

Policy name	Disability Services
Responsible manager(s)	Director Community, Arts and Recreation
Contact officer(s)	Manager Community Care
Directorate	Community, Arts and Recreation
Approval date	26 July 2022
Outcome area	2. Our community that welcomes, celebrates, and supports everyone.
Strategy	2.1 Acknowledge our beginnings, embrace our diversity
Delivery Program	2.1.5 Support people with disability and their carers and implement the Disability Inclusion Action Plan
Operational Plan	2.1.5.2 Provide support services for National Disability Insurance Scheme participants

Purpose

This policy is designed to outline the relationships and parameters of disability service delivery by Eurobodalla Shire Council and key areas of responsibility under legislation, NDIS Terms of Business and funding agreements.

Policy statement

1	Application This policy applies to Council's Community Care programs and services.
2	Legislation Eurobodalla Shire Council is required to provide services in accordance with the principles of the <i>Disability Inclusion Act 2014</i> , the NSW Disability Services Standards and the National Disability Standards. Eurobodalla Shire Council is committed to implementing the National Disability Strategy when delivering State and Federally funded disability services. The National Strategy promotes the principles of the United Nations Convention on the Rights of Persons with Disabilities.
3	Council is responsible for delivering disability services consistently, in line with the Disability Support for Older Australians Program manual, the National Disability Insurance Scheme (NDIS) Quality Safeguards Commission Practice Standards, NDIS Code of Conduct, the National Disability Service Standards and the National Disability Strategy.
4	Code of Practice Details of the acceptance and management of clients with a disability against the National Disability Insurance Scheme (NDIS) Quality Safeguards Commission Practice Standards and NDIS Code of Conduct are provided in the Community Care Policies and Service Operation Manuals.
5	Complaints Complaints received regarding the provision of Community Care disability services will be entered into Council's Records Management system and will remain confidential, in accordance with Council's Privacy Management Plan and funding requirements. Complaints will be dealt with in accordance with Council's Complaint's Policy

Implementation

Implementation steps		Responsibility
1	<p>Code of Practice</p> <p>Council’s Community Care Policies and Service Operation Manuals specify in detail how services will be managed, in line with Council, National Disability Insurance Scheme (NDIS) Quality Safeguards Commission Practice Standards, NDIS Code of Conduct, the National Disability Service Standards, the National Disability Strategy and Disability Support for Older Australians funding agreements.</p>	Council Officers
2	<p>Staff</p> <p>Under supervision, applicable council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.</p>	Council Officers
3	<p>Concerns</p> <p>Concerns received regarding this policy will be recorded on Council’s Customer Request Management (CRM) system and handled in accordance with Council’s Customer Service Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.</p>	Council Officers
4	<p>Consultation</p> <p>Public submissions regarding this policy will be considered during the policy exhibition period. Any other consultation deemed necessary may occur when and if required, with key stakeholders.</p>	As required

Review

This policy may also be reviewed and updated as necessary when the *Model Code of Conduct for Local Councils in NSW* is reviewed, updated and/ or republished by the OLG; or when council’s functions, structure or activities change; or when technological advances or new systems change the way that Council manages disability services.

The policy may be revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner.

Reviews of the effectiveness of this policy could include the following.

Performance indicator	Data source(s)
NDIS Quality Safeguards Commission Certification Audit against Practice Standards	NDIS Quality Safeguards Commission; Community Care records
Complaints	Council Records
NDIA Revenue	Council Finance Records
Funding Compliance	Council Records

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Disability Inclusion Act 2014	Disability Inclusion Act 2014 No 41 - NSW Legislation
NDIS Practice Standards and associated Quality Indicators	NDIS Practice Standards and Quality Indicators NDIS Quality and Safeguards Commission (ndiscommission.gov.au)
National Disability Service Standards	National Standards for Disability Services Department of Social Services, Australian Government (dss.gov.au)
National Disability Strategy	The Strategy and supporting documents Disability Gateway
NDIS Code of Conduct	Fact sheet: The NDIS Code of Conduct NDIS Quality and Safeguards Commission (ndiscommission.gov.au)
Disability Support for Older Australians Program manual	Disability Support for Older Australians Program manual Australian Government Department of Health

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au/

Change history

Version	Approval date	Approved by	Minute No	File No	Change
1	24 Nov 2009	Council	09/369	E09.3418	Policy reviewed and adopted – report G09/145
2	23 July 2013	Council	13/172	E13.7095	Updated to new Policy Template, updated review date, updated references and links – report O13/112
3	25 July 2017	Council	17/237	E16.0297 E96.0152	Updated review date, links, standards, government funding agencies
4	26 July 2022	Council	22/154	E16.0297 E96.0152	Reviewed (start of new Council term) with minor referencing updates. Report GMR22/072.

Internal use

Responsible manager	Director Community, Arts and Recreation		Approved by	Council	
Minute	22/154	Report	GMR22/072	Effective date	26 July 2022
File	E16.0297 E96.0152	Review date	April 2022	Pages	3