



# **Quality Policy for Life Choices - Support Services**

## DOCUMENT AUTHORISATION

<b>RESPONSIBLE OFFICER:</b>		MANAGER OF COMMUNITY SERVICES			
<b>REVIEWED BY:</b>		Council			
<b>REVIEW DUE DATE:</b>		September 2025			
<b>VERSION NUMBER:</b>		2			
<b>DOCUMENT NUMBER:</b>		CS-LC-SSP010			
<b>VERSIONS:</b>	<b>DATE:</b>	<b>RESOLUTION NO:</b>	<b>DESCRIPTION OF AMENDMENTS:</b>	<b>AUTHOR / EDITOR:</b>	<b>APPROVED / ADOPTED BY:</b>
2	22/09/2022	21.09/22	Adoption of the Quality Policy for Life Choices - Support Services	Manager of Community Services	Council
1	23/06/2017		Not Adopted		Not Adopted

  
 .....  
 General Manager

30.9.22  
 .....  
 Date

## ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngorabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

## PURPOSE

The purpose of this policy is to:

- Comply with legislative requirements related to community-based care delivered from Council's **Life Choices - Support Services (LC-SS)**, outlet;
- Maintain a high level of Quality for all consumers receiving services from the LC-SS section of **Glen Innes Severn Council (Council)**; and
- Provide a documented guide to staff, volunteers and contractors who are commencing direct contact with LC-SS consumers.

## APPLICABILITY

This policy applies to:

- All staff and volunteers who work for LC-SS; and
- All contractors that have regular unsupervised access to consumers of LC-SS.

## OUTCOMES

Council is an approved provider of the services for people who are older and people with a disability.

The delivery of quality supports to customers relies on independent relationships and collaboration between all parties. Each professional has an obligation to respect the right and human values of all people and to work within the following framework when delivering consumer/ participant services.

## ROLES AND RESPONSIBILITIES

**In relation to consumer/ participants (including carers) and/or their nominated representative, staff will:**

- Act in the best interest of the consumer/ participant;
  - Treat each consumer/ participant with respect, dignity and courtesy;
  - Maintain strict confidentiality and respect the rights of each individual to privacy;
  - Recognise each consumer/participant as being independent and their unique family and/or social relationships;
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- Accept without judgement, the way someone is or the way they choose to live their life; and
- Respect each individuals religious and cultural identity.

## **POLICY STATEMENT**

Council is committed to protecting the vulnerable people receiving services through LC-SS by implementing and monitoring policy and procedures.

## **LEGISLATION AND SUPPORTING DOCUMENTS**

### **Relevant Legislation, Regulations and Industry Standards include:**

- AS 4801 Occupational Health and Safety Systems;
- Environmental Planning and Assessment Act 1979;
- *Local Government Act 1993* and associated Regulation;
- ISO 9001 Quality Management Systems – Requirements;
- ISO 14001 Environmental Management System;
- ISO 31000 Risk Management;
- *Protection of the Environment Operations Act 1997*;
- *WHS Act and Regulation 2011*;
- *Workers Compensation Act 1987* and associated Regulation;
- Workplace Injury Management and Workers Compensation Act 1998 and associated Regulation;
- *Aged Care Act 1997*;
- *Disability Inclusion Act 2014*;
- Aged Care Quality Standards;
- NDIS Practice Standards and Quality Indicators; and
- *Children and Young Persons Care 1998*.

### **Relevant Council Policies and Procedures include:**

- Life Choices - Support Services Procedure Manual;
  - Service Delivery Policy Statement Register – People with a Disability;
  - Service Delivery Policy Statement Register – People who are Older;
  - Code of Conduct for Council Staff;
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- Life Choices - Support Services National Police Certificate / Criminal History Check Policy;
- Council – WHS Policy;
- Privacy Policy; and
- Risk Management Policy.

## **VARIATION AND REVIEW**

The Quality Policy for Life Choices - Support Services will be reviewed every three (3) years, or earlier if deemed necessary to ensure that it meets the requirements of legislation and the needs of Council. The term of the Policy does not expire on the review date, and it will continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.

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