

Date Adopted August 2007
Current as at March 2017
To be Reviewed March 2020

Fully compliant with Victorian
Charter of Human Rights and
Responsibilities Act 2006



POLICY TITLE **COMMUNITY CARE SERVICES DEPARTMENT – SERVICE STANDARDS**

POLICY NUMBER **POL/HUMAN608**

PURPOSE

Council's Community Care Services provides a range of funded and brokered services that are required to be delivered within a framework of quality.

SCOPE

All Community Care Services staff are responsible for the implementation of service standards as detailed in their position descriptions.

POLICY

Community Care Services program standards of service delivery will meet funding body and legislative requirements.

Staff will ensure that directives, procedures, tools/forms and protocol development within the various service delivery components are documented and in place to meet requirements.

RELATED POLICIES/PROCEDURES/DOCUMENTS

Community Care Services – Provision of Brokered Services – POL/HUMAN607

RELATED LEGISLATION

Aged Care Act (Commonwealth) 1997 and associated Principles

Home & Community Care Act (Commonwealth) 1985

Privacy and Data Protection Act 2014

Health Records Act 2001

Freedom of Information Act 1982

Occupational Health & Safety Act 2004

Community Care Common Standards

Signed: Les McPhee

Mayor

Date: 23/03/2017