

Due to computer technical problems the bank reconciliation is unable to be completed. The information should be available on Meeting day.

The current Interest Rate on the General Fund held with the National Australia Bank is 3.00%.

## 3. Investments (Local Government (Financial Management) Regulation 1993, Clause 19 (3) (A) For May 2016

Please see the following Report for the investments placed in May 2016.

### **Overdraft Limit**

An Overdraft Limit of \$200,000 has been arranged with the National Australia Bank. When utilised an Overdraft Interest Rate of 10.32% applies.

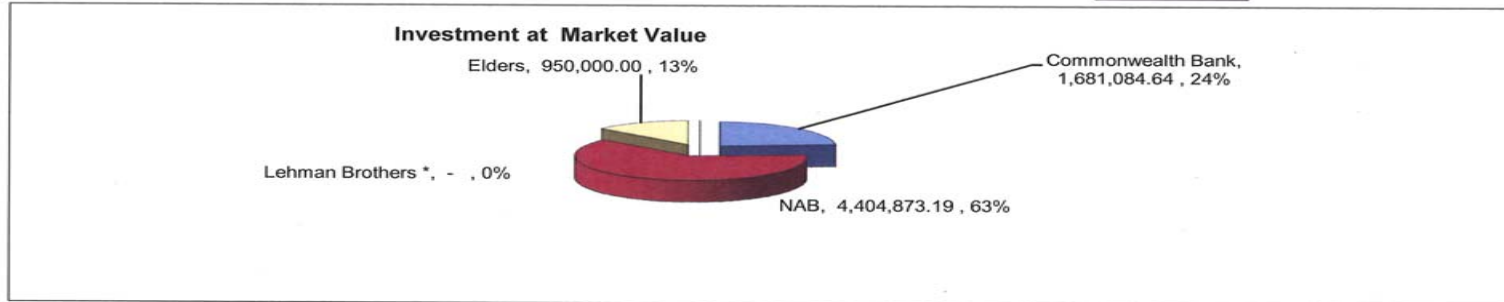
Jack O’Hara  
GENERAL MANAGER



**REGISTER OF INVESTMENTS TO 31/05/2016**

Institution	Type	Placement Date	Term (Days)	Maturity Date	Rate	Est. Interest	YTD Interest	Amount Invested	YTD Redemption	Est. Market Value At 31/05/16	MV % of Portfolio
Commonwealth Bank	Term Deposit	31/05/2016	30	30/06/2016	2.35%	965.75	0.00	500,000.00	-	500,000.00	7.11%
Commonwealth Bank	Term Deposit	31/05/2016	30	30/06/2016	2.35%	1641.78	0.00	850,000.00	-	850,000.00	12.08%
National Australia Bank	Term Deposit	20/04/2016	104	02-Aug-16	3.00%	4273.97	924.66	500,000.00	-	500,000.00	7.11%
Commonwealth Bank	Term Deposit	17/01/2016	240	17-Sep-16	2.80%	6095.59	6642.18	331,084.64	-	331,084.64	4.71%
Elders Rural Bank	Term Deposit	29/02/2016	213	28-Sep-16	2.95%	16354.32	28476.53	950,000.00	-	950,000.00	13.50%
National Australia Bank	Term Deposit	20/05/2016	133	30-Sep-16	2.92%	5320.00	2260.28	500,000.00	-	500,000.00	7.11%
National Australia Bank	Term Deposit	17/03/2016	213	16-Oct-16	3.10%	17517.44	18327.64	968,327.64	-	968,327.64	13.76%
National Australia Bank	Term Deposit	9/03/2016	92	09-Jun-16	3.05%	7584.24	20966.93	986,545.55	-	986,545.55	14.02%
National Australia Bank	Term Deposit	3/03/2016	90	01-Jun-16	3.00%	3698.63	0.00	500,000.00	-	500,000.00	7.11%
National Australia Bank	Term Deposit	5/12/2015	183	05-Jun-16	2.90%	13812.74	2778.09	950,000.00	-	950,000.00	13.50%
National Australia Bank	Term Deposit	3/03/2016	60	02-May-16	2.70%	0.00	2219.18	-	500,000.00	-	0.00%
						<b>77,264</b>	<b>82595.49</b>	<b>7,035,957.83</b>	<b>500,000.00</b>	<b>7,035,957.83</b>	<b>80.81%</b>
<b>Lehman Brothers</b>		<b>Prior to</b>									
Morgan Stanley	CDO	30/06/2009	365	20/06/2015	4.20%	-	0.00	-	12,000.00	-	0.00%
						-	-	-	12,000.00	-	0.00%
<b>grand totals</b>						<b>82,595.49</b>	<b>7,035,957.83</b>	<b>512,000.00</b>	<b>7,035,957.83</b>	<b>80.81%</b>	

Capital Value of Portfolio	7,035,957.83
Redeemed Value of Portfolio	512,000.00
Market Value of Portfolio 31/05/16	<u>7,035,957.83</u>
Estimated Profit/(Loss) 31/05/16	<u>512,000.00</u>



**Responsible accounting Officers Certification Local Government (General) Regulation 2005- Paragraph 212**  
The investments have been made in accordance with the Act, Regulations and Walcha Council's Investment Policy

Signed Rosemary Strobel (Responsible Accounting Officer)

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



**4. Work, Health & Safety**

Workplace Incidents – No incidents this month. There is an ongoing Workers Compensation Claim from April 2016 and lost time cannot be reported at this time.

Public Liability – Nil.

Motor Vehicle – Nil.

**5. Tourism Report**

**May 2016**

Number of visitors to Visitor Information Centre

MAY	2016	2015	2014	2013
Walk in's	<b>484</b>	<b>364</b>	<b>394</b>	<b>456</b>
Phone enquiries	<b>25</b>	<b>20</b>	<b>16</b>	<b>27</b>
Email enquiries	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>

Inland Tourism

Inland NSW went into voluntary administration on 31 March. There have been several teleconferences with the administrators and stakeholders in the past few months. There was a meeting on Friday 3 June. With the outcome of DNSW honouring approved campaigns. Walcha had contributed \$5,000 towards a marketing campaign with New England High Country which had been approved by DNSW, this campaign will go ahead. So in real terms minimal losses will be incurred by Walcha, with the loss of the remaining three months of Inland NSW membership.

New Walcha Tourism Website

The new Walcha website looks fantastic. The website still has the same domain name [www.walchansw.com.au](http://www.walchansw.com.au) Please have a look, it is fun, bright, has fabulous imagery and energy, but above all it is easy to navigate and tablet friendly. Kate Durack and Michael Luchich, of Alternation, have been the web designers with much input, population of data and editing contributed by Lisa Kirton and myself, it has proven to be a massive project.

Relocation of the Visitor Information Centre

The Walcha Visitor Information Centre is close to completion, we are just waiting for signage for the awning and above the shop window and a few minor handyman jobs inside. Visitors seem to be finding us, more locals have shown interest in the Visitor Information Centre since the move and we have generally had very positive feedback about our relocation.

Events

Walcha Farmers Market – last market before the winter break.

Susie Crawford  
 Walcha Tourism Manager

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



# ENGINEERING SERVICES

## 6. Wages & Overtime Summary

Pay Period	Week Ending	Overtime Hours	Amount (\$)
47	15/05/2016	36.50	1,852.00
48	22/05/2016	48.25	2,199.49
49	29/05/2016	139.00	6,641.36
50	05/06/2016	62.75	3,023.99
51	12/06/2016	89.00	4,062.98
<b>TOTAL</b>		<b>375.50</b>	<b>\$17,779.82</b>

## 7. Shire Roads Maintenance

Local Roads & Bridges - Projects:  
Mooraback Bridge Rehabilitation:



The Mooraback bridge rehabilitation is the final chapter of three bridges that have been rehabilitated after Christmas this year. These rehabilitations are quite difficult and time consuming; however they are cost effective and will allow the bridge to regain full strength for a number of years to come.

This particular rehabilitation has posed several problems, including remoteness, varying levels of decay in the timber and difficult element replacements like capwales.

Other components that required replacement were two girders, one corbel, several gravel boards, and a number of decking boards.

The bridge crew is progressing very well, with completion expected by 24 June.

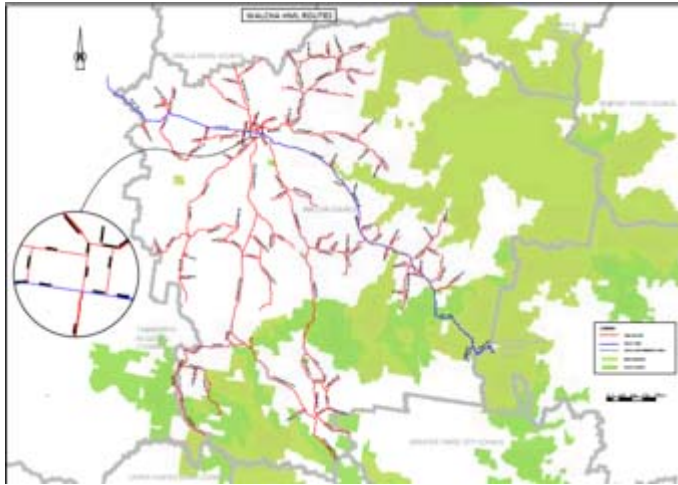


Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



HML Load Mapping & RMS Online Tool:



The Engineering Department have finalised the HML loading maps for the current bridge status. This data has been sent to the National Heavy Vehicle Regulator and RMS for inclusion in the online route-mapping tool. Routes that were approved had bridges with No Limit or an acceptable bypass track.

State and Regional Roads – Projects:

*Apsley Falls Widening Project:*

The Apsley Falls Widening Project is targeted at making entering and leaving the Apsley Falls safer for all drivers. The completed upgrade will include new signage, a 160m passing lane in the westbound lane and a 50m turning lane for the eastbound lane.



This project is scheduled to be completed by Friday 24 June. To date, the project is proceeding well and on time. As an additional benefit to this project, the entrance to the falls will be sealed, graded (where unsealed) and patched to improve the aesthetics of the entrance.

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



*Culvert Replacements and Relining:*

The current culvert replacement program continues from last financial year's program. The aim of the program is to target the worst culverts on the highway and improve drainage across the entire network.

The relining portion of these works (as photographed) consists of a new technology offered by Interflow that lines the inside of an old culvert with a new structural culvert.



This means that the road doesn't need to be excavated or disturbed, saving a great deal of money on culverts that are located deep beneath the road surface.



*Thunderbolts Way Heavy Patching:*

The Thunderbolts Way heavy patching program this year was focused on safety patches located generally south of Nowendoc. Shoving, rutting and potholes were the general problems with these patches. However, stabilisation and re-compacting has led to good results. The seal may tend to strip or break-up due to being installed in cold weather, which will be closely monitored.



The heavy patching program was completed successfully, and has greatly improved the road surface condition in that area.



Submitted to Council:

29 June 2016

..... General Manager ..... Mayor



Urban Roads – Projects:

*Jamieson Street Drainage:*



The final stage of the Jamieson street rehabilitation is the placement of Smart-Ditch drainage between middle street and Brian Smith Timer Transport. Smart-Ditch has been installed to improve erosion and sediment controls, convey water more efficiently and improve the aesthetics of the road.



(\*Note the photo used to the final product is not at Jamieson Street).

Once the grass has established either side of the channel, maintenance is easy thanks to the self-cleaning properties at high water flows and ease of access alongside the drain for mowers.

Completed Maintenance Snapshot:

Local Roads	
Maintenance Grading:	Roads:
	Florida
	Ruby's Knob
	Forest Way
	Merlin Downs
	Table Top
	Lakes
	Winterbourne
	Wauch's
	St Leonards Creek
Gravel Re-Sheeting:	Roads:
	Uruga
	Hazeldene
	Winterbourne
	Table Top
Culvert Repair	Roads:
	Uruga
	Bark Hut
Culvert Cleaning	Roads:
	Bark Hut





Completed Maintenance Snapshot continued...

Guide Post Maintenance	Roads:
	Aberbaldie
	Emu Creek
	Moona Plains
	Niangala
Drainage & Wash Repair	Roads:
	Winterbourne
	Moona Plains
	Niangala
Rural Addressing	Roads
	Abottsley
Signage	Roads:
	Wollun Road
<b>State &amp; Regional Roads</b>	
Oxley Highway Maintenance:	Tasks:
	Repair Potholes
	Pavement Edge Repairs
	Servicing Rest Areas
	Guidepost Maintenance
Regional Roads:	Tasks:
	Repair Potholes
<b>Urban Roads</b>	
Urban Maintenance:	Tasks:
	Tree, Garden & Park Maintenance
	Sporting Ground Maintenance

**Proposed Works for the Coming Period:**

Shire Roads:

- ◆ The final bridge rehabilitation of #5414 Mooraback Road Bridge will be finalised.
- ◆ Grading will take place on Scrubby Gully, Willow Tree, Ruby Hills, Tallara, Kilburnie, Campfire, Hazeldene, Blue Mountain, Gill's and Oklahoma Roads.
- ◆ Brackendale Road shoulder repairs.
- ◆ Pre-cast bridge decks are to be delivered in Early June for installation. The bridge decks will be installed on #5355 Moona Plains Road and #4985 Flags Niangala Road Bridge. Some delays in casting have occurred due to the demand on galvanising. The decks have been rescheduled to late June.
- ◆ Steel members have been manufactured and delivered for the #5379 Moona Plains Bridge, with installation to proceed on 27 June.

State & Regional Roads:

- ◆ Undertake and complete the Oxley Highway End Terminal Replacement Program. This work involves replacing the ends of guardrail with new, compliant terminals.
- ◆ Finalise the Apsley Falls Widening Project.
- ◆ Maintenance:
  - Pothole patching.

Submitted to Council:

29 June 2016

..... General Manager ..... Mayor



Works In Town:

- ◆ Sporting grounds maintenance.
- ◆ Tree and vegetation maintenance.

Dylan Reeves  
Works Manager

**8. Water Matters**

Level 2 – introduced 6 April 2016 – Targe Usage 190 – 230 Litres / Person / Day  
Water usage for the month of May 2016 was as follows:

- ❖ Monthly Usage – 11.53 Megalitres (4 week month)
- ❖ Daily Usage – 372 Kilolitres
- ❖ Usage per person per day – 278 Litres

Ground Water

Further discussions have been had with Glenn George Senior Manager, Country Towns Water Supply and Sewerage Program regarding Council ceasing work on a ground water source as an emergency town water supply (15/6/2016). Mr George advised that DPI Water will not make it obligatory for Council to ‘moth ball’ the emergency bore in the Aberbaldie Rd Off Creek Storage site. Work shall now cease on this project.

WTP Augmentation

24/7 pumping capabilities at the WTP was a critical finding of the Secure Yield Study. The planning and design work for the WTP Augmentation is in its final stages with the total project cost to be finalised soon.

Off Creek Storage No2

No further work carried out on this project. Awaiting the July/August 2016 announcements for the National Stronger Regions Funding application previously submitted.

Aspley River Dam Proposal

The State Government have no available funding at this time but the Federal Government has announced \$100,000 to be allocated towards a feasibility study if the Hon Barnaby Joyce is re-elected.

**9. Sewer**

Sewer Treatment Plant (STP) Upgrade

Preliminary survey and geotechnical investigations are being undertaken this week. The detailed design and costing to be undertaken by NSW Public Works shall commence in July.

STP Crown Land Acquisition

The Office of Local Government application for compulsory acquisition was submitted in April for approval by the Minister and Governor. Awaiting approval advice from OLG.

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



**10. Waste**

Community Recycling Centre (CRC)

Construction on the new hazardous waste drop off shed (CRC) is almost complete. Staff training with ToxFree is scheduled for end July, signage and ancillary road works to be completed end July.

Container Deposit Scheme (CDS)

The NSW government is currently tendering for a single state co-ordinator to manage the scheme.

Proposed upgrades of Woolbrook & Nowendoc landfills:-

Council was successful in securing Waste Less Recycle More funding from the NSW EPA for upgrades to the Woolbrook & Nowendoc landfills. Planning both of these projects will commence in July and the following are the strategic plans and reports underpinning the need for the upgrade work:-

Council's 'Community Strategic Plan Walcha 2025' adopted in June 2013:

These projects are in accordance with the Strategic Plan.

' CSP 5.2 Solid waste will be managed in a sustainable manner with a continuing reduction in waste generation and disposal to landfill.

- 5.2.1 Develop and promote programs that increase the participation of the community in recycling and reducing waste going to landfill.

- 5.2.2 Implement alternate and affordable processes that reduce waste going to landfill.

- 5.2.4 Manage solid waste in an efficient, affordable and sustainable manner.'

Northern Inland Regional Waste Strategy & Action plan 2014-2017 - Initiative 11

The NIRW region has 10 licenced landfills and 57 unlicensed landfills, and a number of these facilities do not meet contemporary environment protection standards. The EPA has signalled that some of these facilities should be closed and others upgraded to contemporary standards. Woolbrook & Nowendoc landfills have been identified as not meeting environmental protection standards.

Logicus Environmental Solutions 'High level priorities assessment for three waste facilities Oct 2014'

Council sought an external assessment of its waste management arrangements (sites and services) which identified the need to undertake environmental improvements and to begin consolidation or closure of smaller landfills.

Woolbrook Landfill

This site has reached its capacity. Now that WLRM grant funding has been secured, Council needs to carry out community consultations with residents about converting the landfill into a Waste Transfer Station.

*Project Summary:* The 'Woolbrook Landfill Closure and Conversion to Waste Transfer Station Project' will address the environmental performance risks for this village landfill.

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



Works proposed include capping the current cell area; security fencing; correcting site drainage to reduce sedimentation, erosion and leachate impacts to surface and ground water; provision of onsite collection receptacles for the separation of waste and recycling streams which will need to be transported to suitable disposal and collection sites.

Nowendoc Landfill

This site still has landfill capacity so is not earmarked for closure and conversion into a Waste Transfer Station. The proposed works are for environmental improvements only.

Project Summary: The Nowendoc Landfill Environmental Improvement Project will address the environmental performance risks for this remote village landfill.

Works proposed include security fencing; site drainage to reduce sedimentation, erosion and leachate impacts to surface and ground water; provision of onsite collection receptacles for the separation of recyclables which will need to be transported to collection sites.

Tess Dawson  
Manager Water, Sewer & Waste



# ENVIRONMENTAL SERVICES

## 11. Development

### Development Approvals and Refusals for May 2016

Information is being provided on development approvals and refusals for the month of May 2016. The following data details the development and construction approvals issued by Council and private certifiers for the entire Local Government Area. A listing of development and complying development applications outstanding with a status has also been provided.

#### Development Applications

##### Approvals:

DA No.	Description	Location	Applicant	Determined	Determination
10.2016.4	Shed	9N Lagoon St, Walcha	Ms M A Singleton	5/05/2016	Granted (under delegation)
10.2016.5	Shed	3E Jamison St, Walcha	Mr D G Scott	5/05/2016	Granted (under delegation)
10.2015.6	Shed	111N Meridian St, Walcha	Mr P A Berry	23/05/2016	Granted (under delegation)

**Monthly Estimated Value of Approvals: \$34,000.00**

##### Refusals:

DA No.	Description	Location	Applicant	Determined	Determination
Nil					

#### Development Applications Outstanding

DA No.	Description	Location	Applicant	Status
Nil				
				<b>Total: 0</b>

#### Complying Development Applications

##### Approvals:

CDC No.	Description	Location	Applicant	Determined	Determination
Nil					

##### Issued by Private Certifier

Nil					
					<b>Monthly Estimated Value of Approvals: \$0.00</b>

#### Complying Development Applications Outstanding

CDC No.	Description	Location	Applicant	Status
Nil				
				<b>Total: 0</b>

### s149 Planning Certificates

Section 149 Certificates are issued under the provisions of the *Environmental Planning and Assessment Act 1979*, it provides information on the relevant planning regulations which

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



apply to any particular piece of land It is compulsory for every property sold to be accompanied by a s149 Planning Certificate.

Section 149 Planning Certificates Completed 2015/2016	
	Number
<b>July</b>	11
<b>August</b>	6
<b>September</b>	21
<b>October</b>	8
<b>November</b>	14
<b>December</b>	11
<b>January</b>	5
<b>February</b>	6
<b>March</b>	12
<b>April</b>	13
<b>May</b>	11

S149 Planning Certificates Completed – Comparative Data	
	Number
<b>2013/2014</b>	91
<b>2014/2015</b>	126
<b>2015/2016 (YTD)</b>	118

**12. Environment**

**Environmental & Public Health Complaints**

Council performs a number of regulatory functions to control and manage matters of public health and environmental concern to the community, some of these include:

- *Companion Animals Act 1998* e.g. dogs not under effective control & nuisance dogs (barking),
- *Local Government Act 1993* e.g. overgrown land, and
- *Protection of the Environment Operations Act 1997* e.g. dumping of rubbish.
- *Food Act 2003* e.g. hygiene and handling

For information purposes a summary of the number of complaints received is provided.

Environmental Services Complaints April 2016		
<b>Barking dogs</b>	2	
<b>Roaming dogs</b>	1	
<b>Food premises</b>	1	
<b>Other</b>	3	Trees   signage   stormwater

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



**Tree Management Applications**

A Tree Preservation Order exists over the town of Walcha to promote the retention of trees and tree cover and to conserve as far as is practical the existing pattern of vegetation, for information purposes a summary of the tree management applications lodged with Council is provided.

Tree Management Applications 2015/2016				
	Approved – Delegation	Approved – Council	Refused	Undetermined
<b>July</b>	1	0	0	2
<b>August</b>	0	0	0	4
<b>September</b>	3	0	0	1
<b>October</b>	0	0	0	1
<b>November</b>	2	0	1	1
<b>December</b>	1	0	0	3
<b>January</b>	2	0	0	1
<b>February</b>	1	0	0	1
<b>March</b>	1	0	0	2
<b>April</b>	2	0	0	2
<b>May</b>	3	0	0	3

**13. Public Health**

**Immunisation Clinic**

Free Immunisation Clinics are held weekly at the Walcha MPS; for information purposes a summary of the number of attendances at the clinic is provided.

Immunisation Records 2015/2016	
<b>July</b>	3
<b>August</b>	3
<b>September</b>	1
<b>October</b>	7
<b>November</b>	2
<b>December</b>	1
<b>January</b>	6
<b>February</b>	0
<b>March</b>	6
<b>April</b>	5
<b>May</b>	4

**Food Premises Surveillance**

Under the Food Regulation Partnership Council is appointed as an enforcement agency under the *Food Act 2003*. As an enforcement agency Council is responsible for food surveillance within the Walcha LGA and Council is required to report our food surveillance activity to the NSW Food Authority annually.

For information purposes a summary of the food surveillance activities undertaken for the 2015/2016 as at 31 May 2016 is provided.

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



<b>Food Premises Surveillance 2015/2016</b>				
<b>Category</b>	<b>Number of Premises</b>	<b>Inspections Conducted</b>	<b>Re-inspections Required</b>	<b>Re-inspections Conducted</b>
<b>High Risk</b>	<b>26</b>	<b>21</b>	<b>3</b>	<b>3</b>
<b>Medium Risk</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>
<b>Low Risk</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Mobile</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Temporary</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

**14. Animal Control**

Council encourages responsible pet ownership in the community, as well as at home. Pet owners should make sure their animals don't disturb their neighbourhood and threaten or harm any other person, pets or wildlife.

Council is required to enforce the registration laws, and the other areas of pet ownership covered by the *Companion Animals Act 1998*.

<b>Companion Animals Registrations 2015/2016</b>						
	<b>Desexed</b>	<b>Non desexed</b>	<b>Pensioner desexed</b>	<b>Recognised breeder</b>	<b>Working</b>	<b>Value \$</b>
<b>Jul</b>	1	2	1	0	0	\$457.00
<b>Aug</b>	6	3	0	15	8	\$1,668.00
<b>Sep</b>	1	1	0	0	1	\$244.00
<b>Oct</b>	1	1	0	0	0	\$244.00
<b>Nov</b>	0	0	1	0	0	\$21.00
<b>Dec</b>	1	1	0	0	0	\$244.00
<b>Jan</b>	2	3	0	0	0	\$680.00
<b>Feb</b>	0	0	2	0	0	\$42.00
<b>Mar</b>	1	0	0	0	0	\$52.00
<b>Apr</b>	1	4	0	0	0	\$820.00
<b>May</b>	16	0	10	0	2	\$1,042.00

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor





<b>Companion Animals Seizures 2015/2016</b>						
	<b>Seized</b>	<b>Surrendered</b>	<b>Released</b>	<b>Rehomed</b>	<b>Euthanased</b>	<b>Stolen</b>
<b>Jul</b>	3	0	3	0	0	0
<b>Aug</b>	5	1	3	1	1	0
<b>Sep</b>	1	1	0	1	0	0
<b>Oct</b>	2	1	1	1	0	0
<b>Nov</b>	1	0	1	0	0	0
<b>Dec</b>	2	0	2	0	0	0
<b>Jan</b>	6	1	5	0	1	0
<b>Feb</b>	3	0	0	1	1	1
<b>Mar</b>	1	1	0	0	1	0
<b>Apr</b>	4	0	2	0	1	1
<b>May</b>	0	0	0	0	0	0

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



**15. Walcha Council Community Care**

May 2016

**Groups**

Women’s Group and Wanderer’s Group

4 May 2016 – 23 clients from the Women’s Group and the Wanderer’s Group attended morning tea at the Community Day Centre Rooms.

11 May 2016 – the Wanderer’s Group morning tea held in the Community Day Centre Rooms. The group enjoyed the morning doing some craft projects

18 May 2016 – 20 clients attended the Mixed Group Mystery Trip where we travelled to Nowendoc for the day. The day began at the Nowendoc church, where morning tea with some of the local craft and art work on display. The next place of interest was the Nowendoc Cemetery. Allen Morris was a guide for those people interested in the local history and stories. After the Cemetery visit the group returned to the Nowendoc Hall for lunch. The Nowendoc community indulged us with an assortment of activities to fill in over the few hours including two of their local musicians playing the piano, the harp and singing. The ladies went to an extraordinary amount of trouble to organize a trivia game about local knowledge in which the group all had great fun with while working in their teams. The day at Nowendoc was well worth the trip and the community is very proud of what they have to offer in their little village and made us all feel very welcome.



Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



25 May 2016 – the Wanderers Group went to Uralla for research ideas on family history in which a volunteer at the Library was very helpful.

Men's Group

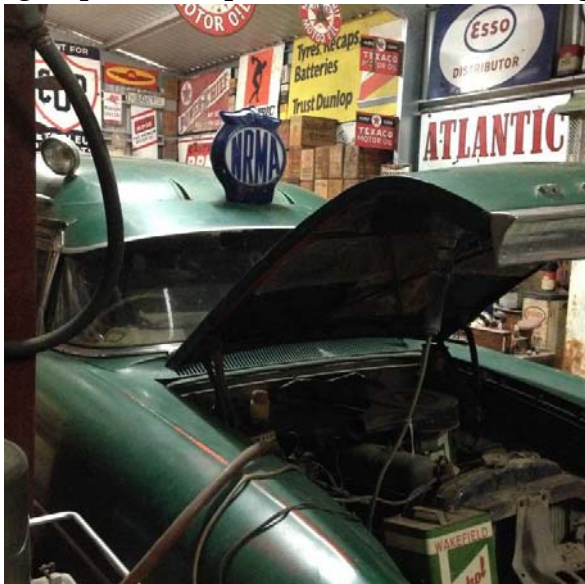
Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



10 May 2016 – Morning tea was held in the Community Day Centre Rooms where 14 men attended the day. The guest speaker for the morning was Nina Alling, from Looking Glass Therapies. Nina had a very informal discussion with the group about how your attitude to life can affect the choices you make about your life and how then they impact with health and independence. The group found Nina very passionate and informative about many personal issues that were risen.

24 May 2016 – 24 gentleman attended the trip to Kootingal for the day. Morning tea was enjoyed in the Park near the main street of Kootingal before visiting the private museum that is owned by Ricky Glass. Ricky has been an avid collector of all Shell, Ampol and motorized memorabilia and has turned his obsession into a collection of highly valuable and sentimental memories to share with other people, such as our Group. The Group had a fabulous morning reminiscing about the collection and Ricky included a very informative tour through his museum. Lunch was held at the Kootingal Hotel where the group soaked up the sunshine in the beer garden at the rear of the premises.



Submitted to Council:

29 June 2016

..... General Manager ..... Mayor



UFO (Un-Finished Objects) Group (Craft and Hobby Group)

10 May 2016 – 7 clients went down the hill to Tamworth for the day to look at some of the craft shops in the bigger center and to get some ideas on what they would like to start working on.

24 May 2016 – 7 clients enjoyed the morning in the Community Day Centre Rooms. The clients began working on a project, some learning new stitches while others got the top of a wall hanging finished ready for the next step. Each client bought along their own lunch with lots of chatting and laughing had by all.

**Transport - May**

Medical drives – 14 clients utilized the service with 30 trips.

Access bus – 13 clients used the service making 66 trips.

Bus to Tamworth – 7 clients on 27 May 2016.

Bus to Armidale numbers were as follows:

- ◆ 3 May 2016 – 7 clients – Walcha Service
- ◆ 10 May 2016 – 1 clients – Uralla Service using TCT Bus and Driver
- ◆ 17 May 2016 – 10 clients – Walcha service
- ◆ 24 May 2016 – 6 clients – Uralla Service using TCT Bus and Driver
- ◆ 31 May 2016 – 8 clients – Walcha Service

**Meals on Wheels**

8 clients received 172 meals in May 2016.

**Rural and Remote Exercise Groups**

7 clients attended at Niangala during May 2016.

8 clients attended at Nowendoc during May 2016.

**Strength and Balance Exercise Group**

The 10 week exercise program has now been completed with those attending feeling it was successful in assisting them to strengthen their muscles and balance.

**Feedback and Complaints**

Nil

**Meetings and Training**

11 – 12 May 2016 – Transport Forum held at Barraba Playhouse.

12 May 2016 – Dementia Support Group Meeting held at the Community Day Care Rooms.

25 – 27 May 2016 – Second Annual Northern NSW Community Care Conference held at Opal Cove Resort in Coffs Harbour. The Conference combined researchers, service providers and other community care professionals in a regional forum, enabling the exchange of the latest advances within the community care sector. The community care sector is undergoing change at the rate of knots and the conference was an opportunity to

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



stay current and up to date with where the sector is up to in the transformation process. Wednesday and Thursday were very informative with key speakers talking about topics involving both the Aging and Disability Sectors, with a combination of speakers and breakout sessions.

The Gala Dinner was held on Wednesday night, with a very nice 2 course dinner followed by some entertainment and dancing. Friday was a full day workshop titled Reablement and Wellness Approaches: Working Effectively with Consumers with Glenn with Glen Sorensen as the facilitator.

Wellness is about encouraging people to be as independent and involved as they can or want to be in their everyday lives. Its starting point is a focus on what the person can do or wants to be able to do. This strength based focus recognises that all people have abilities and hopes and dreams that they can build on. Reablement refers to a specific type of intervention that is targeted towards meeting a specific client goal within a defined period. The main focus with reablement is to get the person back to doing what they want to be able to do like rebuilding physical strength or developing ways to deal effectively with functional loss.

Traditionally, community care practice was focused on outputs. Services reported on what types and how much service individual consumers received. With the wellness approach, the emphasis has shifted to outcomes or what the intervention makes to a consumer's life and their ability to live independently.

Cathy Noon  
Community Care Coordinator

**RECOMMENDATION: that items included in the Management Review Report, numbered 1 to 15 inclusive, be NOTED by Council.**



Item 10:  
  
Committee  
Reports

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor



## Walcha Council Community Care Advisory Committee Meeting Minutes

held on

Tuesday, 16 February 2016

at

4:00 pm

at

Walcha Council Community Care Day Centre Rooms

### **PRESENT:**

Clr Kevin Ferrier (Chair), Kate Hoy, Debra Sweeney, Ron Denham, Pat Laurie, Sue Reardon, Syreene Kitchener, Cathy Noon (Community Care Coordinator), and Lacey Latham (Environmental Services Manager).

### **IN ATTENDANCE:**

Nil

### **1. APOLOGIES:**

Elaine Bartholomew (ATSI Community Care Coordinator)

**RESOLVED:** On the motion of Hoy and Ferrier that the apologies be accepted.

### **2. CONFIRMATION OF MEETING MINUTES HELD ON TUESDAY 15 DECEMBER 2015:**

**RESOLVED:** On the motion of Denham and Laurie that the Minutes of the Walcha Council Community Care Advisory Committee Meeting held on 15 December 2015, copies of which have been distributed to all members, be taken as read and confirmed a true record.







---

**3. BUSINESS ARISING:**

3.1 Nil

**4. MEALS ON WHEELS**

4.1 Advertisements placed in local publications seeking of EOI to run MOW, nil response thus far and applications close tomorrow 17 February 2016. If nil received we will try a different approach.

**5. COMMUNITY CARE COORDINATOR'S REPORT**

A report from the Community Care Coordinator was tabled and presented to the Committee as per Appendix A.

**6. ATSI COMMUNITY CARE COORDINATOR'S REPORT**

Nil presented as ATSI Community Care Coordinator was an apology for the meeting.

**7. FINANCIAL REPORT**

A statement of income and expenditure was not available at the time of meeting.

**8. FEEDBACK AND COMPLAINTS**

8.1 Nambucca Heads and Uralla Mystery trip survey feedback provided, majority of the feedback was satisfactory and positive with zero complaints received.

**9. GENERAL BUSINESS**

9.1 The WCCC Coordinator has updated the WCCC Procedures in preparation for a CHSP audit.

9.2 The WCCC Coordinator has updated the WCCC Policy Manual in preparation for a CHSP audit.

**RESOLVED: On the motion of Hoy and Reardon that the Committee RECOMMEND that Council formally adopt the amended Walcha Council Community Care Procedures and the Walcha Council Community Care and Early Intervention Policy Manual documents.**

**10. NEXT MEETING**

The next meeting of the Walcha Council Community Care Advisory Committee will be held on Tuesday, 17 May 2016. The meeting will commence at 2:00pm.

There being no further business the Chair declared the meeting closed at 4:45pm.



CONFIRMED \_\_\_\_\_ (Signed)

Date: \_\_\_ / \_\_\_ / \_\_\_ Chairperson

APPENDIX A

**Walcha Council Community Care  
Advisory Committee Meeting Tuesday 16<sup>th</sup> February  
2016  
Coordinator's Report**

**Groups**

**Women's Group and Wanderer's Group**

**2<sup>nd</sup> December 2015**, 18 clients attended morning tea in the Community Day Centre rooms. The morning tea kicked off the groups Christmas parties for 2015 and the ladies had a fun morning participating in organized festive activities and lots of yummy Christmas treats for morning tea. There was lots of Christmas cheer with beautiful decorations and a Christmas tree setting the scene making the morning very special.

**9<sup>th</sup> December 2015**, The Wanderers Group enjoyed morning tea at the Community Day Centre Rooms. The morning consisted of card making activities.

**Men's Group**

**8<sup>th</sup> December 2015**, 17 gentlemen attended morning tea at the Community Day Centre Rooms. Like the Women's Group, the morning tea celebrated the festive period and gave those members of the group that cannot travel on outings the opportunity to attend the Christmas party.

**Mixed Groups**

**16<sup>th</sup> December 2015**, 82 clients, volunteers and staff attended the Walcha Council Community Care Christmas Party held at the Walcha Bowling Club.

Entertainment for the day was provided by Ben Crosby, Barb Dunn and Howard. It was great to see Lacey able to attend the party. Group activity volunteer, Margie Carter, lived up to her yearly mission and excelling herself once again, entertaining us all with one of her very creatively written poetry pieces about our year with Walcha Council Community Care. The recipients were exceptionally good sports and were thrilled again to be included in her creative writing.

I thought I would share her masterpiece with you and hope you have a laugh at Margie's creative writing.

**Transport**

Medical drives for December 2015 – 17 clients utilized the service in which 27 trips to medical appointments were made.

Medical drives for January 2016 – 11 clients utilized the service in which 25 trips to medical appointments were made.



Access bus, 9 clients used the service, making 47 trips during December 2015.  
Access bus, 6 clients used the service, making 48 trips during January 2016.

Bus to Tamworth had 5 clients use the service on the 18<sup>th</sup> December 2015.  
Bus to Tamworth had 3 clients use the service on the 29<sup>th</sup> January 2016.

Bus to Armidale numbers for December 2015 was as follows:

1<sup>st</sup> December 2015 – 8 clients, Walcha Service  
8<sup>th</sup> December 2015 – 4 clients, Uralla Service using TCT Bus and Driver  
15<sup>th</sup> December 2015 – 8 clients, Walcha Service  
22<sup>nd</sup> December 2015 – 3 clients, Uralla Service using TCT Bus and Driver  
29<sup>th</sup> December 2015 – Holiday

Bus to Armidale numbers for January 2016 was as follows:

5<sup>th</sup> January 2016 – 5 clients, Walcha Service  
12<sup>th</sup> January 2016 – 3 clients, Uralla Service using TCT Bus and Driver  
19<sup>th</sup> January 2016 – 7 clients, Walcha Service  
26<sup>th</sup> January 2016 – holiday

#### **Meals on Wheels**

9 clients received 169 meals in December 2015.  
9 clients received 122 meals in January 2016.

#### **Rural and Remote Exercise Groups**

During December and January 2016 both groups have been in recess.

#### **Meetings and Training**

**10<sup>th</sup> December 2015**, Dementia Support Group get together held in the Community Day Centre Rooms.  
**14<sup>th</sup> January 2016**, Dementia Support Group get together held in the Community Day Centre Rooms.

#### **Feedback and Complaints**

Feedback is provided from conducting a recent survey for the Nambucca Heads trip and the Mystery Uralla trip.



Walcha Council Community Care  
and Early Intervention Service.

POLICY MANUAL

2016

---



Prepared by Strategy to Action  
[www.strategy2action.com.au](http://www.strategy2action.com.au)

Disclaimer: every effort has been made to ensure that the information provided in this document is accurate and current at the time of writing. Strategy to Action accepts no responsibility for inaccuracies or omissions. In addition we advise Walcha Council Community Care to maintain awareness of changes to legislation and funding guidelines, and to review regularly to ensure compliance.

<b><u>INTRODUCTION AND BACKGROUND.</u></b>	<b><u>5</u></b>
<b><u>ABOUT THIS MANUAL.</u></b>	<b><u>5</u></b>
<b><u>DISABILITY SERVICE STANDARDS</u></b>	<b><u>6</u></b>
<b><u>HOME CARE STANDARDS</u></b>	<b><u>6</u></b>
<b><u>STANDARDS COMPARISON AND POLICY MAPPING</u></b>	<b><u>9</u></b>
<b><u>WALCHA COUNCIL COMMUNITY CARE AND EARLY INTERVENTION MISSION AND VISION.</u></b>	<b><u>10</u></b>
<b><u>POLICIES</u></b>	<b><u>11</u></b>
<b>1. QUALITY MANAGEMENT</b>	<b>11</b>
<b>HCS 1.5 CONTINUOUS IMPROVEMENT; DSS 6 SERVICE MANAGEMENT</b>	<b>11</b>
OBJECTIVES	11
POLICY	11
RELATED PROCEDURES AND DOCUMENTS	12
<b>2. RISK MANAGEMENT</b>	<b>13</b>
<b>HCS 1.2 REGULATORY COMPLIANCE; 1.3 INFORMATION MANAGEMENT SYSTEMS; 1.6 RISK MANAGEMENT; DSS 6 SERVICE MANAGEMENT</b>	<b>13</b>
OBJECTIVES	13
POLICY	13
RELATED PROCEDURES AND DOCUMENTS	14
WALCHA COUNCIL POLICIES	14
<b>3. SERVICE ACCESS</b>	<b>15</b>
<b>HCS 2.1 SERVICE ACCESS; 2.2 ASSESSMENT; 2.5 REFERRAL; 3.1 INFORMATION PROVISION; DSS 5 SERVICE ACCESS</b>	<b>15</b>
OBJECTIVES	15
POLICY	15
RELATED PROCEDURES AND DOCUMENTS	16
<b>4. COMPLAINTS AND FEEDBACK</b>	<b>17</b>
<b>HCS 3.3 COMPLAINTS AND FEEDBACK; DSS 4 FEEDBACK AND COMPLAINTS</b>	<b>17</b>
OBJECTIVES	17
POLICY	17
RELATED PROCEDURES AND DOCUMENTS	17
WALCHA COUNCIL POLICIES	17
<b>5. ADVOCACY</b>	<b>18</b>
<b>HCS 3.4 ADVOCACY; DSS 1 RIGHTS; 3 INDIVIDUAL OUTCOMES</b>	<b>18</b>
OBJECTIVES	18
POLICY	18
RELATED PROCEDURES AND DOCUMENTS	18
<b>6. RIGHTS</b>	<b>19</b>
<b>HCS 3.1 INFORMATION PROVISION; 3.2 PRIVACY AND CONFIDENTIALITY; 3.4 ADVOCACY; DSS 1 RIGHTS</b>	<b>19</b>
OBJECTIVES	19
POLICY	19
RELATED PROCEDURES AND DOCUMENTS	20
<b>7. INDEPENDENCE AND INDIVIDUAL OUTCOMES</b>	<b>21</b>

Version 2 Draft

Responsible Officer: WCCC Coordinator and Early Intervention Teacher

Review Date: January 2019

<b>HCS 2.2 ASSESSMENT; 2.3 CARE PLAN DEVELOPMENT AND DELIVERY; 2.4 REASSESSMENT; 3.4 ADVOCACY; 3.5 INDEPENDENCE; DSS 3 INDEPENDENT OUTCOMES</b>	<b>21</b>
OBJECTIVES	21
POLICY	21
RELATED PROCEDURES AND DOCUMENTS	22
<b>HCS 3.2 PRIVACY AND CONFIDENTIALITY; DSS 1 RIGHTS; 6 SERVICE MANAGEMENT</b>	<b>23</b>
OBJECTIVES	23
POLICY	23
RELATED PROCEDURES AND DOCUMENTS	23
WALCHA COUNCIL POLICIES	24
<b>9. INFORMATION PROVISION</b>	<b>25</b>
<b>HCS 3.1 INFORMATION PROVISION; DSS 1 RIGHTS; 5 SERVICE ACCESS</b>	<b>25</b>
OBJECTIVES	25
POLICY	25
RELATED PROCEDURES AND DOCUMENTS	25
WALCHA COUNCIL POLICIES	25
<b>10. FEES</b>	<b>26</b>
OBJECTIVES	26
POLICY	26
RELATED PROCEDURES AND DOCUMENTS	26
<b>11. BEHAVIOUR SUPPORT</b>	<b>27</b>
OBJECTIVES	27
POLICY	27
RELATED PROCEDURES AND DOCUMENTS	27
<b>12. INCLUSION AND PARTICIPATION</b>	<b>28</b>
<b>HCS 2.5 REFERRAL; DSS 2 PARTICIPATION AND INCLUSION</b>	<b>28</b>
OBJECTIVES	28
POLICY	28
RELATED PROCEDURES AND DOCUMENTS	28
<b>13. COMMUNITY &amp; CONSUMER PARTICIPATION</b>	<b>29</b>
<b>HCS 1.4 COMMUNITY UNDERSTANDING AND ENGAGEMENT; 1.5 CONTINUOUS IMPROVEMENT; DSS 2 PARTICIPATION AND INCLUSION; 6 SERVICE MANAGEMENT</b>	<b>29</b>
OBJECTIVES	29
POLICY	29
RELATED PROCEDURES AND DOCUMENTS	29
<b>14. CORPORATE AND SERVICE MANAGEMENT</b>	<b>30</b>
<b>HCS 1.1 CORPORATE GOVERNANCE; 1.2 REGULATORY COMPLIANCE; 1.3 INFORMATION MANAGEMENT SYSTEMS; 1.5 CONTINUOUS IMPROVEMENT; 1.6 RISK MANAGEMENT; 1.7 HR MANAGEMENT; 1.8 PHYSICAL RESOURCES; DSS 6 SERVICE MANAGEMENT</b>	<b>30</b>
OBJECTIVES	30
POLICY	30
RELATED PROCEDURES AND DOCUMENTS	31
WALCHA COUNCIL POLICIES	31
<b>AGED CARE LEGISLATION AND GUIDELINES</b>	<b>33</b>
<b>DISABILITY LEGISLATION AND GUIDELINES</b>	<b>33</b>
<b>GENERIC LEGISLATION AND GUIDELINES</b>	<b>34</b>

## INTRODUCTION AND BACKGROUND.

Walcha Council Community Care (WCCC) is supported by funding via NSW Department of Family and Community Services, Ageing Disability and Home Care (ADHC) for the Community Care Supports Program (CCSP) and the Australian Government Department of Health (DOH) for its Commonwealth Home Support Program (CHSP).

Walcha Council Early Intervention (WC EI) is funded by NSW Department of Family and Community Services, Ageing Disability and Home Care.

Disability programs funded by ADHC are required to comply with the National Disability Services Standards. Programs funded by DOH are required to comply with the Home Care Standards.

The individual programs funded offer support and assistance to frail aged, people with a disability, families of children with a disability or who are at risk of a delay and carers. Supports aim to promote independence and community engagement and access to relevant generic and specialist services.

## ABOUT THIS MANUAL.

This Policy governs the WCCC programs and WC EI Service:

- Meals on Wheels
- Individual and Group Social Support
- Walcha Council Community Transport and Medical Transport
- Social Support, Exercise Group
- Carer and Dementia Support Group
- Disability services
- Early Intervention Service.

The manual reflects the Home Care Standards for Commonwealth funded programs and Disability Service Standards for NSW State funded services for people with disabilities, including Early Intervention services, which are outlined below.

The policies include compliance with funding guidelines, regulatory requirements and relevant legislation. Walcha Council policies apply to WCCC and WC EI Service and references are included where relevant to these policies.



## DISABILITY SERVICE STANDARDS

### STANDARD 1 RIGHTS

Each Person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community.

### STANDARD 2 PARTICIPATION AND INCLUSION

Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.

### STANDARD 3 INDIVIDUAL OUTCOMES

Each person is supported to exercise choice and control over the design and delivery of their supports and services.

### STANDARD 4 FEEDBACK AND COMPLAINTS

When a person wishes to make a complaint, the service provider will make sure that the person's views are respected, that they are kept informed as the complaint is dealt with and have the opportunity to be involved in the resolution process.

### STANDARD 5 SERVICE ACCESS

Each person is assisted to access the supports and services they need to live the life they choose

### STANDARD 6 SERVICE MANAGEMENT

Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.

## HOME CARE STANDARDS

### 1.1 CORPORATE GOVERNANCE

The service provider has implemented corporate governance processes that are accountable to stakeholders.

### 1.2 REGULATORY COMPLIANCE

The service provider has systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.

### 1.3 INFORMATION MANAGEMENT

The service provider has effective information management systems in place.

### 1.4 COMMUNITY UNDERSTANDING AND ENGAGEMENT

The service provider understands and engages with the community in which it operates and reflects this in service planning and development.

### 1.5 CONTINUOUS IMPROVEMENT

The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.

### 1.6 RISK MANAGEMENT

The service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation.

### 1.7 HUMAN RESOURCE MANAGEMENT

The service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to users.

### 1.8 PHYSICAL RESOURCES

The service provider manages physical resources to ensure the safe delivery of care and services to service users and organisation personnel.

### 2.1 SERVICE ACCESS

Each service users access to services is based on consultation with the service user (and/or their representative), equity, consideration of available resources and program eligibility.

### 2.2 ASSESSMENT

Each service user participates in assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.

### 2.3 CARE PLAN DEVELOPMENT AND DELIVERY

Each service user and/or their representative participates in the development of a care/service plan that is based on assessed needs, and is provided with their care plan and or services described in their plan.

#### 2.4 SERVICE USER REASSESSMENT

Each service user's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the service user's needs. Each service user's care/service plans are reviewed in consultation with them.

#### 2.5 SERVICE USER REFERRAL

The service provider refers service users (and/or their representatives) to other providers as appropriate.

#### 3.1 INFORMATION PROVISION

Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.

#### 3.2 PRIVACY AND CONFIDENTIALITY

Each service user's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.

#### 3.3 COMPLAINTS AND SERVICE USER FEEDBACK

Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.

#### 3.4 ADVOCACY

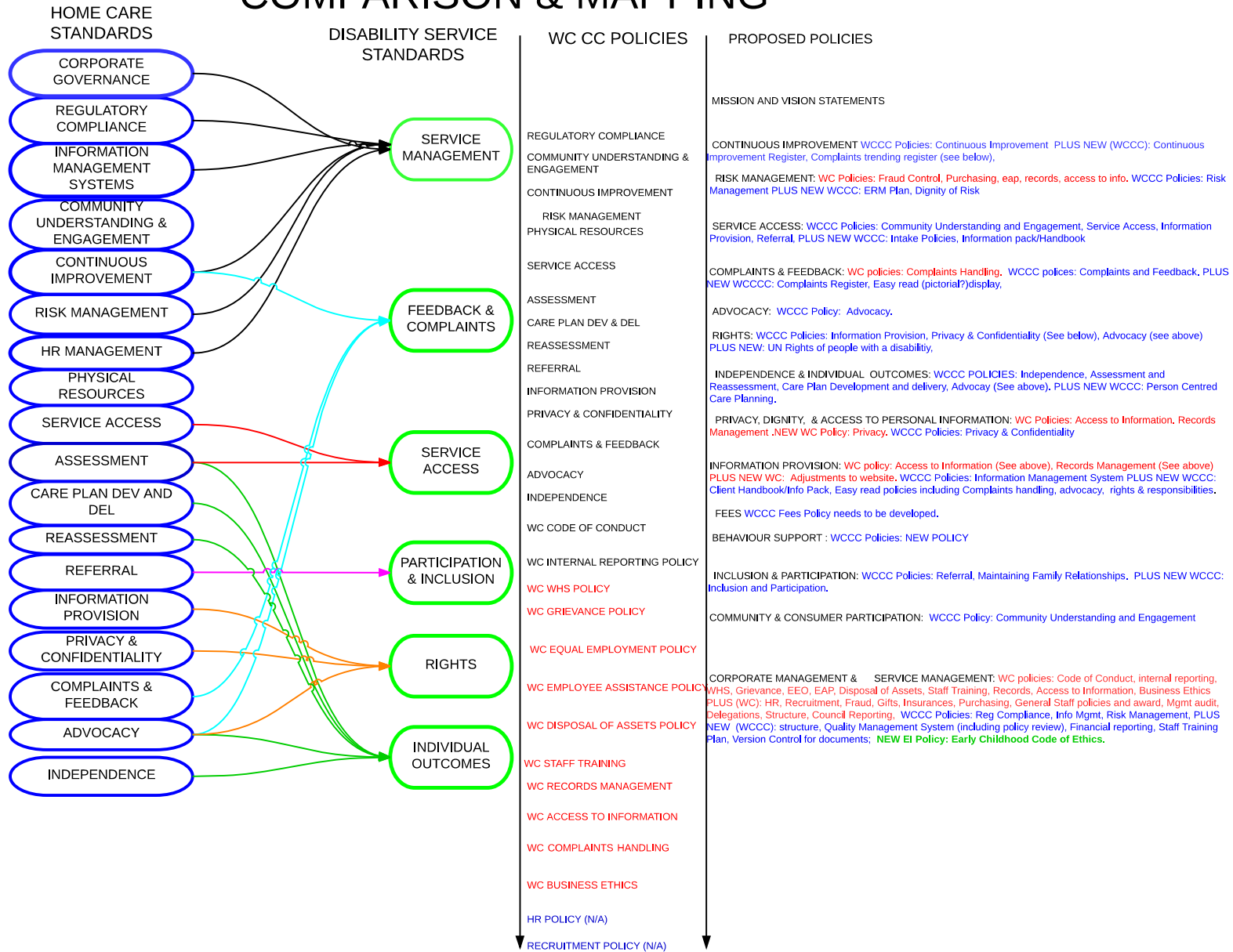
Each service user's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.

#### 3.5 INDEPENDENCE

The independence of service users is supported, fostered and encouraged.

STANDARDS COMPARISON AND POLICY MAPPING

# COMPARISON & MAPPING



WALCHA COUNCIL COMMUNITY CARE AND EARLY INTERVENTION  
MISSION AND VISION.

**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 - Mission**

The Walcha Council Community Care (WCCC) mission is to provide services for frail aged, or people with disabilities, and their carers, who need additional support to enable them to live comfortably in their own homes, connecting people to their community, promoting independence and supporting health and wellbeing.

**Walcha Council Community Care - 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 and wellbeing.

**Walcha Council Early Intervention – Mission and Vision**

The Walcha Council Early Intervention program provides specialized supports for young children with disabilities or developmental delays, aged 0 to 8 years in order to promote development, wellbeing and community inclusion and participation.

## POLICIES

### 1. Quality Management

#### HCS 1.5 CONTINUOUS IMPROVEMENT; DSS 6 SERVICE MANAGEMENT

---

##### Objectives

To achieve ongoing and continuous improvement in all aspects of service management and delivery.

To monitor the quality of services provided by WCCC and WC EI to ensure they meet the needs of stakeholders and comply with requirements of Walcha Council and funding bodies.

##### Policy

WCCC and WC EI will consult regularly with its stakeholders including consumers and their representatives, carers, volunteers and the general community on improvements to services.

Stakeholders will be encouraged to provide feedback about services and to participate in the continuous improvement process. Feedback collected will be recorded, analysed and utilized using the appropriate procedures. The outcomes of actions resulting from feedback will be reported back to the provider of the feedback.

A complaint handling system and Complaints Register<sup>1</sup> will ensure that receipt of complaints is seen as an opportunity to identify trends for continuous improvement of services and service management.

Staff will be aware of the complaints and feedback processes and will be trained in handling complaints appropriately using approved procedures.

Staff and volunteers will actively gather and report information on service delivery as part of the development and management of the Continuous Improvement Plan.

Staff will be provided adequate training to ensure that they understand the continuous improvement process and can identify and report necessary improvements.

WCCC and WC EI will implement strategies to monitor the quality of service delivery and integrate this information into the improvement and planning process. Progress will be documented in the Continuous Improvement Plan to ensure all necessary changes are implemented and achievements recorded.

Consumers with special needs will be assisted to understand and contribute feedback toward the continuous improvement process.

---

<sup>1</sup> See also Policy 4 in this manual.

**Related Procedures and Documents**

- Continuous Improvement Procedures
- Continuous Improvement Plan
- Continuous Improvement Register.

## 2. Risk Management

HCS 1.2 REGULATORY COMPLIANCE; 1.3 INFORMATION MANAGEMENT SYSTEMS; 1.6 RISK MANAGEMENT; DSS 6 SERVICE MANAGEMENT

---

### Objectives

To effectively identify record and manage the risks associated with service delivery.

### Policy

WCCC and WC EI Service are committed to the ongoing identification and management of risks, in the domains of Governance, Management and Administration, Finance, Human Resources, Work Health Safety, Child Protection and Legal and Legislation.

Risk management is the systemic application of management policies, procedures and practices to the task of identifying, analysing, testing and monitoring risks.

The risk management process is an ongoing process based on:

- The identification of risks related to service delivery, including individual and group activities, in community venues and the development of agreed risk plans
- The continuous identification of new and emerging risks for staff, consumers, including children, volunteers, contractors and the organisation
- The reporting of any hazards, incidents or concerns by consumers, families, carers, staff and contractors
- The reporting of any issues relating to child protection through the appropriate *Keep them Safe* procedures and decision tree
- Consideration of the significance of any identified hazards, incidents or concerns
- Analysis of trends
- The development of strategies to remove, control or mitigate risks or to improve service delivery
- Regular reviews of previously identified risks and responses, through a structured process
- The development of a Local Emergency Management Risk Plan
- Timely implementation of agreed actions to respond to significant hazards or concerns.

Staff will be aware of the risk management process, adequately trained to identify and manage risk and involved in the development and improvement of risk management strategies.



Consumers with special needs will be assisted to actively participate in the identification and management of risk and consumers will be assisted to access to an advocate if requested.

Staff who are working with children and families will be aware of their responsibilities as mandatory reporters and the processes for reporting of suspected child abuse or neglect.

#### Related Procedures and Documents

- Risk Management Procedures
- Risk Management Plan
- Mandatory Reporting Guidelines

#### Walcha Council Policies

- *Code of Conduct*
- *WHS Policies*
- *Staff Training*
- *Complaints Handling*
- *Legal Action*
- *Grievance Procedures*
- *Equal Opportunity Employer*
- *Employer Assistance Program*
- *Records Management*
- *Statement of Business Ethic*
- *HR Policies*
- *Enterprise Risk Management Plan*
- *Walcha Council Risk Management Plan*
- *Local Emergency Management Plan.*

### 3. Service Access

HCS 2.1 SERVICE ACCESS; 2.2 ASSESSMENT; 2.5 REFERRAL; 3.1 INFORMATION PROVISION;  
DSS 5 SERVICE ACCESS

---

#### Objectives

To ensure access to services is based on consultation with the consumer and/or their representative, equity, available resources and program eligibility.

That those people over the age of 65 years (over 50 for indigenous Australians) are referred to My Aged Care or assisted to access My Aged Care (MAC). MAC is the National entry point for older people and now determines eligibility. The Regional Assessment team will then complete a comprehensive assessment (along with provide short term case management and reablement).

That prospective and current consumers are provided with information in a format appropriate to their needs to assist them to choose suitable services and understand their rights and responsibilities.

To ensure consumers are referred to other services, as necessary and with the consumer's consent.

Those who require services from WCCC but are deemed ineligible will be provided a service at a 'full cost recovery' basis.

#### Policy

Following a referral<sup>2</sup> from MAC, RAS or another avenue, consumers will be contacted within two (2) business days, to determine their specific requirements.

If an inappropriate referral is received from MAC or RAS, or WCCC doesn't have capacity, this referral will be rejected.

If a referral via another avenue is received and a service cannot be provided the person/family will be advised of the reasons for this, referred to other providers if appropriate (or to MAC), informed of the reapplication process and given the opportunity to make a complaint.

WCCC and WC EI services will enable consumers/families to access services according to their needs.

The available services will be promoted to the community and community members will be provided with brochures and other service information that explain programs, target groups and eligibility.

Information will be provided to consumers and families about other services that are available, relevant to their needs, including other specialist disability services and mainstream services including Early Childhood and family support services.

Consumers will not be pressured into service options and will be asked for feedback on their experience when accessing services.

---

<sup>2</sup> Referrals may be self referrals, or from DSS Regional Assessment teams, or NSW Community Care Supports Program Assessment team, or other agencies or service providers.

People will not be excluded from access to the service based on their gender, marital status, religious or cultural beliefs, political affiliation, disability, ethnic background, age, sexual preference, inability to pay, geographical location or circumstances of the carer. Aboriginal and Torres Strait Islander consumers will be encouraged to liaise with the Aboriginal Access Coordinator to facilitate services.

Staff will be adequately trained and educated on service access, policies and procedures, in order to provide information to consumers or potential consumers.

WCCC and WC EI services will keep an up-to-date database of services provided by other agencies and maintain a range of brochures that outline other relevant community services, Early Childhood and support providers.

Consumers will be informed of the services provided by other organisations and the process for referral if this is required.

WCCC and WC EI will maintain open communication and formal agreements with other service providers and will comply with their referral protocols as appropriate.

Referrals will be carried out in compliance with the relevant State/Territory and Commonwealth legislation and with consideration of the consumer's choices and complex care needs.

Staff will be trained in the correct procedures for referring consumers to other services and will take into consideration the requirements of consumers with special needs.

#### **Related Procedures and Documents**

- Service User Referral Procedures
- Service Access Procedures
- Service brochures Information Provision Procedures
- WCCC Consumer Handbook
- EI Information package
- Individual Client Information and Care Plan
- Consumer Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure.

## 4. Complaints and Feedback

### HCS 3.3 COMPLAINTS AND FEEDBACK;

### DSS 4 FEEDBACK AND COMPLAINTS

---

#### Objectives

To ensure complaints and feedback are dealt with fairly, confidentially and in a timely manner.

That consumers are able to complain without the fear of retribution. Information collected from feedback and/or complaints will be used to improve the service.

To enable consumers to make a complaint externally to the **Aged Care Commissioner on 1800 550 552.**

#### Policy

All consumers will be made aware of their right to complain, with information provided regularly and in appropriate formats and should be assisted to fully understand the complaints procedure and the use and availability of advocates.

Details of external avenues for complaints will be provided to consumers.

In addition to the formal complaints procedure there are other avenues for feedback including:

- Use of the Feedback Form
- Consumer surveys
- Informal comments or suggestions
- Discussions at consumer, staff or parent/family meetings.

Feedback is welcomed from consumers, EI families, carers, staff and volunteers and facilitates the continuous improvement of WCCC and WC EI programs. It is used also to inform planning processes.

Staff will be aware of the complaints and feedback processes and will be trained in handling complaints appropriately, using approved procedures.

#### Related Procedures and Documents

- Complaints and Feedback Procedures
- Feedback Incidents and Complaints Register
- Feedback Form
- WCCC Consumer Handbook
- EI Information package.

#### Walcha Council Policies

##### *Complaints Handling*

---

## 5. Advocacy

HCS 3.4 ADVOCACY;

DSS 1 RIGHTS; 3 INDIVIDUAL OUTCOMES

---

### Objectives

Consumers are informed of their right to appoint an advocate and will be assisted to access and appoint an advocate, if required. The consumer's choice of advocate will be respected by WCCC and WC EI.

### Policy

All consumers and their families/carers are entitled to engage an advocate to represent their interests and are given information on the use of an advocate and about external Advocacy services. This is explained to consumers and their families at entry and service reviews.

Information on external Advocacy services will be provided upon entry to the service and/or to newly appointed advocates.

Advocates or potential advocates are given *Guidelines for Advocates*.

Advocates will be accepted as representing the interests of the consumer and may be used during assessments, reviews and complaints or for any other communication between the consumer and the provider.

WCCC and WC EI services are responsible for regularly monitoring and updating the advocacy process and providing appropriate education and training to its staff and volunteers.

Consumers with special needs will be assisted to understand the advocacy process and to appoint an advocate specific to their needs.

### Related Procedures and Documents

- Advocacy Procedures
- Consumer Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure
- Guidelines for Advocates (see Advocacy Procedures)
- Consumer Intake and Consent form
- Consumer Handbook
- EI Information Pack.

## 6. Rights

### HCS 3.1 INFORMATION PROVISION; 3.2 PRIVACY AND CONFIDENTIALITY; 3.4 ADVOCACY; DSS 1 RIGHTS

---

#### Objectives

To ensure the legal and human rights of each person participating in Walcha Council Community Care and Early Intervention programs will be upheld.

That the legal and human rights of each child attending Walcha Council Early Intervention 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*.

Each person will be informed of their rights and supported in understanding them.

Each person will be encouraged to exercise choice in the way that other people in the community are able to exercise choice.

All staff, volunteers and others involved in the delivery of WCCC and WC EI services will be informed of the legal and human rights of consumers and be given training in implementing, promoting and respecting those rights.

#### Policy

Consumers and their families are provided with information regarding their rights and responsibilities in appropriate formats, including *UN Convention on the Rights of persons with Disabilities*, *UN Convention on the Rights of the Child* and the *Universal Declaration of Human Rights*.

Individual planning including the development of Care Plans and Individual Education Plans are undertaken with the consumers/families at the center of planning and with maximum choice and control given to consumers and/or their families.

The rights of consumers and their families to privacy and confidentiality are upheld with the implementation of the Privacy and Confidentiality Policy<sup>3</sup> and their formal consent obtained for collection, storage and maintenance of current, accurate personal information.

The rights of consumers and their families to make a complaint are upheld with the implementation of the Complaints and Feedback Policy.<sup>4</sup>

The rights of consumers and their families to use an advocate of their choice are upheld with the implementation of the Advocacy Policy.<sup>5</sup>

Behaviour Management is underpinned by the rights of the individual and the guidelines regarding Restrictive Practices.

---

<sup>3</sup> Policy 8 in this Manual.

<sup>4</sup> Policy 4 in this Manual.

<sup>5</sup> Policy 5 in this Manual

WCCC and WC EI will deliver services in an environment that is free from discrimination, financial, sexual, physical and emotional abuse, neglect and exploitation.

Consumers and their families will be given the opportunity to participate in the development and review of organisational policy and processes that promote strategies for equality and upholding human rights.

Training is provided to staff to ensure their understanding of the rights of consumers and their families and the respectful delivery of services in a way that upholds these rights in an environment that is free from discrimination.

### Related Procedures and Documents

- Plain English version of *Universal Declaration of Human Rights*
- Plain English and pictorial version of the *UN Convention on the Rights of Persons with Disabilities*
- Plain English version of the *UN Convention on the Rights of the Child*
- Privacy and Confidentiality Procedures
- Consumer Intake and Consent form (WCCC)
- Consumer Intake and Consent form (WC EI)
- Consumer Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure.

## 7. Independence and Individual Outcomes

HCS 2.2 ASSESSMENT; 2.3 CARE PLAN DEVELOPMENT AND DELIVERY;  
2.4 REASSESSMENT; 3.4 ADVOCACY; 3.5 INDEPENDENCE;  
DSS 3 INDEPENDENT OUTCOMES

---

### Objectives

Consumers will be encouraged and supported to improve and maintain independence.

To ensure consumers are appropriately assessed according to their needs, the services available, funding requirements and guidelines.

That plans reflect the needs and aspirations of consumers and EI families and meet program and funding guidelines.

That consumers and EI families receive the care and services outlined in their plans and that highest quality services are delivered.

That consumers and EI family needs are monitored and regularly reassessed in relation to program guidelines and the complexity of their needs and that plans are updated accordingly.

### Policy

Individual planning will commence with consent given by the consumer or their representative, for the collection, storage, disclosure and maintenance of personal information needed to provide necessary supports to consumers.

Individual program planning, including the development of Care Plans (for aged care recipients) Individual Plans (for disability services consumers) and Individual Family Support Plans and Individual Education Plans (for EI consumers) are undertaken with the consumers at the center of planning, with maximum choice and control given to consumers and/or their families.

Intake is carried out with a focus on the consumer's strengths and abilities, identifying strategies that will enhance independence. For EI children, the focus will be to identify goals that will promote development and preparedness for inclusion in mainstream early childhood settings and transition to school.

Planning will incorporate extensive consultation with consumers and EI families to ensure their immediate and lifestyle goals are identified and the supports required to meet these are available and agreed.

Information on the support services available, including relevant external generic services and activities and support networks is provided and access to these *may* be facilitated as part of the plan.

Information will be provided to consumers on ways to improve their independence, maintain and improve physical function, strength and flexibility-

Consumers will be encouraged to seek support from family, friends and community members and will be assisted to engage in social and community activities.



Consumers (or their family representative or advocate), whether receiving an aged care service, a disability service or an EI service, will signify their agreement to the plans and will be provided with a copy of the relevant documentation.

Agreed supports/services and plans will be monitored to ensure compliant delivery and relevance to goals. They will be reviewed regularly, at a minimum every 12 months but more frequently if necessary.

Quality and consistency will be assured by the use of relevant standard forms and procedures, which meet the needs of both consumers, funding and program guidelines.

Staff will be trained to promote and support independence and strengths-based planning, encourage participation in community based activities and mainstream services and identify longer term lifestyle goals for consumers and families.

The Coordinator/EI Teacher is responsible for ensuring that the plans and services are delivered to the highest quality and that staff and volunteers:

- Have the necessary skills or knowledge to deliver the service/s
- Are provided and are familiar with service details and the needs of the consumer and have the opportunity to voice any questions or concerns
- Verbally report any problems to the Coordinator/EI Teacher that are identified during the delivery of services
- Are guided in the appropriate provision of services
- Are made aware of any changes to the consumer's needs, particularly after a service review.

WCCC and WC EI services encourage consumers and/or their representatives to provide feedback on development of plans and service delivery and this information is integrated into the continuous improvement process.

### **Related Procedures and Documents**

- Intake Procedures
- Individual Client Intake and Care Plan
- Care Plan Development and Delivery Procedures
- Consumer Intake and Consent forms for WCCC and WC EI
- Service User Reassessment Procedures
- Independence Procedures
- Team Around the Child: Working Together in Early Intervention, Sue Davies Kurrajong EI Service Wagga Australia 2007
- Early Intervention intake and assessment forms.

## **EI Individual Family Support Plan and Individual Education Plan Forms. Privacy, Dignity, and Access to Personal Information**

HCS 3.2 PRIVACY AND CONFIDENTIALITY;

DSS 1 RIGHTS; 6 SERVICE MANAGEMENT

---

### **Objectives**

To ensure the consumer's right to privacy, dignity and confidentiality is respected and all personal information is collected and disclosed with the consumer's consent and in accordance with State/Federal legislation.

### **Policy**

The rights of consumers and their families to privacy and confidentiality are upheld and their formal consent obtained for collection, storage, disclosure (with consent) and maintenance of current, accurate personal information.

The consumer nominates the circumstances under which their personal information can be released and to whom, on the Consumer Intake and Consent form. This consent may be withdrawn at any time.

WCCC and WC EI services have procedures for the collection, storage and disclosure of personal information according to legislative requirements.

Consumers have the right to access their personal information.

Consumers are provided with the Consumer Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure during engagement, assessment (or reassessment) and commencement of services.

Consumers with special needs are assisted to ensure that they are fully aware of their rights and responsibilities relating to the collection, use and storage of their personal information. Consumers are referred to support services as necessary.

Staff must be aware of the relevant legislation, respect the consumer's right to privacy and follow the appropriate procedures when working with information.

Consumers are encouraged to notify the Coordinator/EI Teacher or the Walcha Council if they feel that their privacy may have been breached. The appropriate action will be taken to investigate the complaint as determined by the Coordinator, relevant legislation and the 'Complaints and Service User Feedback' section below.

### **Related Procedures and Documents**

- Privacy and Confidentiality Procedures
- Consumer Intake and Consent form
- Consumer Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure
- EI Information pack/brochure
- Code of Ethics of Early Childhood Intervention and Early Childhood Australia

Version 2 Draft

Responsible Officer: WCCC Coordinator and Early Intervention Teacher

Review Date: January 2019

**Walcha Council Policies**

*Records Management*

*Access to Information held by Council*

*Privacy Policy*

## 9. Information Provision

### HCS 3.1 INFORMATION PROVISION; DSS 1 RIGHTS; 5 SERVICE ACCESS

---

#### Objectives

To ensure prospective, current consumers and their representatives are provided with information in a format appropriate to their needs, to assist them to choose suitable services and understand their rights and responsibilities.

#### Policy

WCCC and WC EI will provide information to consumers and/or their families during intake/assessment, at the commencement of services, at reviews, upon request and if information is changed or updated.

Consumers will receive information about the services provided, the Consumer Handbook, their individual plans and any other relevant information. The Coordinator/EI Teacher will explain the contents of the information so that the consumer:

- Understands the information including their rights and responsibilities, the fees and the circumstances under which the service/s may be terminated
- Is consulted about the services offered and agrees to the terms
- Is given the opportunity to discuss any concerns.

Consumers with special needs will be considered in the preparation and delivery of information and they will be fully informed about their chosen services.

Staff will be aware of the information provided to consumers and trained in the appropriate delivery of the information.

#### Related Procedures and Documents

- Information Provision Procedures
- Consumer Handbook
- Individual Client Intake and Care Plan
- Consumer Privacy, Confidentiality, Rights and Responsibilities and Advocacy brochure
- EI Information pack/brochure

#### Walcha Council Policies

*Records Management*

*Access to Information held by Council*

## 10. Fees

---

### Objectives

Fees paid to WCCC and WC EI programs will be in accordance with funding body guidelines for each service type, to maximise program service delivery opportunities.

### Policy

The policy is implemented in an equitable manner with fees set for each program activity and approved by Council in the annual Operational Plan, Fees and Charges.

- Changes to the fees can only be implemented with Council approval
- No consumer will be denied access to services because of inability to pay however verbal information may be sought regarding the reasons for a consumer's inability to pay
- Where a service is scheduled and then cancelled by the consumer, depending on the notice given and the circumstances, the consumer may be charged their regular contribution.
- 15% of grant revenue from the Department of Health will be collected in client contributions (and will be reported to the Department as required)
- All clients will be asked to make a contribution towards the cost of service delivery to ensure fairness and equity of service
- Those who state they are unable to make a contribution will be asked to attend a meeting and the Coordinator will either negotiate a smaller contribution or waive the fee where necessary for a short term
- The Coordinator will assist the person to access financial counselling or case management to improve their financial situation.

### Related Procedures and Documents

- Consumer Handbook
- EI Information Package
- Walcha Council Operational Plan.

## 11. Behaviour Support

---

### Objectives

Behaviour Support is a method of helping people to use appropriate ways to communicate, make choices and participate in the community, rather than relying on challenging behaviours as a way of interacting. Behaviour support aims to reduce the frequency and severity of challenging behaviours.

### Policy

WCCC and WC EI services will implement Behaviour Support through:

- Promoting improved quality of life for the person
- Managing the environment to reduce triggers
- Using focussed strategies to help reduce problem behaviour in the short term
- Teaching appropriate behaviours and other life skills
- Encouraging the use of communication strategies where this may be an issue
- Establishing effective strategies to support lasting behaviour change.

In addition and where necessary, WCCC and WC EI will seek support and assistance from ADHC behaviour specialist support teams for:

- Comprehensive assessment and analysis of problem behaviour
- Development of person-centred support plans
- Programs to develop and maintain life skills for individuals
- Behaviour support training for families, school staff, carers and others in the support system
- Monitoring and review of behaviour support strategies.

### Related Procedures and Documents

- *Behaviour Support Policy* (ADHC)
- *Behaviour Support: Policy and Practice Manual* (ADHC)

## 12. Inclusion and Participation

### HCS 2.5 REFERRAL;

### DSS 2 PARTICIPATION AND INCLUSION

---

#### Objectives

To ensure consumers and EI families are supported to actively participate in community life in ways that are important to them and that suit their individual needs and interests.

That consumers and EI families are supported to access other specialist and mainstream services to enhance their quality of life.

That community groups, individuals, businesses and agencies, as needed or as appropriate, are encouraged to facilitate participation and inclusion of people with a disability and their families, in a manner that promotes a positive image of consumers.

#### Policy

WCCC and WC EI are committed to providing appropriate referrals to other services, with the person's/family's consent.

Consumers will be informed of the services provided by other organisations/ service providers, including specialist disability service providers and early childhood services and the process for referral.

WCCC and WC EI will maintain open communication and formal agreements with other service providers, and will comply with their referral protocols as appropriate.

Referrals will be carried out in compliance with the relevant State/Territory and Commonwealth legislation and with consideration of the consumer's choices and complex care needs.

Staff will be trained in the correct procedures for referring consumers to other services and will take into consideration the requirements of consumers with special needs.

WCCC and WC EI will keep an up-to-date database of services provided by other agencies and maintain a range of brochures that outline other relevant community services and support providers.

Current information about civic and community opportunities, events, activities and programs is maintained and available for consumers and their families and advocates, to support their participation and inclusion.

WC EI supports families to identify and pursue their child's ability to participate in education, training and learning through supporting the child in these settings and information and transition programs.

#### Related Procedures and Documents

- Service User Referral Procedures

### 13. Community & Consumer Participation

HCS 1.4 COMMUNITY UNDERSTANDING AND ENGAGEMENT; 1.5

CONTINUOUS IMPROVEMENT;

DSS 2 PARTICIPATION AND INCLUSION; 6 SERVICE MANAGEMENT

---

#### Objectives

To ensure WCCC and WC EC engage with the community so that available services reflect community needs.

#### Policy

WCCC and WC EI will consult with the community to provide targeted services that meet community needs.

A community profile will be created using data collected from demographic and local statistics, community surveys, engagement with other providers and anecdotal evidence collected through service delivery. This information will be integrated into the planning and development of services.

WCCC and WC EI will endeavour to meet the needs of those most disadvantaged and those who have limited access to services due to cultural or linguistic barriers, or special needs such as sensory loss or dementia.

Consumers will be encouraged to engage with staff and participate in the development and improvement of services.

WCCC and WC EI will respond to changing community care needs, as appropriate and within contractual and funding arrangements. Additional funding will be pursued to expand or modify services if necessary.

WCCC and WC EI will consult with other service providers to identify service provision gaps and meet the needs of disadvantaged groups within the community.

#### Related Procedures and Documents

- Community Understanding and Engagement Procedures
- Continuous Improvement Register.



## 14. Corporate and Service Management

HCS 1.1 CORPORATE GOVERNANCE; 1.2 REGULATORY COMPLIANCE;  
1.3 INFORMATION MANAGEMENT SYSTEMS; 1.5 CONTINUOUS  
IMPROVEMENT; 1.6 RISK MANAGEMENT; 1.7 HR MANAGEMENT; 1.8  
PHYSICAL RESOURCES;  
DSS 6 SERVICE MANAGEMENT

---

### Objectives

To ensure services provided by WCCC and WC EI services are well managed and have strong and effective governance for the delivery of services.

That systems are in place to identify and comply with program guidelines, relevant legislation, regulatory requirements and professional standards.

That physical resources are managed effectively for the safe delivery of care and services.

### Policy

Walcha Council has responsibility for overseeing the strategic direction of WCCC and WC EI, delegating management authority appropriately, ensuring that activities and functions are carried out according to legislation and policies and that the legal and human rights of staff, volunteers and consumers are upheld. The roles of governance and management are clearly defined.

WCCC and WC EI identify and minimise risk in all areas of operations, governance and management.

A culture of continuous improvement is fostered through regular evaluation of service delivery by activity reporting, formal consumer and stakeholder reviews, as well as informal feedback and complaints.

Human Resources are managed with rigorous recruitment procedures to obtain skilled and qualified staff, clearly defined roles and delegations, strong supervision and support and clear Human Resource (HR) policies

Records and documents are managed to comply with legislation and in the interests of efficiency.

Financial management systems and procedures ensure compliance with legislation and funding agreements, a high degree of integrity and probity, and efficient use of resources.

WCCC and EI comply with relevant legislation, reporting requirements of Funding Agreements with funding bodies.

The service will keep up-to-date with any changes to legislation, regulatory or funding requirements through communication with government, funding bodies and industry associations.

Changes to legislative and regulatory requirements will be implemented as required using appropriate procedures and stakeholders will be informed of changes as necessary.

WCCC and WC EI are committed to providing a safe and comfortable environment that meets consumer, carer, staff and volunteer needs.

Version 2 Draft

Responsible Officer: WCCC Coordinator and Early Intervention Teacher

Review Date: January 2019

Physical resources are recorded in an Asset Register maintained by Council staff and an Equipment Register is kept in the client management system. Visual inspections of aids are undertaken prior to loans.

Vehicles are maintained and serviced at the Council Depot and a maintenance schedule is completed by the bus driver for each trip.

Staff will consider the physical resources needed to work with special needs groups including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with dementia, people with mental illness, people living in remote or isolated areas, people who are financially or socially disadvantaged, people with disabilities, veterans, people who are homeless or at risk of being homeless and care leavers (people who have experienced institutional care, such as orphans and child migrants).

Staff and volunteers will receive training in identifying, reporting and resolving safety or operational issues associated with physical resources.

### Related Procedures and Documents

- Work Health and Safety Act 2011
- Walcha Council Work Health and Safety Policies
- Walcha Council Asset Management Policy
- Physical Resources Procedures
- Regulatory Compliance Procedures.

### Walcha Council Policies

*Code of Conduct*

*Internal Reporting*

*Legal Action*

*Grievance Procedure*

*Staff Training*

*Equal Employment Opportunity*

*Human Resources*

*Employee Assistance Program*

*Disposal of Assets*

*Donations*

*Work Health Safety*

*Records Management*

*Complaints Handling*

*Access to Information held by Council*

*Statement of Business Ethic*

Version 2 Draft

Responsible Officer: WCCC Coordinator and Early Intervention Teacher

Review Date: January 2019

*Recruitment*

*Privacy*

*Fraud Control*

*Enterprise Risk Management*

*Purchasing Policy*

## Aged Care Legislation and Guidelines

---

[www.comlaw.gov.au](http://www.comlaw.gov.au) (Commonwealth legislation)  
[www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au) (NSW legislation).  
Age Discrimination Act 2004 (Commonwealth)  
Commonwealth Home Support Program (CHSP) Guidelines  
Commonwealth Home Support Program (CHSP) Manual  
Living Well at Home: CHSP Good Practice Guide (2015)  
The Aged Care Act 1997  
The Home Care Standards  
Passenger Transport Act 2014 (NSW)

## Disability Legislation and Guidelines

---

[www.comlaw.gov.au](http://www.comlaw.gov.au) (Commonwealth legislation)  
[www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au) (NSW legislation).  
Abuse and Neglect Policy [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Advocacy information [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Anti-Discrimination Act 1977 (NSW)  
Behaviour Support Policy (ADHC)  
Behaviour Support Policy and Procedures. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Behaviour Support: Policy and Practice Manual (ADHC)  
Carers (Recognition) Act 2010 (NSW)  
Children and Young Persons (Care and Protection) Act 1998 (NSW) and  
Child Protection Legislation Amendment Act 2014 (NSW)  
Client Risk Policy and Procedures. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Community Services (Complaints, Reviews, and Monitoring) Act 1993  
(NSW)  
Complaint Handling Toolkit for Community Service Organisations.  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
Cultural Diversity Strategic Framework 2010 -2013 & CALD Language  
Services Fact Sheets at [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Decision Making and Consent Policy [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Disability (Access to Premises) Standards 2010 (Commonwealth)  
Disability Discrimination Act 1992 (Commonwealth)  
Disability Inclusion Act 2014 (NSW)  
Guidelines for Community Care Supports Program (ADHC).  
Information on advocacy. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Information on Health and Wellbeing (including medication management)  
[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Information on Person Centred Approaches. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Intellectual Disability Rights Service IDRS [www.idrs.org.au](http://www.idrs.org.au)  
It's Your Business (ADHC) [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au) Chapter 6  
Language Service Guidelines [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Lifestyle Planning Guidelines and Exploring and Implementing Person  
Centred Approaches. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
National Disability Insurance Scheme Act 2013 (Commonwealth)

Nutrition and Swallowing Policy and Procedures 2010

[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Quality Policy for ADHC Funded Services <http://www.adhc.nsw.gov.au>

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Information on the Convention of the Rights of Persons with Disabilities

[www.un.org/convention/conventionfull.shtml](http://www.un.org/convention/conventionfull.shtml)

### 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)*

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](http://www.industrialrelations.nsw.gov.au/oirwww/About_NSW_IR/Legislation.page)

Information and Privacy Commissioner. [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

Information on Privacy legislation. [www.adhc.nsw.gov.au](http://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 (State)

Work Health and Safety Act 2011 (Commonwealth)

Version 2 Draft

Responsible Officer: WCCC Coordinator and Early Intervention Teacher

Review Date: January 2019

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)



# Walcha Council Community Care

## PROCEDURES

2016

---



Prepared by Strategy to Action  
[www.strategy2action.com.au](http://www.strategy2action.com.au)

Disclaimer: every effort has been made to ensure that the information provided in this document is accurate and current at the time of writing. Strategy to Action accepts no responsibility for inaccuracies or omissions. In addition we advise Walcha Council Community Care to maintain awareness of changes to legislation and funding guidelines, and to review regularly to ensure compliance.

DRAFT



<b>Introduction and Background.....</b>	<b>6</b>
<b>1. Quality Management.....</b>	<b>7</b>
Continuous Improvement.....	7
Bi-Annual Planning Day .....	7
Related Documents .....	7
<b>2. Risk Management.....</b>	<b>9</b>
Identification of Risks .....	9
Ongoing Identification of Risks .....	9
Risk Management Plan .....	9
Related Documents .....	10
<b>3. Service Access.....</b>	<b>11</b>
Intake and Assessment.....	11
Identifying Eligibility.....	11
Criteria for Prioritising Need .....	12
Waiting List.....	12
Coordination with Other Agencies .....	13
Identifying the Need for a Referral.....	13
Referring Existing Consumers to Another Service .....	13
Referring Non-consumers .....	14
Inter-Agency Contact.....	14
Related Documents.....	14
<b>4. Complaints and Feedback .....</b>	<b>15</b>
Complaints Handling.....	15
Volunteer Complaints .....	16
Disputes Between a Consumer and Carer/Volunteer .....	16
Confidentiality of Complaints.....	16
Feedback.....	16
Related Documents .....	17
<b>5. Advocacy .....</b>	<b>18</b>
Appointing an Advocate .....	18
Changing an advocate .....	18
Guidelines for Advocates .....	18
Related Documents .....	19
<b>6. Rights.....</b>	<b>20</b>
Related Documents .....	20
<b>7. Independence and Individual Outcomes .....</b>	<b>21</b>
Individual care planning process .....	21
Principles Observed in Assessments.....	21
Care Plan Development .....	24
Care Plan Delivery .....	24
Reassessing Consumers .....	26
Related Documents .....	26
<b>8. Privacy, Dignity, and Access to Personal Information .....</b>	<b>28</b>
Records Storage .....	28
Consumer Information .....	28
Privacy and Confidentiality in the Assessment Process .....	29
Identification.....	29

<b>Related Documents</b> .....	29
<b>9. Information Provision</b> .....	30
<b>Regular Consumer Information</b> .....	30
<b>Provision of Information</b> .....	30
<b>Special Needs Consumers</b> .....	31
<b>Related Documents</b> .....	31
<b>10. Fees</b> .....	32
<b>11. Behavior Support</b> .....	32
<b>12. Inclusion and Participation HCS 2.5 REFERRAL; DSS 2 PARTICIPATION AND INCLUSION</b> .....	32
<b>13. Community &amp; Consumer Participation</b> .....	33
<b>Monitoring Community Needs</b> .....	33
<b>Responding to Changing Community Needs</b> .....	33
<b>Providing Information on Other Service Providers and Community Organisations</b> .....	33
<b>Related Documents</b> .....	34
<b>14. Corporate and Service Management</b> .....	35
<b>Organisational Structure</b> .....	35
<b>Roles and Responsibilities – Environmental Services Manager of Environmental Services</b> .....	35
<b>Roles and Responsibilities – Coordinator/s</b> .....	35
<b>Roles and Responsibilities –Volunteers</b> .....	36
<b>Roles and Responsibilities - Advisory Committee</b> .....	36
<b>Planning Processes</b> .....	39
<b>Annual Report</b> .....	40
<b>Insurance</b> .....	40
<b>Financial Management</b> .....	41
<b>Monitoring and Managing Compliance and Service Performance</b> .....	41
<b>Maintaining Information</b> .....	43
<b>Policies and Procedures</b> .....	45
<b>Strategies to Update Staff and Volunteers with Information</b> .....	45
<b>Archiving and Destruction of Information</b> .....	45
<b>Computer Systems</b> .....	46
<b>Conditions Of Employment</b> .....	46
<b>Staff Recruitment</b> .....	47
<b>Staff Orientation</b> .....	47
<b>Staff Supervision and Support</b> .....	48
<b>Volunteer Support and Appraisal</b> .....	48
<b>Performance Appraisal</b> .....	48
<b>Staff Trauma Support</b> .....	48
<b>Employee Code of Conduct</b> .....	49
<b>Employee Information</b> .....	49
<b>Dress Code</b> .....	49
<b>Gifts and Gratuities</b> .....	50
<b>Smoking</b> .....	50
<b>Alcohol or Drugs</b> .....	50
<b>Staff Performance, Dispute and Grievance Procedure</b> .....	50
<b>Volunteers</b> .....	51
<b>Staff Development, Education and Training</b> .....	53

Version 2: Draft

Responsible Officer: WCCC Coordinator

Review Date: January 2019

<b>Monitoring and Feedback Processes for Contractors .....</b>	<b>54</b>
<b>Equipment Register .....</b>	<b>54</b>
<b>Ensuring a Safe Environment .....</b>	<b>54</b>
<b>Emergency Procedures.....</b>	<b>57</b>
<b>Vehicle Usage .....</b>	<b>57</b>
<b>Safety Precautions in Service Delivery .....</b>	<b>58</b>
<b>Staff and Volunteer Training .....</b>	<b>59</b>
<b>Related Documents .....</b>	<b>60</b>
<b>Aged Care Legislation and Guidelines.....</b>	<b>61</b>
<b>Disability Legislation and Guidelines.....</b>	<b>61</b>
<b>Generic Legislation and Guidelines.....</b>	<b>62</b>

---

DRAFT

### Introduction and Background.

This manual complements *the Walcha Council Community Care and Early Intervention Policies Manual*, approved by Walcha Council, which sets out the policies observed by those programs. The Walcha Council Community Care (WCCC) Procedures Manual defines the procedures relating to management and service delivery, for the *Commonwealth Home Support Program (CHSP)* and the *Community Care Supports Program (CCSP)*. A further Staff Procedures Manual provides more detailed task information for staff.

The procedures are aligned with the WCCC Policies for easy reference.

DRAFT

## 1. Quality Management

---

### Continuous Improvement

---

1. Identify necessary improvements through the following sources:
  - Feedback – consumer, staff, contractors, representatives and other stakeholders (see Section 4. Complaints and Feedback)
  - Staff and Committee Meetings
  - Regular surveys
  - Incidents and Complaints Register
  - Staff WH&S incidents
  - Venue Audits
  - Visual In-Home Hazard Report
  - Quality Reviews – Home Care Standards
  - Third Party Verification- Disability Service Standards
  - Minutes from Advisory Committee Meetings
  - Regulatory and legislative information and changes
  - Council policies and procedures
  - Bi-Annual Planning Day
  - Inter-Agency Meetings
2. Enter the improvement into the Continuous Improvement Plan
3. Determine an appropriate action and responsibility
4. Implement actions
5. Advise staff, volunteers, consumers and other service providers
6. Monitor the outcome
7. Revise actions as necessary
8. Include continuous improvement information in Bi-Annual Planning Day and the development of the Strategic Plan.

### Bi-Annual Planning Day

---

See also 14. Corporate and Service Management.

Staff, volunteers, consumers and other service providers are encouraged to participate in the Bi-Annual Planning Day.

### Related Documents

---

- Continuous Improvement Plan
- Strategic Plan
- Incident and Hazard forms

- Feedback, Incidents and Complaints Register
- Visual In-Home Hazard Report
- Venue Audits and forms
- Advisory Committee Meeting Minutes
- Staff Meeting Minutes.

DRAFT

## 2. Risk Management

---

### Identification of Risks

---

Hazards and risks are identified through:

- Day-to-day operations
- Recorded incidents
- Bi-Annual Planning Day
- Feedback – consumers, staff, volunteers, other services, Council, community
- Training days and attendance
- Advisory Committee advice
- Attendance at Work Health and Safety Meetings
- Staff meetings.

### Ongoing Identification of Risks

---

- The Coordinator encourages staff, volunteers and consumers to provide feedback
- Any identified risks are immediately analysed and added into the Risk Management Plan
- Risk management is included on the agenda for the Bi-Annual Planning Day and risks are reviewed as appropriate.

### Risk Management Plan

---

- The Risk Management Plan allows for the identification of the level of risk, appropriate action, responsible staff member, timeframes for action, and the success of the outcome
- Staff are provided appropriate training to be able to identify risks and follow the Risk Management Plan.

### Local Emergency Risk Management

---

The risks associated with a range of local emergency events such as bushfires, floods, storms or structural collapse, are managed by the WCCC Coordinator in liaison with the Local Emergency Management Committee/Officer.

The Coordinator will work with the Local Emergency Management Committee/Officer (LEMC/LEMO) to identify the local and seasonal level of risk for particular events, and develop a Risk Management Plan for continuity of service delivery. A register of vulnerable consumers for whom specific emergency plans are in place, will be developed for the LEMC, with the consent of those consumers or their carer/guardian.

The Coordinator will develop individual emergency response plans for vulnerable consumers, with their consent and participation, (or the consent and participation of their carer/guardian) including arrangements for:

- Continuity of care
- Medication and health needs
- Evacuation
- Maintaining contact during an emergency event
- Loss of power
- Emergency supplies.

To ensure the best possible preparedness of staff and their consumers, the Coordinator will:

- Test the application of the Risk Management Plan, particularly prior to prime risk periods
- Review individual plans as necessary and update
- In conjunction with the LEMC, provide information to consumers and staff on preparation and planning for emergencies
- Develop plans for recovery after an event.

#### Related Documents

---

- Incident and Hazard forms
- Risk Management Plan
- Local Emergency Risk Management Plan
- Individual Emergency Response Plan



### 3. Service Access

---

See Section 9 for *Information Provision*.

#### Intake and Assessment

---

1. Entry to the Community Home Support Program (CHSP) is via My Aged Care (MAC)
2. Eligibility for the program is determined by MAC and then a comprehensive assessment is completed by the Regional Assessment Team (RAS)
3. When WCCC receives an inbound referral the Coordinator will make contact with the consumer to arrange a meeting to complete further information (such as Care Plan, Home Visit safety checklist).
4. Within 2 working days, an initial assessment is undertaken using the intake section of the *Consumer Assessment and Care Plan* form. This may be by phone
5. Information about the services offered by WCCC is provided and discussed
6. Consent is obtained for collection and storage of information using the *Consumer Intake and Consent* form
7. If the person is eligible for WCCC *Commonwealth Home Support Program (CHSP)* or *Community Care Supports Program (CCSP)*, an in-depth assessment is scheduled within 10 working days, for more individual and detailed service planning. (See Section 7, *Independence and Individual Outcomes*) This would usually be within the person's home
8. Applicants are advised of their right to use an advocate and Advocate information provided
9. The consumer information is entered into Alchemy.

#### Identifying Eligibility

---

Eligibility for CHSP program is assessed by My Aged Care and the Regional Assessment Team.

In relation to services funded by State Government, eligibility will be determined via an assessment completed by WCCC. If WCCC lacks capacity to provide the service, the consumer will go on a waiting list until a place is available (see 'Waiting List' below). The consumer's position on the waiting list will be determined using the Prioritisation Criteria (outlined below). The consumer will be advised of any changes to their position on the waiting list as appropriate.

If ineligible, the consumer will be:

- Given an explanation for their ineligibility
- Referred to other services as appropriate or referred back to My Aged Care (CHSP consumers)
- Given the opportunity to reapply
- Provided the opportunity to give feedback or make a complaint about their experience.

### Criteria for Prioritising Need

---

WCCC resources may not be sufficient to meet the needs of all those people who request assistance. In these circumstances, the following factors will be used to determine relative need:

#### Consumer

---

- Based on risk assessment, the home is considered physically unsafe
- The family support structure is at risk of breaking down or the potential consumer has very limited local support available
- The consumer needs medical or nursing help
- The consumer lives alone, or with a carer who is also frail aged or has a disability
- The consumer experiences difficulty with a range of the activities of daily living
- The consumer has limited or non-existent social contacts
- The consumer is socially or geographically isolated
- The consumer is financially/transport disadvantaged
- The consumer is from a culturally or linguistically diverse background or is ATSI.

Priority will be given to persons whose circumstances meet one or more of the above factors.

#### Other factors to consider:

---

- The difference the service will make to the person's circumstances
- The cost of providing the service
- Whether the services offered would benefit the consumer

The WCCC Prioritising Tool can be used to score the consumer's priority.

### Waiting List

---

Should the need arise for the establishment of a waiting list the following factors will be used to determine relative needs:

- Medical Condition
- Level of need
- Availability of other services
- Family/carer support
- Mental health eg. Cognitive ability
- Personal safety
- Degree of disability

- Domestic situation
- Nutritional requirements

Consumer and staff safety is also a prime consideration when determining priorities.

The Coordinator will determine the relevant priority after consultation with the consumer, other services, the consumer's GP, family members and carers.

### Coordination with Other Agencies

---

The Coordinator is responsible for developing and maintaining a Community Services Environmental Services Managery. The Coordinator will keep in contact with other relevant services through attendance at Regional CHSP Forums, Food Services Meetings, Community Transport Meetings/Conferences, Centre-based Day Care Meetings and the Walcha Community Care Meeting. The Coordinator must ensure that other staff are aware of other agencies.

Meetings with other services should fulfill the following purposes:

- Coordinate services provided by the agencies
- Coordinate services provided to a consumer by more than one agency
- Discuss common issues and needs including training
- Ensure that gaps in services are met across the region, and to avoid duplication of services.

### Identifying the Need for a Referral

---

A consumer is referred in circumstances including:

- Ineligibility eg: needs too high for the service type
- WCCC does not have the capacity, staff or funding to provide the service
- An existing consumer's needs change
- The consumer requires specialist services.

### Referring Existing Consumers to Another Service

---

- As stated above, referrals to other funded CHSP or aged care services must go via My Aged Care
- Ensure the consumer has consented to the referral and understands the reasons behind the referral
- Identify the appropriate service provider/s for the consumer and discuss all appropriate options with the consumer
- Discuss the consumer's needs with appropriate service providers and fill-out the service provider's referral form or undertake other referral processes as required by the service provider
- Document the referral in Alchemy
- Provide assistance/services to the consumer during the transition to MAC

- Check that the consumer has been contacted by MAC
- Follow-up with the consumer to ensure that the referral was successful
- Document any feedback from the consumer.

### Referring Non-consumers

---

Add the consumer to the Consumer Enquiry List. Discuss the person's needs and provide them with the contact details of agencies that may be able to assist them.

If appropriate, staff may contact the agencies to determine eligibility and to facilitate an appointment for the person. The referral will be followed-up at the Coordinators discretion.

### Inter-Agency Contact

---

To maintain a high level of coordination between agency, staff will:

- Share relevant information about consumers (with the consumer's consent)
- Meet regularly with other agencies via the Community Care Meetings

### Related Documents

---

- My Aged Care
- Referral forms
- Community Services Environmental Services Managery
- Consumer Enquiry List
- Consumer Handbook
- Consumer Assessment and Care Plan
- Program Guidelines
- Waiting list
- WCCC Prioritising Tool
- Consumer Intake and Consent form

## 4. Complaints and Feedback

---

### Complaints Handling

---

Consumers are provided with a complaints and grievance procedure and encouraged to raise their complaint with the Coordinator in the first instance.

If the consumer/volunteer wishes to make a formal complaint, the Consumer Complaint Form is completed with assistance from the Coordinator.

The Coordinator records all complaints in the case notes section of Alchemy (if necessary), and in the Complaints, Feedback and Incidents Register.

For formal complaints, the Coordinator will investigate the issue within seven days and the complainant is advised of the investigation of the matter within 14 days.

If necessary, the Coordinator will implement appropriate changes to service delivery to resolve the complaint.

The Coordinator can consult the 'Better Practice Complaints Handling Tool Kit'. This Kit will be used in staff training.

If at any time the consumer is not satisfied with the outcome, or not happy to discuss the issue with the Coordinator, they should contact the Environmental Services Manager of Environmental Services, or use an advocate to negotiate on their behalf.

If after approaching the above people, the issue is still not resolved, the consumer can complain to the:

**Aged Care Commissioner**

1800 500 294

[agedcarecommissioner.net.au](http://agedcarecommissioner.net.au)

**Commissioner for Community Services**

Level 3, 128 Chalmers Street

Surry Hills NSW 2010

Phone (Freecall): 1800 060 409

**NSW Ombudsman (for disability service complaints)**

1800 451 524

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**Aged Care Advocacy:**

Phone 1800 700 600

The complainant is encouraged to provide feedback on the complaints process and the Coordinator contacts the complainant to ensure they are still comfortable accessing the service.

The complaint, response and changes to service delivery can be discussed at the Advisory Committee meeting at the discretion of the Coordinator.

Complaints will be included in the Strategic Plan and trends in complaints will be analysed at staff meetings and at the Planning Day.

### Volunteer Complaints

---

Volunteers are encouraged to provide feedback to the Coordinator. This can be verbal feedback, or in writing via the Feedback Form. If they have a complaint, they can complete the Complaints Form. The procedure for dealing with consumer complaints and feedback is followed for volunteers. Volunteers are provided with information about providing complaints and feedback in the Volunteer Information Package.

### Disputes Between a Consumer and Carer/Volunteer

---

If staff become aware of a dispute between a consumer and their carer/volunteer which concerns a service, they should refer the situation to the Coordinator who will either:

- Mediate and attempt to negotiate a solution; or,
- If required and with the consumer's permission, bring in a specialist mediator.

### Confidentiality of Complaints

---

As far as possible, the fact that a consumer has lodged a complaint and the details of that complaint should be kept confidential amongst staff directly concerned with its resolution. The consumer's permission should be obtained prior to any information being given to other parties.

### Feedback

---

Informal Feedback could include passing comments about a service, for instance that a consumer didn't like a meal provided at the day center, or that they found the bus driver very helpful and friendly.

Formal feedback can be provided via the Feedback Form, specific verbal feedback and the annual consumer survey.

The following process applies to feedback:

- If necessary, the feedback is noted in Alchemy (if necessary) and the Complaints, Incidents and Feedback Register and discussed with the consumer
- The consumer is encouraged to provide detail about their feedback on the Feedback Form
- Where possible, changes are implemented to services as a result
- If the consumer is dissatisfied with the Service's response to negative feedback, they may wish to make a formal complaint
- If the feedback is serious, the Coordinator will escalate the feedback to the complaints process – with the consumer's knowledge and consent

- The Coordinator will check with the consumer to see if their feedback was appropriately handled
- The Coordinator completes the 'Evaluation' section of the Feedback Form
- Feedback is used in the continuous improvement process and analysed for trends at the Planning Day.

#### Related Documents

---

- Consumer Complaint Form
- Feedback Form
- Better Practice Complaints Handling Tool Kit
- Feedbacks, Incidents and Complaints Register
- Feedback, Suggestions and Complaints brochure
- Consumer Handbook
- Strategic Plan
- Volunteer Information Package

## 5. Advocacy

---

### Appointing an Advocate

---

The Coordinator must provide consumers with information on their right to engage an advocate. This information is available in the Consumer Handbook and in the Advocacy brochure, and should be explained at formal assessments, reassessment and as requested by the consumer.

Consumers should inform WCCC of their wish to appoint an advocate either verbally or in writing. The consumer nominates in the Consumer Intake and Consent Form if they require an advocate. They then must complete and sign an Authority to Act as an Advocate form.

The Coordinator will assist the consumer in appointing an advocate, if requested, by providing access to advocacy services. A list of advocacy services is kept in the Referral Folder and listed in the Advocacy brochure.

The requirements of consumers with special needs will be considered in the appointment of an advocate.

The advocate appointed by the consumer will be accepted by WCCC as representing the needs of the consumer.

Any concerns about a consumer's advocate, or the process for appointing an advocate, will be discussed with the Environmental Services Manager of Environmental Services, and appropriate action will be taken.

### Changing an advocate

---

Consumers have the right to change their advocate at any time.

Consumers must inform the Coordinator of their wish to add or change an advocate and either provide contact details of the advocate or request assistance to find a new advocate.

The new advocate's details are recorded in a revised Authority to Act as an Advocate form and signed by the consumer.

### Guidelines for Advocates

---

#### Being An "Advocate"

---

If a consumer receiving WCCC services has asked you to be their advocate, this means they would like you to act on their behalf in their dealings with the service. You may be a family member or friend of the consumer or a member of an advocacy service.

Being an advocate may mean your attendance or involvement will be required during assessments and reviews of the consumer's situation and services received, or if the consumer wishes to communicate or negotiate with the service or lodge a complaint about the service.

We ask our consumers to complete an "Authority to Act as an Advocate Form" when they wish to appoint or change their advocate. Consumers are free to change their advocates whenever they wish, however, we request a new



Authority Form be completed each time so service staff remain clear on who the consumer's advocate is.

As an advocate of a consumer you must ensure that:

---

- The consumer has given their written authority for you to act as their advocate
- The service is aware that you are acting as the consumer's advocate
- You always act in the best interests of the consumer
- The consumer is aware of any issues and developments in relation to the services they receive and which you, as their advocate, may be involved in
- The consumer is kept informed of any developments
- You be familiar with the contents of the Consumer Handbook and the details of the consumer's Care Plan
- You encourage the consumer to provide feedback to you about the services they are receiving
- You advise the service about any changes in consumer circumstances and any concerns about changing consumer needs
- You be prepared to relinquish the role of advocate should the consumer wish this.

#### Related Documents

---

- Walcha Council Community Care Policy - Advocacy
- Advocacy brochure
- Authority to Act as an Advocate form
- Consumer Intake and Consent form
- Consumer Handbook

## 6. Rights

---

Procedures (and Related Documents) for *Complaints and Feedback*, *Information Provision, Privacy and Confidentiality*, and *Advocacy* can be found in Sections 4, 9, 8 and 5 respectively.

### Rights

---

Plain English versions of the UN Convention on the Rights of People with Disabilities and the Universal Declaration of Human Rights are provided to consumers and displayed as appropriate.

An Easy Read version of the Disability Service Standards is provided to disability consumers.

An Easy Read version of the Community Care Common Standards is provided to older people.

The Charter of Care Recipients' Rights and Responsibilities- Home Care will be provided to each new consumer upon entry to the service and will be displayed at the facility. The Charter of Rights will also be included in the Consumer Handbook. <https://www.dss.gov.au/ageing-and-aged-care/tools-and-resources/guidance-for-providers/charter-of-care-recipients-rights-and-responsibilities-home-care>

### Related Documents

---

- Plain English versions of the UN Convention on the Rights of People with Disabilities
- Universal Declaration of Human Rights
- Easy Read version of the Disability Service Standards
- Easy Read version of the Community Care Common Standards
- Charter of Care Recipients' Rights and Responsibilities - Home Care.

## 7. Independence and Individual Outcomes

### Individual care planning process

---

1. Following a referral from MAC ( or other services for other funded services) assessment is scheduled within 10 working days of the initial contact
2. The assessment is between the consumer, the Coordinator and an advocate if requested by the consumer
3. If the consumer chooses to engage an advocate, the Authority to Act as an Advocate form is completed
4. Consents regarding storage and sharing of information is confirmed
5. The special needs of the consumer are met, for example an interpreter for non-English speaking consumers
6. The assessment is carried out using the *Consumer Assessment and Care Plan* form
7. The consumer is encouraged to actively participate in the assessment, and outline their needs and goals
8. At the completion of the assessment, the consumer is presented with the Individual Consumer Assessment and Care Plan and Consumer Intake and Consent forms to review and sign and a copy provided to them. The Consumer Handbook is also given to the consumer and explained and is available in large print for vision impaired consumers
10. The service commences, the consumer is placed on the waiting list, or the consumer is referred to another service or back to MAC (CHSP consumer)– as appropriate

### Principles Observed in Assessments

---

In conducting the assessment/review process, the following principles should be observed:

#### Information about the Assessment/Review

---

- The consumer should understand that their need for services will be reviewed by WCCC at a minimum of every twelve months at which time they will be advised of all services for which they may be eligible and that services being provided may change as a result of the review
- The consumer will be provided with a copy of the Consumer Handbook at the time of assessment with the content being verbally explained at the assessment and any subsequent review. The consumer will also be advised of services that they may be eligible for in the future, provided they are available.

### Assessment of Independence

---

- Opportunities for reablement/restorative and wellness should be assessed by the RAS team and short term case management provided by this team
- Independence wellness and reablement opportunities will be included in the consumers Care Plan
- The Individual Assessment and Care Plan is used to assess the independence of the consumer and their goals in the following areas:
  - Mobility and dexterity
  - Nutrition and hydration
  - Social networks.
- The consumer's current level of independence, their goals, and the strategies to maintain or improve their independence are discussed with the consumer and recorded in the Individual Assessment and Care Plan
- Staff must respect the consumer's right to make decisions about their life
- Consumers are encouraged to seek support and assistance from family, friends and the community and build this into their goals
- The consumer's goals are monitored and achievements measured through consumer/volunteer/family/other services feedback and at annual reassessments
- Consider consumer special needs in assessing independence and provide appropriate support services and assistance.

### Referral to Other Services

---

The consumer's consent should be obtained before any information about them is given to another agency, or requested by WCCC from another agency. In particular the Coordinator will maintain regular contact with local day respite services.

**Note:** The consumer must be advised of the proposed discussion and the permission obtained before any information is shared.

### Other Options

---

Alternative options should be discussed with all consumers and especially when WCCC is unable to provide a service, or if the consumer refuses the service.

The consumer has the right to refuse a service. Refusal will not prejudice their future access to services.

### Individual Needs and Preferences

---

The individual needs of the consumer are taken into account including their physical, cultural, social, economic, nutritional needs and the needs of their primary caregiver.

### Aboriginal Consumers

---

- WCCC will endeavor to provide Aboriginal consumers with culturally appropriate services, and where possible, services are to be delivered by Aboriginal volunteers/staff
- Information is collected and provided in a culturally appropriate way
- Consumers have access to an Aboriginal Access Coordinator
- The Coordinator will refer to Aboriginal Services, Local Land Councils or Medicare Local as necessary.

### Assistance for consumers with literacy or language difficulties

---

In cases where a consumer has literacy or language difficulties, staff will ensure that the information in the Consumer's Handbook and information regarding the assessment, review, care plan and services are clearly explained and understood by the consumer. If required an interpreting service will be used.

### Consumers with Dementia and Other Special Needs Groups

---

Staff and volunteers will receive training on how to work effectively with people with dementia or specific disabilities and every effort made to ensure that services are delivered in an appropriate and sensitive way. For people with severe dementia or severe intellectual, psychiatric or brain injury disabilities, the focus will be on ensuring that the carers or advocates are fully aware of the contents of the Consumer Handbook and that they are aware of the information regarding assessment, review, care plans and services. However, to whatever extent possible, the consumer should be given the same information and their questions answered.

### Consumers with Intellectual and/or Physical Disabilities

---

- It is recognised that consumers with intellectual and/or physical disabilities will have special needs. It is noted that consumers with a mental illness or those disabled following a stroke would also be included in this target group.
- The Coordinator will arrange a time for the assessment when an appropriate third party can be in attendance. This can be a family member, friend, carer, guardian, advocate or support worker.
- All information regarding the provision of service will be clearly explained verbally to the consumer and their representative. This information in written form will be given to the consumer for their records, unless it is more appropriate to give it to the representative.
- The Coordinator will establish a link with the representative of consumers with disabilities in an effort to confirm any special needs.
- The Coordinator will report any concerns about the consumer to the representative.

- The Coordinator will maintain links with appropriate organisations that cater for people with disabilities and will seek information and expertise from these organisations as needed.

### Care Plan Development

---

The Individual Consumer Assessment and Care Plan are developed with the consumer at the center of planning. Consumers are encouraged and supported to set lifestyle goals which promote independence, wellbeing and social and community connections. Consumers will also be encouraged to set reablement, wellness goals in line with *Living Well at Home: CHSP Good Practice Guide*.

If the consumer is receiving specialist services from other providers, WCCC will cooperate in the coordination of an overall care plan, with the consent of the consumer.

WCCC should liaise with the Case Manager in regards to the Individual Consumer Assessment and Care Plan.

Care plans should be reviewed at least every 12 months at a meeting convened by the principal service provider.

### Staff Qualifications and Training

---

The permanent staff should have the necessary skills and qualifications (minimum Certificate IV in Community Services) to carry out Care Planning roles.

Staff will have the opportunity to attend accredited training, and will have the appropriate knowledge to develop Care Plans including awareness of program guidelines and relevant legislation. See Staff and Volunteer Training Register and Plan.

Staff training relating to re-ablement and independence is recorded in the Staff and Volunteer Training Register and Plan.

Subjects for training include:

- Dementia
- Cultural sensitivities
- Hearing & visual impairments
- Mental health issues
- Infectious disease
- Disabilities
- Health issues (eg diabetes, stroke)
- Maintaining professional boundaries
- Work Health and Safety
- Confidentiality
- Manual handling

### Care Plan Delivery

---

The procedures for delivery of Meals on Wheels, Group and Individual Social Support and Medical Transport are included in individual Volunteer Information Packages and Staff Procedures.

The Coordinators will familiarise themselves with the Individual Consumer Assessment and Care Plans of consumers and the services required.

Staff and volunteers must report any problems that occur during the delivery of the Individual Consumer Assessment and Care Plan. This is recorded in the consumer's Alchemy file, and the Coordinator will decide upon an appropriate response. The problem will be discussed with the consumer if necessary.

Consumers should contact the Coordinator as soon as possible to notify that they are unavailable for a service on a particular day. This is noted in the consumer's file and the relevant procedures for each service are followed. Likewise, if WCCC is not available to provide a service, the consumer will be notified as soon as possible.

Consumers are encouraged to provide feedback on the service through the Feedback Form, or verbally. Consumers are also provided information about lodging a complaint. Feedback and complaints procedures are detailed in 3.3 Complaints and Service User Feedback Procedures.

Volunteers receive appropriate supervision and induction as relevant to the service provided.

Subcontractors are provided with a contractual agreement, a confidentiality statement and must supply an Australian Federal Police Certificate for Criminal Record clearance. Subcontractors are supervised by the Coordinator if necessary, and consumer feedback is used to determine quality of service.

Service delivery is supervised through the Day Centre Attendance Sheet, weekly Meals on Wheels Run Sheets, Tai Chi Attendance Sheets, Bus Run Sheets and consumer feedback.

#### Physical Contact

---

In the day-to-day provision of its services, some physical contact between staff, volunteers and consumers will be both appropriate and necessary.

To avoid misunderstanding and distress arising from physical contact in the course of service delivery, the following procedures apply:

- Physical contact with a consumer will only occur to assist their safety and comfort, and only after receiving their permission.
- Wherever practical, the reason for, and nature of, the intended physical contact will be explained and consent will be obtained.
- Staff and volunteers will endeavor to identify any cultural considerations relevant to physical contact.

#### Suspected or Known Discrimination, Abuse, Neglect, Exploitation

---

- Discuss concerns with consumers and if they express that there is a problem, ask if they want support to move process forward
- If the consumer does not wish to discuss or deal with the issue, then this should be respected. However, if consumer is in perceived immediate danger, then the Coordinator has a duty of care to discuss the issue with

the Environmental Services Manager and report to the Police, Ambulance or other appropriate authorities

- Add into Feedback, Incidents and Complaints Register and follow the process
- Offer the consumer support and counseling, referrals to other services that can assist, and reading materials on dealing with such issues
- Check-in with the consumer, carers and family, as necessary.

Staff will be offered training to be able to identify and deal appropriately with discrimination, abuse, neglect or exploitation.

### Reassessing Consumers

---

- The review is undertaken either in the WCCC office, in the consumer's home or over the phone, between the consumer (and their representative if requested) and the Coordinator
- An out-of-period review will be undertaken if the consumers circumstances or condition changes, for example:
  - A change in physical or cognitive ability
  - Release from hospital treatment
  - A change in carer's arrangements
  - A change in living arrangements
  - A request to permanently cancel one of their services
- The consumer and/or their representative are contacted to arrange a time for the reassessment
- The Reassessment Form is completed
- The review details are recorded in Alchemy, and the Care Plan is updated
- The revised Individual Consumer Assessment and Care Plan is presented to, discussed with, and signed by, the consumer and/or their representative along with the Consumer Handbook/other information
- Other staff and volunteers, along with any other accessed services, are notified of the changes to the Individual Consumer Assessment and Care Plan – if necessary and with the consumer's permission
- If significant changes have occurred a referral back to MAC may be required.

### Monitoring Changes to Reassessment

---

- Consumers and/or their representatives can provide formal feedback, by completing a Feedback Form, or informal feedback by discussing any positive or negative elements of their care with the Coordinator
- Staff and volunteers are encouraged to report any changes to consumer care needs, or any consumer feedback, to the Coordinator for action.

### Related Documents

---



- Staff and Volunteer Training Register and Plan
- Individual Assessment and Care Plan
- Attendance Sheets
- Run Sheets
- Contractual Agreement
- Feedback Form
- Volunteer Information Packages
- Consumer Handbook
- Consumer Intake and Consent form
- Consumer Assessment Checklist
- Referral folder
- Waiting List
- Authority to Act as an Advocate
- Reassessment Checklist and Care Plan
- Feedback, Incidents and Complaints Register

## 8. Privacy, Dignity, and Access to Personal Information

---

### Records Storage

---

- Records should be kept relating to requests for services that do not proceed to consumer intake. This information is added to the Consumer Enquiry List
- Files relating to consumers are securely stored on the password-protected Alchemy and/or in a locked cabinet, and are only accessible by the Coordinator/s
- All files will remain the property of WCCC
- If the service has been terminated but may resume at a future date, paper-based information relating to the consumer will be kept for a period of twelve months before being archived. Archived electronic records can be reinstated at any time
- If the service is not likely to be resumed, all files will be archived at the end of the financial year
- All information that isn't filed but contains personal information about consumers will be disposed of by shredding
- An individual file will be created for each consumer following initial assessment.

### Consumer Information

---

WCCC only collects information about consumers that is relevant to the provision of support and for reporting purposes. Consumers are advised of the purpose of collecting the information. The information should be objective and up-to-date.

The Consumer Intake and Consent Form details approved consent and must be sought prior to the release of information. Consent to release information is obtained for the following:

- Family members/next of kin
- Health services
- Emergency or Police personnel
- Aged Care Assessment Team
- Government officials/funding bodies
- Referral back to MAC
- Staff
- A combination of the above.

A consumer can give verbal consent in the presence of a witness (if available) as stated on the Consumer Intake and Consent form.

Consent to share personal information can be withdrawn in writing at any time by the consumer.

Consumers are supported to access this information if requested, particularly those with special needs.

The consumer can nominate a representative to access their records. This representative must be included in the Consumer Intake and Consent form, and signed-off by the consumer.

All information relating to consumers is confidential will not be disclosed to any other person or organisation without the consumer's consent.

Any discussions between staff about consumers will be held in a closed office.

Consumers have the right to access their personal information. A Personal Information Access Form must be completed and returned to the Coordinator who will ensure that assistance is provided for the consumer to access information on his/her file within 10 working days. If the file is kept at a storage facility outside of Walcha, this timeframe may be extended to three weeks. Access to consumer information may be denied upon legal advice.

### Privacy and Confidentiality in the Assessment Process

---

The initial assessment of a consumer and any follow-up or reviews will take place in the consumer's own home. If this is not possible it will take place in an area which provides privacy and confidentiality, for example the WCCC office.

The assessment and reviews will be between the Coordinator and the consumer, and with the consumer's consent, his/her legal guardian or advocate.

The Coordinator will note any particular privacy requirements of the consumer, e.g. the preference for a male or female volunteer, and this must be recorded in the Individual Consumer Assessment and Care Plan.

All staff sign confidentiality agreements upon commencement.

### Identification

---

All WCCC staff and volunteers will be given a name badge or identification tag identifying them as representatives. This will be shown to consumers at every contact in their home until the person is known to the consumer.

### Related Documents

---

- Consumer Intake and Consent form
- Individual Consumer Assessment and Care Plan
- Consumer Enquiry List
- Privacy and Confidentiality brochure
- Personal Information Access Form.

## 9. Information Provision

### Regular Consumer Information

---

#### Monthly Flyer

---

- Overview of upcoming events
- Sent in last week of previous month
- Intermittent flyers are sent if necessary.

### Provision of Information

---

Upon request and during assessment, consumers will be provided information about maintaining independence including brochures on other specialist and generic services.

The contact details of other services are recorded in the Referral Folder and provided in the Consumer Handbook.

The following information will be provided to consumers upon engagement, assessment, and review and on an ongoing basis:

- Available services – brochures
- Information Folder and Consumer Handbook, including:
  - Overview of Walcha Council Community Care
  - Eligibility criteria
  - Assessment process
  - What is your Care Plan?
  - Community Services Environmental Services Managery
  - Feedback opportunities
  - Fees and charges
  - Disputes and complaints process
  - Eating Well – nutritional guide
  - Aged Care Complaints Scheme brochure
  - Privacy and confidentiality information
  - Change or cessation of services
  - Service types and information brochures
  - Advocacy
  - Walcha Council Community Care and Walcha Council contact details
  - Walcha Council Community Care Feedback Form
  - Charter of Care Recipients Rights and Responsibilities - Community Care

- A copy of the signed Individual Consumer Assessment and Care Plan, Consumer Intake and Consent form must be given to the consumer for their records, and the information reinforced.

A Consumer Assessment Checklist and an In Home Hazard Report must be completed by the Coordinator.

### Special Needs Consumers

---

Use should be made of an interpreter or other special needs support when required. This may be via:

- Videos
- Pictures
- Audio cassettes
- Sign language
- Interpreter services
- Special agencies ie: ACAT, mental health
- Large print documentation
- Information formatted in plain English.

### Related Documents

---

- Walcha Council Community Care Policy – Information Provision
- Service brochures
- Information Folder and Consumer Handbook
- In Home Hazard Report
- Individual Consumer Assessment and Care Plan
- Consumer Intake and Consent form
- Monthly flyers.

## 10. Fees

---

Fees are collected following procedures outlined for each program and the Cash Handling procedures in Section 14, under *Financial Management*.

## 11. Behavior Support

---

When behavior intervention is indicated, the Coordinator will develop a basic plan for Behavior Support, having regard to Restrictive Practices. For more complex needs, a Behavior Consultant will be contacted.

## 12. Inclusion and Participation HCS 2.5 REFERRAL; DSS 2 PARTICIPATION AND INCLUSION

---

Care Plans will be developed (See Section 7, Independence and Individual Outcomes) with the consumer at the center of planning and consumers will be encouraged and supported to participate in community life in ways that they choose.

A Community Services Environmental Services Manager will be maintained so that information about local specialist and generic services is available.

Information about local activities and events will be distributed via the monthly newsletter and flyers from local organisations.

Where possible, local community organisations will be supported to include frail aged, people with a disability and their carers in activities, events and opportunities that they are providing/facilitating in the local area.

A Walcha Council Disability Action Plan promotes community inclusion, access to buildings and facilities in the area.

### 13. Community & Consumer Participation

---

See also Section 12, *Inclusion and Participation*

#### Monitoring Community Needs

---

Community needs will be monitored via:

- Regular surveys
- The Advisory Committee
- Regular Community Care Interagency Meetings and contact with other service providers
- Monitoring local media
- Liaison with local community groups (eg: Men's Shed)
- Provision of community events (eg: Senior's Week, International Men's Health Week, and information sessions)
- Australian Bureau of Statistics
- Local anecdotal statistics and information
- Feedback from consumers, staff, volunteers, contractors and other stakeholders
- Information gathered via Continuous Improvement, Risk Management and Strategic Planning processes
- Community engagement and forums.

#### Responding to Changing Community Needs

---

If a change in community needs is identified:

- The needs will be discussed with the Environmental Services Manager and at the Advisory Committee Meeting
- Funding agreements reviewed and the Coordinator will apply for additional funding as necessary and available
- The Coordinator implements strategies where possible to meet consumer needs
- Subcontractors will be reviewed in line with changes to community needs and service provision
- The Coordinator reviews policies and procedures in line with changes to service provision
- Identified changes will be added to the Continuous Improvement Plan, the Risk Management Plan and the Strategic Plan as appropriate.

#### Providing Information on Other Service Providers and Community Organisations

---

WCCC stores a variety of brochures and information about other services for the community's use. This information will be updated regularly by the Coordinator. If WCCC cannot meet a person's service needs, they will refer the person to an

Version 2: Draft

Responsible Officer: WCCC Coordinator

Review Date: January 2019

appropriate other provider (see 2.5 Service User Referrals Procedures) or back to MAC.

#### Related Documents

---

- Continuous Improvement Plan
- Risk Management Plan
- Strategic Plan
- Services and Referral Folder
- Individual Consumer Assessment and Care Plan
- Survey templates

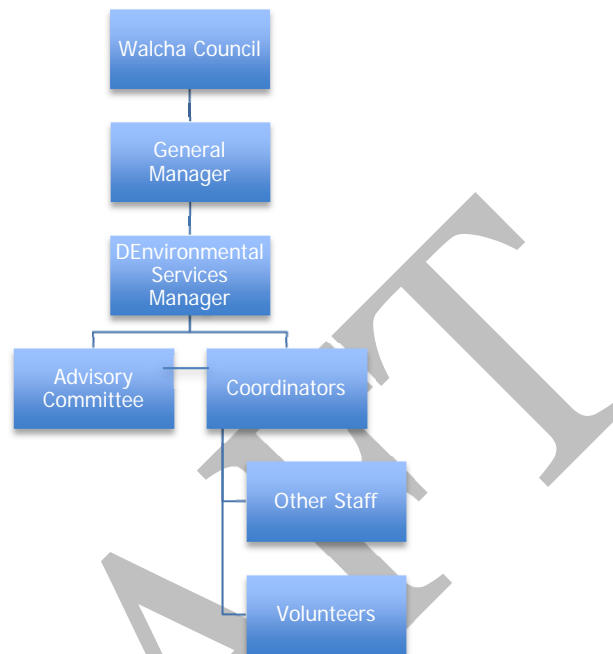


## 14. Corporate and Service Management

---

### Organisational Structure

---



### Roles and Responsibilities – Environmental Services Manager

---

The Environmental Services Manager has responsibility for the supervision of WCCC programs and Coordinators. The Environmental Services Manager is also responsible for reporting to Council.

### Roles and Responsibilities – Coordinator/s

---

The Coordinators are responsible for the day-to-day management of WCCC in the Walcha area. This includes responsibility for:

- Service delivery
- Administration
- Service promotion and community liaison
- Liaison with Department of Social Services (DSS), NSW Department of Family and Community Services – Ageing Disability and Home Care (ADHC), NESST and other funding bodies and service providers
- Volunteer recruitment and management

The Coordinator is directly responsible to the Walcha Council DES, and must comply with ADHC and DSS Funding Agreements. The Coordinator must prepare a report to Council monthly and present the reports to the Advisory Committee quarterly.

### Roles and Responsibilities –Volunteers

---

See Human Resources Procedures and the Volunteer Information Pack.

### Roles and Responsibilities - Advisory Committee

---

The WCCC Advisory Committee monitors the activities and directions of the services.

The Committee is purely advisory in nature. The Committee's purpose is to make suggestions to the Walcha Council, however the Council has final say on decisions.

The WCCC Advisory Committee is formed under the provision of Section 355 of the Local Government Act 1993 and is auspiced by Walcha Council.

### Legal Responsibilities

---

Ensure that:

- The Committee operates in line with the Policies and Procedures of the Walcha Council
- The services operate within relevant Federal, State and Local Government laws and regulations.

### Policy and Planning

---

Ensure that:

- The Advisory Committee has clear goals
- Plans are developed and evaluated on a bi-annual basis
- High quality and effective services are delivered to consumers
- Walcha Council Policies and Procedures are implemented.

### Staff

---

Ensure that:

- Staff are provided appropriate support.

### Other Advisory Committee Responsibilities

---

The role of the WCCC Advisory Committee is:

- To be informed on issues relevant to the provision of WCCC
- To respond to community concerns
- To actively participate in Advisory Committee Meetings
- To support the work of the coordinators and volunteers
- To contribute to the development for the future of the service.

### Specific Responsibilities Of Advisory Committee Office Bearers

---

The roles of each of these positions are:

#### **Chairperson**

Version 2: Draft  
Responsible Officer: WCCC Coordinator  
Review Date: January 2019

- Ensure regular Advisory Committee meetings are held
- Encourage other Advisory Committee members to attend meetings
- Lead the meeting through the agenda, keeping discussion relevant and decision-making clear and encouraging broad participation
- Act as a spokesperson for the Advisory Committee
- Encourage new committee members

### **Council Representative**

- Take minutes of all meetings and ensure these are properly filed
- Compile a correspondence list including letters received and sent
- Ensure that correspondence is properly filed and up-to-date
- Ensure that copies of the minutes are distributed to committee members before the next meeting
- Maintain a register of Advisory Committee Members

### **Advisory Committee Members**

- Assist the Chairperson and Council Representative in undertaking their duties
- Act as a spokesperson when requested by the committee
- Support staff when requested by the committee
- Be a member of and/or chair sub-committees/task groups as required
- Abide by the philosophy of the Advisory Committee
- Follow policies and procedures
- Attend committee meetings whenever possible, and if unable to attend, to send apologies
- Represent the Advisory Committee in a positive way
- Not discuss confidential issues with people outside of the Advisory Committee

Note: If a member of the Advisory Committee fails to abide by the above rules they may be expelled from the Advisory committee.

Note: All volunteers will be eligible to attend meetings and will be invited to become members of the Advisory Committee.

#### Orientation For New Advisory Committee Members

---

New Committee members will be provided with a copy of relevant policies and procedures upon engagement. If requested, the Coordinator can provide copies of the WCCC Strategic Plan.

#### Meetings

---

### **Quarterly Advisory Committee Meetings**

Advisory Committee meetings are held quarterly. Other meetings may be arranged by the Advisory Committee as required.

## **Attendance**

Advisory Committee meetings should be attended by all Committee members and the Coordinator. If unable to attend, Committee members must submit an apology. Guests may be invited to attend meetings (by the Chairperson or Council Representative) for a specific purpose.

Any committee member who does not attend three (3) consecutive Committee meetings without an apology will be contacted to determine their future role on the Committee. They may be expelled by a majority vote of the Committee.

## **Agenda**

The agenda for the meetings will be:

- Apologies
- Confirmation of minutes from previous meeting
- Business arising from the minutes
- Coordinators Report
- Financial Report
- Committee membership
- Meeting dates for the upcoming year
- General business
- Close.

The agenda will be drawn up by the Council Representative in consultation with the Coordinators and circulated to all Advisory Committee members two weeks before the meeting.

## **Quorum**

The quorum for the Advisory Committee meetings is five (5) members, one of whom must be the Chairperson or the Council Representative.

## **Role of Coordinator at Advisory Committee Meetings**

The Coordinator attends Advisory Committee meetings to provide a report on the operations of the services. The report is to be provided to members two weeks prior to the meeting date.

## **Changes to Membership**

If a person is no longer able to fulfil their duties, the Committee can call for nominations and elect a new member by vote.

## **Annual General Meeting**

The Annual General Meeting (AGM) will be held in October of each year.

The agenda for the AGM will include:

- The receipt of the Chairperson's report for the previous financial year
- The receipt of the Coordinator's report for the year including summary of services provided and outputs achieved
- The election of Committee Members

Version 2: Draft

Responsible Officer: WCCC Coordinator

Review Date: January 2019

- Any other business

### Minutes

Minutes of all meetings must be recorded. A copy of the minutes must be filed at the Walcha Council. Minutes will be entered within seven days after the meeting and posted to each member of the Advisory Committee at least two weeks prior to the next scheduled meeting.

### Planning Processes

---

The planning and evaluation of the service is the responsibility of the Coordinator. The Coordinator will ensure that the process includes:

- Ongoing monitoring of the service
- The presentation of data at the Bi-annual Planning Day
- Participation from volunteers and consumers of the service
- Participation of other local relevant agencies including Aboriginal, ethnic and cultural organisations
- The identification of gaps in service delivery.

### Ongoing Monitoring

---

Community Understanding and Engagement Procedures for data collection, review and monitoring.

The Coordinator is required to submit Minimum Data Set (MDS) reports to the funding bodies quarterly for disability funded services and six monthly into Data Exchange (via bulk upload) for Australian Government funded consumers. In addition there are Financial Accountability Reports, Output Variation Reports for CHSP and Financial Acquittals for CCSP.

### Bi-Annual Planning Day

---

The Coordinator will organise a Bi-annual Planning Day for staff and Committee members. Volunteers, interested members of the public and representatives of other key agencies will also be invited to attend. A New England Sector Support Team (NESST) member will coordinate the day.

The purpose of the Planning Day is to highlight issues facing the agency and to develop directions and strategies for the next two years.

### Planning Day Agenda

---

The Agenda for the Bi-Annual Planning Day will include:

- The services currently being accessed
- Demographic data for the community
- Information on special needs groups
- An overview of other services in the area
- The services provided
- The number of and demography of consumers

- The identification of any duplication, gaps or unmet needs
- Continuous improvement and risk management achievements and goals
- The identification of plans and strategies for the next two years
- The prioritising of plans and strategies including setting dates for their implementation.

#### Implementing the Plans

---

The outcomes of the Bi-Annual Planning Day will be entered into the Continuous Improvement Plan for action and a Strategic Plan will be prepared.

#### Annual Report

---

At the end of the financial year the Coordinator will collate all service data for the twelve month period July to June for consideration at the Annual General Meeting and for inclusion in the Walcha Council Annual Report.

This report will include:

- Requests for services, referrals from other agencies
- Assessments and reviews
- New consumers
- Consumers ceasing to access services
- Number of outputs provided
- Total number of consumers
- Number on the wait list
- Requests for assistance not met and reasons for refusal of service
- Number of incidents/accidents
- Volunteers and volunteer hours, training (attended, workshops, instruction).

#### Insurance

---

The Walcha Council is responsible for ensuring all staff, volunteers, buildings, vehicles and equipment is insured. This includes:

- Public liability
- Workers' compensation
- Property – fire, storms and other
- Contents - theft and burglary (replacement cost)
- Volunteer insurance - personal accident and public liability
- Vehicle insurance for service vehicle and bus
- Professional indemnity.

#### Volunteer Vehicles

---

The Coordinator must ensure that any volunteer vehicles are covered with comprehensive insurance policy if used for service delivery. Volunteers must have an appropriate current license before using a motor vehicle.

### Financial Management

---

The following principles apply:

- All monies received must be recorded in a receipt book by the Coordinator and deposited with Walcha Council for the benefit of the WCCC
- The Coordinators are responsible for recording, reconciling and accounting for all petty cash
- All payments must be made in accordance with Council's requirements
- Walcha Council is required to acquit all grant funds received from funding bodies in accordance with the service description contract
- An assets register recording a description of the goods, the date of purchase, where purchased, and cost will be maintained by Walcha Council. All new equipment purchased with a value in excess of \$200 must be recorded and included in an Assets Register. The Coordinator will maintain an Equipment Register for any loaned equipment
- The Coordinator will work in collaboration with the Walcha Council Finance Department to prepare financial reports and budgets and the Annual Acquittal
- The Manager Environmental Services, in consultation with the Coordinator, will regularly monitor spending within funding constraints, council budgets and operational plans
- The Manager of Environmental Services has delegated financial authority for all purchases (outside of petty cash) and must sign-off any purchases
- Specific cash handling procedures for each program are included in the Staff Procedures for individual Services document.

### Monitoring and Managing Compliance and Service Performance

---

1. Contract Agreements (contractors)
2. Surveys and feedback
3. Reviews – Community Care Common Standards
4. Funding Agreements
5. Minimum Data Set information

### Identifying Regulatory and Legislative Requirements

---

Coordinators, along with the Manager of Environmental Services, identify and keep updated on regulatory and legislative requirements through:

1. Correspondence from government departments
2. Correspondence from New England Sector Support Team (NESST)

3. Regularly checking the websites and newsletters of government departments and industry bodies
4. Liaison with other community agencies, eg: inter-agency meetings and the Walcha Community Care Meeting.

It is the responsibility of the Coordinators and the Manager of Environmental Services to ensure that Walcha Council Community Care complies with all regulatory, legislative and program requirements. These requirements will be reviewed regularly, discussed at Advisory Committee Meetings, and reiterated at Annual Planning Days (see 1.1 Corporate Governance).

Services will be reviewed every three years according to the Home Care Standards.

#### Program Documents, References and Professional Standards

---

- Commonwealth Home Support Program
  - Commonwealth Home Support Program Manual (2015)
  - Commonwealth Home Support Program Guide (2015)
  - Living Well at Home- CHSP Good Practice Guide (2015)
  - NSW Family and Community Services Ageing Disability and Homecare Funding Agreement
  - Guidelines for NSW Community Care Supports Program
  - National Disability Service Standards- Disability Services Act
  - National Disability Insurance Scheme Terms of Business
- Other
  - Home Care Standards Guide.
  - National Standards for Involving Volunteers in Not for Profit Organisations 2001.
  - Fire and emergency regulations.
  - National Health and Medical Research Council (NHMRC) 2010 Australian Guidelines for the Prevention and Control of Infection in Healthcare, Commonwealth of Australia.
  - Food Standards Australia New Zealand Food Standards Code Standard 3.3.1 Food Safety Programs for Food Service to Vulnerable Persons
  - Charter of Care Recipients Rights and Responsibilities – Community Care
  - Walcha Care Coordination Guidelines.
  - Guidelines for Food Service to Vulnerable Persons 2011.

#### Implementing Changes to Requirements

---

1. The Coordinator will identify changes and research the implications to WCCC



2. The changes will be discussed with the Environmental Services Manager if significant
3. The Coordinator will update the relevant policies and procedures, forms and brochures
4. The Advisory Committee will be advised at its quarterly meeting. Advice on changes are recorded in the minutes
5. Staff and volunteers will be advised of changes to legislative, regulatory and program requirements through staff meetings and general communication
6. Consumers will be informed of the changes if necessary, and all contracts, forms and Care Plans updated
7. Contractors are advised of any changes to service provision as necessary and contracts updated if the changes are significant.

Other considerations

---

1. Police checks for staff and volunteers – see Human Resources
2. Qualification checks for staff – see Human Resources
3. Contractor agreements.

Maintaining Information

---

Maintaining Management Records

---

- Meeting Minutes
  - Advisory Committee – the Council Representative take the Minutes using a designated format. They are distributed to other Committee members by the secretary via the mail, and stored on TRIM
  - Staff Meetings are both formal and informal. Formal staff meetings follow the set agenda and occur monthly
- Timesheets are:
  - Accessed through TRIM
  - Completed weekly on Mondays
  - Faxed to Walcha Council, approved by the supervisor, then sent to payroll staff for processing and storage.
- Program information
  - Alchemy and staff timesheets record hours spent on each program.
- Staff records
  - Staff records will be maintained by the Walcha Council. Staff can access their files by giving appropriate notice to the HR Department. Staff files include contact details, job descriptions, performance review information, training records, key performance

indicators, and police and health checks. All staff files are held securely in a locked filing cabinet, and are only available to management.

- Volunteer records
  - Volunteer records will be maintained by the Coordinator. They are kept in the WCCC office in a locked filing cabinet.
- Other records
  - MDS and DEX records
  - Specific program data such as bus run sheets, Day Centre attendance sheets.

#### Consumer/Carer Records

---

- Consumer/carers records
  - The Coordinator is responsible for entering all appropriate consumer data into Alchemy
  - Consumer information will be checked regularly by the Coordinator to identify upcoming consumer reviews and missing or revised data

#### Storing Information

---

- Once collected, consumer information will be added to the consumer's electronic file, and their hard file
- The consumer files are protected by a password for electronic files, and a locked filing cabinet for hard files
- Only Coordinators and the Walcha Council have possession of building/shed/vehicle keys, file keys and passwords. Hospital Management has keys to the building and sheds
- If a consumer ceases to continue services, their file will be archived after 12 months
- If a consumer leaves and returns to the service, the Alchemy file will be reinstated and updated, and a new hard file created
- Volunteers do not have access to consumer files.

#### Sharing Information

---

- Consumer access to information is outlined in 3.2 Privacy and Confidentiality Procedures.
- The consumer's information will only be shared in the following circumstances:
  - with the consumer's permission
  - in an emergency
  - for review by government officials during funding reviews
  - to facilitate a referral

- Volunteers will only be provided with the necessary consumer information in order to carry out their roles.

### Policies and Procedures

Policies and Procedures will be kept in a Manual (in the office) and electronically in TRIM.

Policies will be updated at least every four years in line with local government regulations.

- Policies must be presented to Council, be placed on public submission, and adopted by Council
- When updated, it is the responsibility of the Coordinator to update the electronic and hard copies of the policies
- Procedures will be reviewed on an ongoing basis and at the Bi-Annual Planning Day. All staff must contribute to the review of Procedures and have a thorough understanding of them
- Volunteers and other staff will be provided access to the Policies and Procedures. Upon engagement, a volunteer will be provided with a copy of the appropriate procedures to undertake their tasks.

### Strategies to Update Staff and Volunteers with Information

- Formal and informal staff meetings
- Advisory Committee Meetings
- Regular reporting to Council
- Training for staff in relevant procedures
- Involvement of staff, volunteers, other services and consumers in the continuous improvement process (see 1.5 Continuous Improvement Procedures)
- Involvement of staff in the planning process (see 1.1 Corporate Governance Procedures)
- Emails and memos to staff as required
- Letters and notices to consumers as required
- Flyers
- Website.

### Archiving and Destruction of Information

#### Archiving

- The Coordinator will identify files that are ready to archive - these may include any consumers that have ceased services or are deceased. An Alchemy report is run annually to identify any inactive consumers ('List new and exited consumers')
- The files will be packed into an archive box and marked with the description and date period of the files

- The box will be taken to the Council building, and Council will arrange for the box to be sent to a storage facility
- If a file needs to be recovered, a request can be made to Walcha Council and the storage facility, however it can take up to several weeks to receive the file.

#### Destruction of Information

---

Records will be destroyed on the authority of Council as required under the *NSW Records Act 1998*.

#### Computer Systems

---

##### Operating Environment

---

- The Walcha Council operates in the Citrix IT environment
- The IT Department backs-up, stores and manages all programs and data
- Consumer information is managed through Alchemy – a consumer management system.

##### Email

---

- A small number of personal emails are permitted
- Relevant program-related emails will be entered into TRIM, and forwarded onto staff as appropriate
- If pornographic, sex related or other junk email is received it is to be forwarded to IT staff and deleted without viewing it. Under no circumstances should staff respond to it.

##### Internet Use

---

- Internet access is restricted to work related purposes
- Social media access must be used for work related purposes only
- Internet usage will be monitored by the IT Department

##### IT Support

---

- Alchemy – phone 1800 008 498 for assistance
- All other IT issues – phone extension 519 to the IT Manager.

#### Conditions Of Employment

---

The conditions of employment for the Coordinator will be specified in Walcha Council's Agreement of Employment. A three month probationary period is applicable for all Council employees. A performance appraisal will be carried out each year. Changes to the position description within a current term of employment must be agreed to by the employee. See Walcha Council policies and procedures.

---

## Staff Recruitment

---

All staff are recruited according to Walcha Council's Staff Recruitment and Selection Procedures and Equal Employment Opportunity Policy.

All permanent vacancies will be advertised internally or externally at the discretion of management.

The Coordinator is responsible for the recruitment of WCCC unpaid staff.

All volunteers must provide evidence of full comprehensive insurance having been obtained on all motor vehicles used in connection with WCCC.

All volunteers and employees must consent to a National Criminal record Check.

Full details of all volunteer insurances and Criminal Record Checks will remain secure and on file in the WCCC office.

## Staff Orientation

---

New staff will be provided with an Employee Handbook. This handbook includes:

- Information on Walcha Council, its mission and goals
- Conditions of Employment
  - Salaries and Wages
  - Leave
  - Rehabilitation and Return to Work
  - Worker's Compensation
  - Appointments and Promotions
  - Procedures and Administration
  - Personal Mobile Phones
  - Special Conditions of Employment
- Working Hours
- Safety Policy
  - WHS
  - Accidents
- Staff Procedures and Responsibilities
  - Telephone procedures
  - Personal Contact with Public
  - Records and Filing
  - Private use of Office Equipment
  - Dress Standards
- Organisational structure.

### Staff Supervision and Support

---

All staff (paid and unpaid) will be provided with regular supervision as needed. This will include an annual performance appraisal for paid staff.

Staff must contact their supervisor if issues arise which need to be dealt with urgently. Council's Environmental Services Manager (or other nominated staff member) is responsible for providing supervision and support to the Coordinator. The Coordinator is responsible for providing supervision and support to all other staff (paid and unpaid).

A counsellor is provided by the Walcha Council for all staff (paid and unpaid).

### Volunteer Support and Appraisal

---

Volunteers are encouraged to contact the Coordinator if they have any concerns or suggestions about the management or delivery of services. Volunteers will be invited to participate in an annual volunteer appraisal. An interview between the Coordinator and the Volunteer will cover, for example:

- additional support needed
- training
- complaints and feedback
- WHS concerns
- suggestions of service improvement
- required changes to duties

Volunteers are also asked to provide feedback in the Annual Survey.

### Performance Appraisal

---

Performance appraisals will be conducted annually by the Walcha Council for all paid staff and linked with any salary increments. The HR Manager and the Environmental Services Manager appraise the Coordinator. Performance appraisals are based on job descriptions, key performance indicators (KPIs) and any training requirements for skill steps in the salary system.

The aims of staff performance appraisals are:

- To allow free and confidential discussion about work between employee and supervisor
- To discuss the employee's job performance, in comparison with set standards
- To discuss any work problems and search for a solution
- To discuss means of improving work performance including identification of training and development needs.

### Staff Trauma Support

---

There are many incidents that could result in trauma requiring support. These include:

Version 2: Draft  
Responsible Officer: WCCC Coordinator  
Review Date: January 2019

- Fire
- Death of a consumer, colleague or volunteer
- Challenging or threatening behaviour from a consumer or member of the public
- Explosions
- Bomb or other types of death threats
- Hostage situations

The most likely trauma for staff/volunteers to be confronted with in delivering services may involve discovering a consumer or colleague, who is injured, needs medical attention or has died.

Procedures to be followed (should volunteers or staff discover a deceased person whilst performing their duties) are outlined in 2.3 Care Plan Development and Delivery Procedures and in Volunteer Information Packages.

It will be the responsibility of the immediate supervisor (Coordinator or Environmental Services Manager of Environmental Services) to:

- Offer and/or arrange for trauma counselling
- Notify other services.

#### Employee Code of Conduct

---

The Code of Conduct is a set of rules outlining standards of acceptable behavior at work. It ensures expectations are clear for all people and reduces confusion and possible conflict.

A copy of the Code of Conduct will be given to all paid staff on recruitment.

Staff will be required to familiarise themselves with the Walcha Council Code of Conduct, and failure to abide by the Code of Conduct may lead to dismissal from WCCC.

#### Employee Information

---

A staff file will be kept on each employee by the Walcha Council. It will include their signed Agreement of Employment, their job description, notes on their performance and any other relevant information.

Employees are entitled to see their file at suitable time to be arranged with the Walcha Council HR Manager.

#### Dress Code

---

Walcha Council Community Care follows the Dress Code stated in the Employee Handbook. Coordinators and other staff may be permitted to wear jeans or casual clothing when appropriate, for example on Day Trips.

### Gifts and Gratuities

---

Staff and volunteers must abide by the following guidelines when considering whether it is appropriate to accept a gift from a consumer or carer:

- Staff and volunteers should NEVER accept cash from a consumer, carer or another volunteer
- If offered a gift or money, staff/volunteers should thank the consumer consumer/carer for their kind offer but advise that it is against Council policy to accept
- Small gifts such as flowers, chocolates or handmade gift items may be accepted providing they are not of sentimental value (such as jewelry) to the person and do not exceed a monetary value of approximately \$5.00
- Under no circumstances must staff or volunteers set up the expectation that the consumer should offer gifts or gratuities.

### Smoking

---

The following guidelines apply to smoking:

No staff member, volunteer or consumer will smoke in the Walcha Council Community Care Office or in any vehicle being used for transportation.

**Note: Lingering cigarette smoke can be a major source of distress to people with respiratory illness.**

### Alcohol or Drugs

---

- Staff and volunteers must not be under the influence of drugs or alcohol during volunteering/work
- The Coordinator reserves the right to ask a staff/volunteer to cease work/volunteering for the day if they suspect that they are under the influence of drugs and alcohol

Repeat instances of intoxication will lead to dismissal from the service.

### Staff Performance, Dispute and Grievance Procedure

---

#### Staff Performance Dispute

---

The Council's Human Resources department deals with all performance disputes, along with the appropriate Manager or Environmental Services Manager.

The handling of disputes will be conducted in accordance with the Walcha Council Grievances Procedure.

#### Misconduct of Staff

---

Misconduct includes very serious breaches of organisation rules that warrant the instant dismissal of an employee.

Examples of misconduct include:

- Theft of property or funds from the Service



- Wilful damage of service property
- Intoxication through alcohol or other substances during working hours
- Verbal or physical harassment of any other employee or passenger particularly in respect of race, sex or religion
- The disclosure of confidential information without prior permission
- The disclosure of information concerning the consumers of the organisation other than the information that is necessary to assist consumers and to ensure their safety
- Falsification of any organisation's records for personal gain or on behalf of any other employee
- Failure to comply with the Code of Conduct.

See the Employee Handbook and Walcha Council Code of Conduct for more information.

### Volunteers

---

WCCC recognises the valuable contribution to the service made by volunteers and actively encourages their participation because it:

- Enables volunteers to contribute to their community.
- Provides the opportunity for work experience and the development of new skills
- Enhances the range of services available through WCCC
- Allows for wider community participation in the service.

### Volunteer Roles

---

The following roles are currently available for volunteers:

- Car drivers, health related transport
- Community Transport bus drivers
- Community Transport bus transport assistant
- Activities assistants
- Day Centre Group
- In-home visitors
- Deliverer of meals, assistant and driver.

### Volunteer Recruitment Procedure

---

The Coordinator will arrange an informal interview with the interested volunteer which will cover the following areas:

- Name, address, telephone number, other languages
- Emergency contact details
- Area/s of interest
- Health matters in relation to position

- Size of vehicle and number of doors
- Comprehensive car insurance
- Times available
- Commitment
- Reimbursement for expenses
- National Criminal record checks.

If the volunteer's application is rejected they must be given the reasons why.

The volunteer must complete a Volunteer Agreement before commencement.

The volunteer will be given a copy of the Volunteer Agreement, the relevant Job Description, Volunteers Handbook and the specific program procedures.

The Coordinator will match the volunteer with appropriate consumer(s) where possible taking into account the consumer's wishes and their language spoken, culture and interests. If a consumer has specific requests in relation to volunteers, this is recorded in Alchemy.

#### WCCC Rights and Responsibilities Regarding Volunteers

---

WCCC has the right:

- To receive a high level of support and assistance from volunteers
- To expect volunteers to perform to the best of their abilities
- To make a decision when allocating tasks/jobs to volunteers that best suits their abilities and to have volunteers accept these decisions
- To provide regular feedback to volunteers
- To expect that volunteers promote services in the community
- To expect all volunteers to show respect and courtesy towards consumers, other volunteers and paid staff at all times
- To expect complete confidentiality from volunteers in relation to consumers and carers.

WCCC has a responsibility to:

- Provide support and encouragement to volunteers
- Be available to discuss volunteers' problems and concerns
- Choose appropriate volunteers that are willing and able to undertake duties
- Encourage volunteers to contribute to the planning of activities for day center with agreement from the Coordinator
- Provide volunteers with regular ongoing, suitable training opportunities
- Ensure a safe work environment to volunteers at all times
- Conduct a police check on all volunteers.

#### Retention of Volunteers

---

- Contributions to the service by volunteers will be recognised at an annual event, which includes a thank you lunch
- Volunteers will be encouraged to be part of the service through the provision of logo shirts, name badges
- Volunteers will be invited to attend consumer outings and events as space permits.
- Care will be taken to ensure that the time, day and type of services are matched to their preferences
- All out-of-pocket expenses are reimbursed.

#### Volunteer Fitness for Work

---

If any illness, injury or incident impacts the volunteer's capacity to fulfill their duties, they must present proof of their fitness for work prior to recommencing their duties. The Coordinator can request a Medical Certificate prior to re-allocating duties.

#### Dismissal of Volunteers

---

Failure to abide by the Staff Code of Behavior may lead to dismissal from WCCC.

#### Staff Development, Education and Training

---

All WCCC staff will receive training appropriate to their position.

#### Basic Training Requirements

---

The training needs of staff will be identified at performance appraisals.

The training needs of volunteers should be discussed at the Bi-Annual Planning Day and with New England Sector Support Team (NESST) as required. The Coordinator is responsible for ensuring that the basic training needs of volunteers are met in collaboration with NESST. This may include:

- Referral to an external training course
- 'In-house' training sessions or on the job training including:
  - Work health and safety issues
  - The use of equipment
  - Legal responsibilities associated with their work
  - Policies and procedures.

#### Staff Development Opportunities

---

WCCC will support staff development, education and training activities that are relevant to, and will benefit the organisation.

#### Identification of Skill/Qualification Gaps

---

- Performance Appraisals
- Bi-Annual Planning Day
- Staff Meetings
- Feedback from consumers and other services.

### Monitoring and Feedback Processes for Contractors

---

All contractors will be given the opportunity to provide feedback to the Coordinator. This feedback will be included in the Feedback, Incidents and Complaints Register and actioned as appropriate. If the contractor wishes to provide a formal complaint they can do so in writing – see 3.3 Complaints and Service User Feedback Procedures.

The quality of service relating to contractors is monitored through consumer or other services feedback. The feedback is reviewed in accordance with the Contractor Agreement, and discussed with the contractor to devise an agreed course of action. If the contractor is in breach of their Agreement, they may be dismissed from WCCC.

### Equipment Register

---

- All WCCC equipment, including office equipment will be maintained by the Walcha Council
- For any loaned equipment, such as wheelchairs, the Coordinator maintains an Equipment Register, which details the condition of the equipment, service timeframes, loan times and contact details for the person responsible for the loan
- The Equipment Register will be regularly checked to ensure equipment is safe, not lost or damaged, and has regular maintenance.

### Ensuring a Safe Environment

---

#### Safety Audits – Consumer Homes, Facilities, External Venues

---

##### Consumer homes

- Visual In-Home Hazard Report – completed whenever staff or volunteers are required to enter a consumer's home eg: Meals on Wheels
- If there are any identified risks, this information will be added to volunteer run sheets
- The Coordinator can make suggestions about risk improvements in the home, and make a referral to an Occupational Therapist if necessary.

##### WCCC Facilities

- The Hospital conducts safety audits of the WCCC office

##### External Venues

- An External Venue Report must be sourced from HSNet or completed by the Coordinator before taking a group to a venue outside of the WCCC building
- Any External Venue Reports are collated in the Venue Risk Assessment Folder
- If there are risks/hazards identified, consumers are informed when booking and on the day. Consumers with mobility issues will be assigned a volunteer/Coordinator to assist them at venues.

### Work Health and Safety

---

Health and Safety Representatives details will be pinned to the WCCC Staff Notice Board.

Consistent with the requirements of the Work Health and Safety Act 2011, Walcha Council, as an employer, has an obligation to provide safe working conditions and work practices. Specific requirements include:

- Provide or maintain workplaces, plant and systems of work that do not expose employees to hazards including the premises, machinery and methods of work as well as the physical factors (lighting, ventilation, dust, heat, noise, etc.) and intellectual factors (stress, fatigue etc)
- Provide the information, instruction, training and supervision so that employees are not exposed to hazards while they are working
- To consult and cooperate with health and safety representatives
- To provide adequate personal protective equipment where hazards cannot be avoided
- To make arrangements for the safe use, cleaning, maintenance and transportation of plant and equipment used in the workplace.

Obligations of employees/volunteers under the legislation include that they must:

- Take reasonable care to protect their own health and safety and the health and safety of others
- Cooperate with their employer to ensure that the workplace is safe and healthy, and report to the employer any workplace hazards
- Follow the instruction and training provided by employers, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety.

The legislation also recognises that employees/volunteers have certain rights with regard to health and safety in their workplaces. These include the right to:

- Be informed, i.e. to know about potential hazards
- Participate in setting and maintaining safe standards in the workplace
- Be represented on matters relating to health and safety
- Refuse to work without losing pay or benefits if they have reason to believe that they are, or would be, exposed to risk of imminent and serious injury or illness.

#### Work Health and Safety Strategies

---

The WCCC supports the following strategies to ensure the health and safety of staff, volunteers and consumers:

- Ensuring the work environment meets regulatory requirements such as building, food preparation and transport regulations
- The provision of equipment that minimises the risk of strain or injury
- The locating of goods and equipment to minimise the risk of accidents or injury
- Stress management strategies including:

- Providing good working conditions
- Clearly defining job responsibilities and accountability structures
- Establishing support systems for all staff and volunteers
- Ensuring work plans and timelines are realistic
- Managing abusive or disruptive consumer behaviour
- Providing training to staff and volunteers (orientation and ongoing) on the safety of consumers and themselves
- The use and follow up of the Feedback, Incidents and Complaints Register
- Safety inspections of consumers' homes and other facilities and venues where staff accompany consumers
- Inviting feedback from contractors through direct contact on any issues in the delivery of services
- Ongoing audits and continuous improvement of workplace processes and procedures are conducted (see 1.5 Continuous Improvement Procedures)
- Regular maintenance and servicing of equipment and vehicles, as appropriate or recommended by the manufacturers.
- Making premises and facilities and consumer homes a smoke free environment
- Ensuring a Material Safety Data Sheet (MSDS) for all chemicals is kept close to the chemicals. Volunteers will be shown the location of the MSDS folder and volunteers are responsible for making themselves aware of the information provided.

#### Photocopier

---

- Locate in a well-ventilated area
- Avoid excessive amounts of time working at photocopiers
- Put the lid down before photocopying (light intensity may be uncomfortable)
- Avoid inhaling toner dust or skin contact with toner.

#### Computing and Keyboard Work

---

The following practices will be followed to minimise fatigue and the likelihood of repetitive strain and maximise productivity.

- The keyboard should be 60mm - 70mm from the edge of the desk
- Avoid repetitive movements that are too fast or too hard for too long
- Vary activities throughout the day move around, and take a break
- The top of the computer screen should be at eye level and at about 600 - 700 millimetres from the eyes when the neck is comfortable and the head is upright
- Position the mouse to allow use with your elbows held close to your side and with the shoulders in a comfortable position.

### Chairs

---

- The chair should fit the person who sits in it
- Adjust the backrest to a height and angle that is comfortable
- Support the lower back in the area behind the waist
- Adjust the seat height so that the feet rest firmly on the floor and weight is taken through the feet
- Adjust the seat height and use a footstool to support the feet if the desk is too high.

### Accidents/Incidents

---

- When an accident/incident occurs, the Coordinator must report the incident to the Walcha Council by completing Walcha Council and a WCCC Staff Incident/Accident Report Forms
- Add details of the accident/incident to the Feedback, Incidents and Complaints Register for further action.

### First Aid

---

Coordinators must complete first aid training and hold an up-to-date certificate. Volunteer first aid training is not compulsory, but is offered.

The WCCC office, bus and car all contain first aid kits that meet Australian Standards.

The first aid kits will be checked and maintained regularly by the Coordinator or Walcha Council.

### Emergency Procedures

---

- Staff and volunteers have a responsibility to familiarise themselves with their workplace and be aware of the following:
  - The most direct means of exit from the building
  - The nominated assembly point
  - The location of any portable firefighting equipment within the building and its application
- Staff, volunteer and Day Centre consumer fire drills must be undertaken every 6 months
- A floor plan diagram including exits and evacuation points is located throughout the WCCC building.
- An emergency procedures guide is located next to the WCCC phone
- St Johns First Aid Fact Sheets are displayed in the WCCC office
- Specific emergency procedures such as vehicle emergencies are outlined in Volunteer Information Packages.

### Vehicle Usage

---

The following refers to the use of the WCCC vehicles:

- Staff/Volunteers must have an appropriate current licence before using a motor vehicle
- The WCCC vehicle is to be used solely for the delivery of services
- The WCCC car must be garaged at the office
- Vehicles may be taken home by staff in the event of a late return to Walcha or where an early workday start including travel is required. The most direct route must be used at all times. Vehicles must be locked at all times they are unattended
- Vehicles will be maintained and serviced at the Council Depot, and a maintenance schedule is completed by the bus driver for each trip
- The primary user of the vehicle will ensure that the vehicle is maintained to the appropriate standard by:
  - Cleaning the vehicle inside and out on a regular basis
  - Making sure that the vehicle has petrol and oil at all times
  - Reporting when the vehicle is damaged, or when repairs are required
  - Making sure the required servicing and maintenance is carried out
- Petrol is provided at the Council Depot. If it is not possible to get fuel from the Depot, fuel is to be purchased using the WCCC fuel card. The card must remain in the car or bus at all times. Purchase docketts must be handed in to the Walcha Council.

### Safety Precautions in Service Delivery

---

To ensure safety, the following procedures must be followed:

#### Manual Lifting and Handling

---

Poor lifting and handling practices can constitute a major threat to health and safety. Staff and volunteers should be aware of, and attempt to mitigate, the risks. The Walcha Council has a Manual Lifting Policy, and Volunteer Packs contain procedures for analysing risks. Manual Handling courses will be offered intermittently by WCCC, and volunteers offered access to this course.

#### Health and Hygiene Procedures

---

The following basic principles should be adhered to:

- Good personal hygiene standards maintained (eg. washing hands, daily shower and wearing clean clothes)
- Wash hands using soap and water, after going to the toilet or touching your nose or head
- Wash hands and put on gloves before handling prepared food
- Use a barrier cream to protect hands and cover cuts or abrasions with waterproof dressings
- Wear protective clothing where applicable

Version 2: Draft

Responsible Officer: WCCC Coordinator

Review Date: January 2019



- Wear gloves over clean hands when: handling soiled clothes or linen; cleaning bathroom or toilet areas; to cover broken skin on hands.

#### Infection Control

---

To prevent the dangers of transmissible illness to staff, volunteers and consumers, the following procedures apply:

#### Minor Infectious Illness

- Where practicable, when affected by a minor illness such as cold or flu, staff and volunteers will avoid close contact with consumers
- Staff and volunteers will inform the Coordinator if they suspect that they may be affected by a minor infectious illness but are still fit to work and where practicable, alternative duties will be offered.

#### Universal Precautions

- All blood and human body fluids (including urine, faeces and vomit) must be treated as a potential carrier of serious infectious disease
- Prior to the delivery of services, wash hands and cover any cuts, abrasions and broken or damaged skin with a waterproof dressing
- Where there has been exposure to blood (contact through unprotected cuts, broken skin or damaged skin), report the incident immediately to the Coordinator or Environmental Services Manager. An appropriate local medical advisor will be contacted
- Spillage of blood or body fluids whilst undergoing any task must be reported to the Coordinator or Environmental Services Manager immediately.

#### Strategies employed to ensure the safety of special needs consumers include:

---

- Providing a safe and comfortable environment consistent with consumer care needs and staff safety
- Making sure assistance is available for consumers with language or other communication issues
- Providing special equipment or facilities as required to meet individual needs, or providing appropriate referrals
- Monitoring the safety of consumers' homes appropriate to the support they receive.

#### Staff and Volunteer Training

---

- Staff and volunteers must be shown how to use new or replaced equipment
- New staff volunteers will be given an induction, which includes the operation of equipment including the bus chair lift
- All staff must complete first aid training and ensure their certificate is up-to-date

- Volunteers will be given the opportunity to participate in first aid training.

#### Related Documents

---

- Equipment Register
- Visual In-Home Hazard Report
- External Venue Report
- Staff Incident/Accident Report Form
- Walcha Council Incident Report
- Venue Risk Assessment Folder
- Material Safety Data Sheets
- St Johns Ambulance Fact Sheets
- Employee Handbook
- Training Register and Plan
- Volunteer Agreement and Information Pack.

### Aged Care Legislation and Guidelines

---

[www.comlaw.gov.au](http://www.comlaw.gov.au) (Commonwealth legislation)  
[www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au) (NSW legislation).  
Age Discrimination Act 2004 (Commonwealth)  
Commonwealth Home Support Program (CHSP) Guidelines  
Commonwealth Home Support Program (CHSP) Manual  
Living Well at Home: CHSP Good Practice Guide (2015)  
The Aged Care Act 1997  
The Home Care Standards  
Passenger Transport Act 2014 (NSW)

### Disability Legislation and Guidelines

---

[www.comlaw.gov.au](http://www.comlaw.gov.au) (Commonwealth legislation)  
[www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au) (NSW legislation).  
Abuse and Neglect Policy [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Advocacy information [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Anti-Discrimination Act 1977 (NSW)  
Behaviour Support Policy (ADHC)  
Behaviour Support Policy and Procedures. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Behaviour Support: Policy and Practice Manual (ADHC)  
Carers (Recognition) Act 2010 (NSW)  
Children and Young Persons (Care and Protection) Act 1998 (NSW) and  
Child Protection Legislation Amendment Act 2014 (NSW)  
Consumer Risk Policy and Procedures. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Community Services (Complaints, Reviews, and Monitoring) Act 1993  
(NSW)  
Complaint Handling Toolkit for Community Service Organisations.  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
Cultural Diversity Strategic Framework 2010 -2013 & CALD Language  
Services Fact Sheets at [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Decision Making and Consent Policy [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Disability (Access to Premises) Standards 2010 (Commonwealth)  
Disability Discrimination Act 1992 (Commonwealth)  
Disability Inclusion Act 2014 (NSW)  
Guidelines for Community Care Supports Program (ADHC).  
Information on advocacy. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Information on Health and Wellbeing (including medication management)  
[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Information on Person Centred Approaches. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Intellectual Disability Rights Service IDRS [www.idrs.org.au](http://www.idrs.org.au)  
It's Your Business (ADHC) [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au) Chapter 6  
Language Service Guidelines [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
Lifestyle Planning Guidelines and Exploring and Implementing Person  
Centred Approaches. [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)  
National Disability Insurance Scheme Act 2013 (Commonwealth)

Nutrition and Swallowing Policy and Procedures 2010

[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Quality Policy for ADHC Funded Services <http://www.adhc.nsw.gov.au>

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Information on the Convention of the Rights of Persons with Disabilities

[www.un.org/convention/conventionfull.shtml](http://www.un.org/convention/conventionfull.shtml)

#### 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)*

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](http://www.industrialrelations.nsw.gov.au/oirwww/About_NSW_IR/Legislation.page)

e

Information and Privacy Commissioner. [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

Information on Privacy legislation. [www.adhc.nsw.gov.au](http://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 (State)

Work Health and Safety Act 2011 (Commonwealth)

Version 2: Draft

Responsible Officer: WCCC Coordinator

Review Date: January 2019

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)

DRAFT



# Item 11:

# Delegate Reports

---

Submitted to Council: 29 June 2016

..... General Manager ..... Mayor

**MINUTES OF THE ORDINARY MEETING OF THE NEW ENGLAND TABLELANDS (NOXIOUS PLANTS) COUNTY COUNCIL HELD IN THE ARMIDALE OFFICE, 129 RUSDEN STREET, ARMIDALE ON WEDNESDAY, 27th APRIL 2016 COMMENCING AT 8:32AM.**

**PRESENT:** Councillor M. Woods-Chairman, Councillor M. Dusting, Councillor M O'Connor and Councillor D. Heagney.

**IN ATTENDANCE:** General Manager, Mr W. Deer and Senior Weeds Officer, Mr James Browning. NSW DPI Invasive Species Officer, Mr Phil Blackmore joined the meeting at 8.44am.

**APOLOGIES:** Councillor A Murat

**12/16 RESOLVED** on the motion of Councillors Heagney and O'Connor that the apology be accepted.

**DECLARATIONS OF INTEREST**

Nil.

**CONFIRMATION OF MINUTES OF THE ORDINARY MEETING HELD ON WEDNESDAY 4 FEBRUARY 2015.**

**13/16 RESOLVED** on the motion of Councillors Heagney and O'Connor that the Minutes of the Ordinary Meeting of the New England Tablelands (Noxious Plants) County Council held on 2 February 2016, copies of which have been distributed to all members, are taken as read and confirmed a true record.

**BUSINESS ARISING FROM THE MINUTES OF THE ORDINARY MEETING HELD ON WEDNESDAY 2 FEBRUARY 2016.**

The General Manager tabled a response from the Member for Northern Tablelands, Mr Adam Marshall MP advising that he has made direct representations to the Minister for Local Government, the Hon. Paul Toole seeking his advise and direction on Council's request to meet with the Minister to discuss the advantages of retaining the New England Tablelands (Noxious Plants) County Council and that once a response is received Council will be advised.

**CHAIRMAN'S REPORT**

The Chair advised that constituent member Councils are still awaiting the outcome of the Fit for the Future, Council Boundary Review process currently being undertaken in the region.

**1. BIOSECURITY INFORMATION SYSTEM LAUNCH (ITEM 6.1.1).**

**14/16 RESOLVED** on the motion of Councillors Dusting and Heagney that the report on the launch of the Biosecurity Information System for collection of State-wide weed surveillance and management information be received and noted.

**MINUTES OF THE ORDINARY MEETING OF THE NEW ENGLAND TABLELANDS (NOXIOUS PLANTS) COUNTY COUNCIL HELD IN THE ARMIDALE OFFICE, 129 RUSDEN STREET, ARMIDALE ON WEDNESDAY, 27th APRIL 2016 COMMENCING AT 8:32AM.**

**2. NEW ENGLAND WEEDS AUTHORITY ANNUAL OPERATIONAL PLAN 2016 - 2017 (ITEM 6.1.2).**

**15/16 RESOLVED** on the motion of Councillors Dusting and Heagney that :

1. The Draft New England Weeds Authority Annual Operational Plan 2016 -2017 be placed on public exhibition for a period of at least 28 days in accordance with the provisions of the Local Government Act 1993.
2. Following the conclusion of the public exhibition period a further report be presented to Council on submissions received and for the adoption of the Draft New England Weeds Authority Annual Operational Plan 2016 - 2017.
3. The constituent member Councils of Armidale-Dumaresq, Guyra, Walcha and Uralla be provided with a copy of the Draft New England Weeds Authority Annual Operational Plan 2016-2017 for comment.

**3. NEW ENGLAND GROUP OF COUNCILS (ITEM 6.1.3).**

**16/16 RESOLVED** on the motion of Councillors Dusting and Heagney that the report on the February 2016 meeting of the New England Group of Councils be received and noted.

**4. INVESTED FUNDS REPORT (ITEM 6.1.4).**

**17/16 RESOLVED** on the motion of Councillors O'Connor and Dusting that:

1. The report indicating Council's Fund Management position be received and noted.
2. The Certificate of the Responsible Accounting Officer be noted and the report adopted.

**5. MARCH 2016 QUARTERLY BUDGET REVIEW (ITEM 6.1.5).**

**18/16 RESOLVED** on the motion of Councillors Heagney and Dusting that Council adopt the March 2016 Quarterly Budget Review and approve the Budget variations.

**6. 2015/2016 WEEDS ACTION PROGRAM QUARTERLY REVIEW. (ITEM 6.2.1)**

**19/16 RESOLVED** on the motion of Councillors Heagney and Dusting that Council adopt the quarterly report on the 2015 – 2016 NSW Weeds Action Program.



**MINUTES OF THE ORDINARY MEETING OF THE NEW ENGLAND  
TABLELANDS (NOXIOUS PLANTS) COUNTY COUNCIL HELD IN THE  
ARMIDALE OFFICE, 129 RUSDEN STREET, ARMIDALE ON  
WEDNESDAY, 27th APRIL 2016 COMMENCING AT 8:32AM.**

**7. MATTERS OF URGENCY**

Nil

**NEXT MEETING:**

The next meeting will be held on Wednesday, 15 June 2016 at 8:30 am.

**THERE BEING NO FURTHER BUSINESS THE CHAIR DECLARED THE  
MEETING CLOSED AT 8.58 AM.**



## MEETING

Held at

Moree Plains Shire Council

Thursday 2 June 2016 commencing at 9.30am

## MINUTES

---

**PRESENT:**

**Tamworth Regional Council**

Cr Col Murray, JO Chairperson/Mayor and Paul Bennett, General Manager

**Narrabri Shire Council**

Cr Conrad Bolton, JO Deputy Chairperson/Mayor and Stewart Todd, General Manager

**Gunnedah Shire Council**

Cr Owen Hasler, Mayor and Eric Groth, General Manager

**Gwydir Shire Council**

Cr John Coulton, Mayor and Max Eastcott, General Manager

**Moree Plains Shire Council**

Cr Katrina Humphries, Mayor

**Uralla Shire Council**

Cr Mick Pearce, Mayor

**Walcha Council**

Cr Janelle Archdale, Mayor and Jack O'Hara, General Manager

**Regional Development Australian Northern Inland**  
Russell Stewart, Chairperson

## **1 REGIONAL GOVERNANCE**

### **1.1 WELCOME**

Cr Katrina Humphries, Mayor, Moree Plains Shire Council welcomed Namoi Councils Joint Organisation Board members to Moree.

### **1.2 APOLOGIES**

Apologies were announced as having been received from Cr Andrew Hope, Mayor and Ron Van Katwyk, General Manager, Liverpool Plains Shire Council, Lester Rodgers, General Manager, Moree Plains Shire Council, George Cowan, Acting General Manager, Uralla Shire Council, Adam Marshall MP, Member for Northern Tablelands and Nathan Axellson, Executive Officer, Regional Development Australia Northern Inland.

#### Declaration of Interest

Nil

### **1.3 CONFIRMATION OF MINUTES OF PREVIOUS MEETING**

#### **MOTION**

**Moved Cr Pearce, Uralla and seconded Cr Archdale, Walcha**

**43/16**

#### **RESOLVED**

That the Minutes of the Meeting of Namoi Councils held on 5 May 2016, copies of which were circulated to all members, be taken as read and confirmed as a correct record of the proceedings of the Meeting.

### **1.4 OUTSTANDING ACTION LIST 35**

#### **MOTION**

**Moved Cr Archdale, Walcha and seconded Cr Hasler, Gunnedah**

**44/16**

#### **RESOLVED**

- (i) That Outstanding Action List 35 be received and noted;
- (ii) That the Executive Officer be requested to convene a meeting of Namoi Councils Regional Planning Working Group to consider, amongst other things, a common position with regard to LED lighting for all new subdivisions which would be particularly valuable to those communities experiencing significant growth;
- (iii) That the Executive Officer be requested to pursue the invitation issued to the NSW Department of Primary Industry for a representative to attend the July 2016 Meeting of Namoi Councils to brief the Board on details of the European Car Eradication Program; and
- (iv) That a representative of Essential Energy be invited to the July 2016 Meeting of Namoi Councils to specifically address public street lighting issues regarding:
  - ❖ Standard of Street Lighting
  - ❖ Australian Standard Compliant Cost
  - ❖ Council Public Liability.

## **1.5 FINANCE REPORT**

### **MOTION**

**Moved Cr Archdale, Walcha and seconded Cr Hasler, Gunnedah**

That the Namoi Councils Financial Report as at 30 April 2016 be received and noted.

## **2 REGIONAL ADVOCACY**

### **2.1 REGIONAL MEDIA ISSUES**

**45/16 RESOLVED**

#### **MOTION**

**Moved Cr Hasler, Gunnedah and seconded Cr Coulton, Gwydir**

That Namoi Councils maintain a proactive focus in the regional media on promotion of the national and regional value of the Inland Rail Project.

### **2.2 MEDIA RELEASES ISSUED**

**46/16 RESOLVED**

#### **MOTION**

**Moved Cr Hasler, Gunnedah and seconded Cr Coulton, Gwydir**

- (i) That the Media Release issued in respect of the appointment of the Member for Tamworth as Parliamentary Secretary to the Deputy Premier and the Inland Rail Network be received and noted; and
- (ii) That the Inland Rail Project be included as a “Standing Agenda Item” in the Business Paper for all future Joint Organisation Board Meetings and JOLT Meetings.

### **2.3 OUTWARD CORRESPONDENCE**

**47/16 RESOLVED**

#### **MOTION**

**Moved Cr Pearce, Uralla and seconded Cr Bolton, Narrabri**

That the Outward Correspondence Items 2.3.1, 2.3.2, 2.3.3 and 2.3.4 be noted.

### **2.4 INWARD CORRESPONDENCE**

**48/16 RESOLVED**

#### **MOTION**

**Moved Cr Bolton, Narrabri and seconded Cr Archdale, Walcha**

That Inward Correspondence Item 2.4.1 be received and noted.

### 3 INTERGOVERNMENTAL COLLABORATION

#### 3.1 NSW DEPARTMENT OF PREMIER & CABINET REGIONAL COORDINATOR

The NSW Department of Premier & Cabinet Regional Coordinator, Alison McGaffin, addressed the Board in relation to the following matters and issues:

- ❖ The introduction of “*Making It Happen*” in the New England North West has been progressed over the past month among NSW Government Agencies.
- ❖ The last Regional Managers Network received the following presentations:
  - Multicultural NSW including the establishment of the Regional Advisory Committee for the New England North West.
  - The representation of the Namoi Councils Joint Organisation on the Regional Advisory Committee (RAC) for the New England North West was emphasised and that membership should comprise one of the member Councils’ General Managers to maintain a close engagement with Local Government in the Region on issues of Refugee Resettlement and the Safe Haven Enterprise Visas Scheme.
  - The Refugee Resettlement Program for Iraqi and Syrian Refugees and the Save Haven Enterprise Visas Scheme will require comprehensive coordination by State Agencies and Local Government to ensure the benefits of both programs a maximised in terms of population increase and business expansion.

#### MULTI CULTURAL NSW NEW ENGLAND NORTH WEST REGIONAL ADVISORY COMMITTEE

49/16 **RESOLVED**

#### MOTION

#### Moved Cr Coulton, Gwydir and seconded Cr Humphries, Moree Plains

That Max Eastcott, General Manager, Gwydir Shire Council be appointed as the Namoi Councils Joint Organisation representative on the New England North West Multi Cultural NSW Regional Advisory Committee.

#### 3.2 REGIONAL DEVELOPMENT AUSTRALIA NORTHERN INLAND

The Chairperson of Regional Development Australia Northern Inland (RDANI), Russell Stewart, addressed the Board in relation to the following matters and issues:

- ❖ The RDANI Strategic Planning Report is nearing completion.
- ❖ Promoted the staging of a local “High Rollers” Business Forum of successful businesses within the region to obtain information of how

RDANI can assist with further business expansion and what are the key drivers of their business success.

- ❖ The Namoi Regional Investment Prospectus Workshop Outcomes and Template for feedback has been circulated to all Joint Organisation member Councils for completion and return to RDANI.
- ❖ The RDANI April 2016 Newsletter has been circulated to all Councils.
- ❖ Jobs NSW is currently open to innovative suggestions for job creation in the region. Business start-up loans are available and RDANI staff are available to assist with the completion of loan applications.

#### **4 REGIONAL STRATEGIC PLANNING AND PRIORITISATION**

##### **4.1 JOINT ORGANISATION LEADERSHIP TEAM (JOLT) MEETING REPORT AND RECOMMENDATIONS – 22 MARCH 2016**

###### **MOTION**

Moved Cr Bolton, Narrabri and seconded Cr Pearce, Uralla

50/16

###### **RESOLVED**

That the Report of the Joint Organisation Leadership Team Meeting held on 24 May 2016 be received and adopted and the Board express its appreciation to JOLT members for the enthusiastic and professional approach taken in providing the Board with strategic direction and advice.

#### **5 NAMOI COUNCILS SHARED SERVICES**

##### **5.1 NAMOI WATER ALLIANCE TECHNICAL ADVISORY COMMITTEE MEETING – 25 MAY 2016**

###### **MOTION**

Moved Cr Bolton, Narrabri and seconded Cr Archdale, Walcha

51/16

###### **RESOLVED**

- (i) That the Minutes of the Namoi Water Alliance Technical Advisory Committee Meeting held on 25 May 2016 be received and noted; and
- (ii) That the Alliance Technical Advisory Committee be requested to submit a report to a future Board Meeting in relation to Water and Wastewater Best Practice comparisons among Alliance member Councils.

##### **5.2 ELECTRICITY SUPPLY TENDERS**

## **MOTION**

**Moved Cr Hasler, Gunnedah and seconded Cr Archdale, Walcha**

### **52/16 RESOLVED**

That it be noted Tenders for the supply of electricity for 1, 3 and 5 years have been brokered by the Namoi Councils Joint Organisation with the support and assistance of Tamworth Regional Council for Narrabri Shire Council, Tamworth Regional Council and Armidale Regional Council.

## **5.3 LOCAL GOVERNMENT PROCUREMENT REBATE**

### **MOTION**

**Moved Cr Bolton, Narrabri and seconded Cr Coulton, Gwydir**

### **53/16 RESOLVED**

That JOLT be requested to provide policy advice in respect of the distribution or appropriation of the Local Government Procurement Rebate of \$5,881.76.

## **5.4 NAMOI ROADS AND TRANSPORT WORKING GROUP REPORT AND RECOMMENDATIONS – MEETING – 8 MARCH 2016**

### **MOTION**

**Moved Cr Coulton, Gwydir and seconded Cr Bolton, Narrabri**

### **54/16 RESOLVED**

That the recommendations of the Namoi Roads and Transport Working Group Meeting held on 8 March 2016 be received and adopted.

## **6 GENERAL BUSINESS**

### **6.1 AUSTRALIAN RURAL ROADS GROUP (ARRG)**

Cr John Coulton, Gwydir Shire Council, advised the Board that a meeting had been arranged between representatives of the Grattan Institute and the Australian Rural Roads Group on 21 June 2016 to discuss the ARRG submission and improvements to rural local road infrastructure nationwide.

## **7 DATE AND VENUE FOR NEXT NAMOI COUNCILS JOINT ORGANISATION BOARD MEETING**

**Date:** Thursday 7 July 2016 commencing at 9.30am

**Venue:** Walcha Council

**Closure:** **There being no further business, the Namoi Councils Joint Organisation Meeting concluded at 11.25am**

Cr Col Murray, Namoi Councils, Chairperson

2 June 2016

**- ooOOoo -**

Minutes