



## HOME ASSIST OPERATIONS POLICY

**DOCUMENT NO:  
A4601976**

### **1.1 Objectives:**

The objective of this Policy is to clearly articulate the defined mechanism for the operation of the Home Assist Program.

### **1.2 Regulatory Authority:**

- Service Funding Agreement between The State of Queensland through the Department of Communities, Child Safety and Disability Services and Ipswich City Council – Queensland Community Care (QCC) program
- Service Funding Agreement between The State of Queensland through the Department of Housing & Public Works and Ipswich City Council – Home Assist Secure (HAS) program
- Service Funding Agreement between The Commonwealth of Australia through the Department of Health and Ipswich City Council – Commonwealth Home Support Program (CHSP)
- Home Assist Secure Program Specifications
- Commonwealth Home Support Program Manual
- Queensland Community Care Program Manual
- Common Care Standards
- Ipswich City Council Social Justice Policy
- *Local Government Act 2009*
- *Local Government Finance Standard 2005*
- *Queensland Housing Regulation 2003*
- Residential Tenancies and Rooming Accommodation Act 2008
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *Electrical Safety Act 2002*
- Ipswich City Council Workplace Health and Safety Policy
- Home Assist Program Procedures
- Advance Ipswich
- Ipswich City Council Corporate Plan 2017-2022

### **1.3 Policy Statement:**

Delivery of the Home Assist Program will be consistent with a set of attendant Procedures, which define the delivery of services within the relevant Service Agreements, and legislation.

**1.4 Scope:**

This policy and attendance procedures applies to Ipswich City Council Home Assist services.

**1.5 Roles and responsibilities:**

All Home Assist officers are responsible for understanding and implementing this policy.

**1.6 Policy Author:**

The Manager, Community Engagement and the Home Assist Coordinator are responsible for reviewing this policy.

**Date of Review:** 19 January 2018

**Date of Council Resolution:** 17 August 2010

**Committee Reference and Date:** Policy and Administration Board No. 2010(05) of 3 August 2010 – City Management and Finance Committee No. 2010(09) of 10 August 2010 – Council Ordinary Meeting of 17 August 2010.

**No. of Resolution:** 1

**Date to be Reviewed:** 19 January 2020