

**Subject**            **Community Services - Delivery of Aged and Disabled Services**

**Description:** This document describes the Uralla Shire Council's policy of corporate governance of funded programs under its management or auspice which provide services to the aged and disabled members of the Shire and region.

**Objectives:** To support the providers of services aimed at enhancing the quality of life of the Shire's aged and disabled people particularly where these services result in those people continuing to live in the Shire and region.

## PART 1 - POLICY

### OVERVIEW

Uralla Shire Council is committed to the provision of client-focused services which meet the needs of frail aged, people with a disability, their carers and other socially or financially disadvantaged groups who reside within the Shire or region.

Through the provision of Commonwealth and State funding, the Uralla Shire Council is able to provide services under the following programs:

- **McMaugh Gardens Aged Care Facility**  
  
Residential aged care
  
- **Tablelands Community Support Options**  
  
Home and Community Care (HACC)  
Community Aged Care Packages (CACP)  
National Respite for Carers (NRCP)
  
- **Kamilaroi Ageing and Disability Services**  
  
Home and Community Care (HACC)  
Community Aged Care Packages (CACP)  
National Respite for Carers (NRCP)
  
- **Tablelands Community Transport**  
  
Home and Community Care (HACC)  
Community Transport Program (CTP)
  
- **Bundarra Neighbour Aid**  
  
Home and Community Care (HACC)

**Section: COMMUNITY SERVICES (8.1.01)**

**ROLE OF THE URALLA SHIRE COUNCIL (COUNCIL)**

Uralla Shire Council provides strategic direction to and monitors the operations of service programs under its management or auspice to ensure that all programs meet their legal requirements in relation to contractual arrangements with funding bodies, the employment of staff and the provision of services.

Uralla Shire Council is responsible for ensuring that each program providing services to the aged and disabled sector operates within the applicable funding body's guidelines and approved budgets and in accordance with the policies and procedures set down by the Council.

**RESPONSIBILITIES OF URALLA SHIRE COUNCIL**

**Legal responsibilities**

Council will ensure that each provider of services to the aged and disabled sector under Council management or auspice:

- Operates within relevant Federal, State and Local Government laws and funding provider requirements, guidelines and objectives,
- Complies with all legislation in relation to the employment of staff and volunteers including:
  - Applying no less than the minimum conditions of employment of any awards that may apply
  - Occupational health and safety requirements
  - Equal employment opportunity legislation
  - Workers compensation and
  - Superannuation
- Has adequate insurance cover including Public Liability and Volunteer's insurance
- Complies with the requirements of the NSW Privacy and Personal Information Protection Act 1998 (PIPPA), NSW Health Records and Information Privacy Act 2002 (HRIPA), NSW State Records Act 1998, Government Information (Public Access) Act 2009 and other relevant legislation or regulations.

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**Policy and Planning**

Council will ensure that each provider of services to the aged and disabled sector under Council management or auspice:

- Has clear and relevant objectives that guide the operations of the program,
- Provides high quality and effective services to clients in line with the Department of Health and Ageing guidelines, Community Care Common Standards and relevant funding program guidelines.
- Reviews its practices and service delivery regularly through a continuous improvement process to ensure best practice is implemented and maintained.
- Regularly reviews and updates its policies and procedures manual with final approval by Council.

**Staff Management**

Council will ensure that:

- The recruitment and employment of staff is based on merit in line with Equal Employment Opportunity principles and other relevant legislation
- Staff and volunteers abide by Council's Code of Conduct (February 2011)
- Staff and volunteers have access to Council's Employee Assistant Program (EAP), grievance and dispute resolution processes
- Relevant National Criminal Checks and Working with Children checks (if necessary) have been conducted and are up to date for all staff working within the aged and disabled community services sector.

**Financial Management**

Council will ensure that each provider of services to the aged and disabled sector under its management or auspice:

- Adheres to Council's accounting practices and procedures
- Responsibly manages program/project funding within the Council approved annual budget
- Complies with the conditions of funding agreements including the annual financial reporting and acquittal requirements of each funding provider

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Roles and Tasks

Uralla Shire Council is responsible for the financial management of each community services program under its management or auspice including the establishment of financial policy and procedures and monitoring the financial management of each community services program.

Director of Administrative Services

Uralla Shire Council's Director of Administrative Services is responsible for ensuring that the financial policy and procedures set down by Council are followed and for monitoring the financial operations of Council's community services programs. This includes ascertaining on behalf of Council that financial reports and other information reflect the actual financial situation of each program.

Uralla Shire Council Finance Team

Council's Finance Team are responsible for ensuring the integrity of the financial information in relation to each program, the provision of financial reports to managers of each program, to Council and to funding providers as required under relevant funding agreements. The Finance Team will consult with the Managers of each program in relation to the preparation of annual budgets, quarterly budget reviews and annual acquittal of program funding.

**RESPONSIBILITIES OF MANAGERS**

The Manager of each provider of services to the aged and disabled sector under Council management or auspice is responsible for:

- Managing the day to day operations of their program or organisation
- Direct supervision of those staff employed within the program or organisation under their management
- Implementation of a continuous improvement program
- Meeting accreditation or accountability requirements, including contracted outputs of each funded program
- Provision of quarterly and annual reports to Council on service delivery, continuous improvement and planning and issues impacting on the delivery of services to the aged and disabled sector of the community
- Ensuring that the financial policy and procedures set down by Council are followed.

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DELEGATIONS OF FINANCIAL AUTHORITY

***Delegations of Financial Authority***

Area	Uralla Shire Council	Manager's Authority
Recurrent Operating Expenditure	Approval of annual operating budget and variations to budget	Approval of Expenditure within delegated authority from General Manager
Capital Expenditure	Approval	Approval of capital purchases within delegated authority from General Manager
Employment of External Contractors	Approval Signing of contracts	In line with budget
Travel	Approval	In line with budget
Approval of cheques and EFTs	Approval Signatory	Authorise for payment
Signing of Purchase Orders	In excess of Manager's delegated authority	Within approved budget and no Purchase Order to cover supply exceeding 12 months without Council approval
Lease Agreements	Approval Signing of documents	
Fees	Approval of policy on fee levels, exemptions and reductions	Implementation of policy and approval for exemptions and reductions as per policy
Funding Agreements	Sign funding agreements	Ensures compliance with funding agreements and associated guidelines

**Reporting Procedures**

Council remains informed of the activities and performance of providers of services to the aged and disabled sector through quarterly reports from the Managers of each program or through minutes of Advisory Committee meetings (when appointed).

Uralla Shire Council has delegated authority to the following section 355 Committees of Council to provide advice to Council on policy and planning in relation to the provision of services to target groups:

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Committee Name	Staff Delegates	Function
Bundarra Neighbour Aid Advisory Committee	BNAS Coordinator Director of Administrative Services	To advise Council on the operations of the service
McMaugh Gardens Aged Care Facility Advisory Committee	Manager of McMaugh Gardens Director of Administrative Services	To advise council on the care, control and management of the McMaugh Gardens Aged Care Facility
Tablelands Community Transport Advisory Committee	Manager of TCT (no voting rights) Director of Administrative Services	To advise Council on the management and operation of TCT in the provision of transport facilities for the frail aged, disabled and other transport disadvantaged people in the Shire and on a regional basis.

**Annual Report**

The Manager is responsible for compiling an Annual Report in relation to their program in October of each year. In addition to General information about each program, the report includes:

- The services delivered for the year
- The number of individual service users who received services
- The number of service users who stopped receiving services in the year
- The number of people on the wait list
- Requests for assistance not met and reasons for refusal of service
- The contracted outputs for the year and the variation between the services delivered and the contracted outputs
- The age, sex and ethnicity of the service users and of the older population in the target area and groups in the population but not in the service user group (see also Section 4: Community Understanding and Engagement)
- Service delivery issues in the last year
- Major improvements implemented in the last year
- Planned improvements for the coming year

**Section:** **COMMUNITY SERVICES (8.1.01)**

PART 2 - EXEMPTIONS

Nil

PART 3 - CRITERIA

Unconditional policy

PART 4 – RELATED DOCUMENTS AND POLICIES

Related Documents – Regulatory Compliance Policy (1.2.14)  
Council Role as a Provider of Community Services  
(1.2.16)

**Review:** This policy is to be reviewed as necessary or every four (4) years in accordance with Section 165, Local Government Act, 1993.

**Resolution No:** **10/12 . Adopted for submissions, 23 January 2012;  
Adopted without Change August 2013 (249/13)**