



NORTHERN MIDLANDS COUNCIL

POLICY MANUAL

ACCESS TO UNITS POLICY

Originated Date: Adopted 13 June 2000 – Min No. 264/00 (as Policy 25)

Amended Date/s: Reviewed 21 September 2009 – Min No. 255/09
Reviewed 21 September 2015 – Min No. 270/15
Amended 20 August 2018 – Min. No 230/18

Applicable Legislation:

Objective To ensure that the:

- i) Consumer's access to a unit is determined according to his/her level of assessed need
- ii) Consumer's access to a unit is decided on a non-discriminatory basis
- iii) Consumer's refusal of a unit is respected and does not prejudice any future attempt in access
- iv) Consumers are made aware of and obtain private insurance, a requirement to cover contents/possession.

Administration: Corporate Services

Review Cycle/Date: Next review 2022

1. UNITS: WILLIAMS STREET, CAMPBELL TOWN & 2-4 MURRAY STREET, EVANDALE

Units located at Campbell Town and Evandale are owned by Northern Midlands Council (NMC).

Campbell Town Health Centre advises the NMC on management of the Campbell Town units.

Campbell Town Health Centre will recommend to the NMC in relation to Older Persons in the community who wish to rent/reside in Council units – William Street, Campbell Town.

2. NON-DISCRIMINATION

Services are available to all people within the target population without discrimination. People cannot be excluded from access on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, sexual preference, or geographical location.

No consumer will be judged, denied or given preferential access to services based on any of the above.

Campbell Town Health Centre will conduct the initial interview/assessment and make recommendations in writing, to the NMC which will be the final arbiters.

3. CONSUMERS HAVE A RIGHT TO

- a) Dispute the outcome, they have a right to challenge or complain to the NMC.
- b) Consumers will be assisted to seek and access an advocate of their choice without fear of retribution through Campbell Town Health Centre.
- c) Consumers have a right to expect privacy as well as respect for their individual human worth and dignity.

4. CONSUMERS HAVE A RESPONSIBILITY

- a) Consumers are to abide by NMC lease agreement.
- b) Consumers are to have their own personal contents insurance.



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5. ACCESS TO UNITS

- a) Consumers to be notified of the date when NMC's decision will be determined.
- b) Consumers to be notified in writing, within two weeks of decision being made by NMC of their application's success or failure.
- c) If unsuccessful a reason in writing should be provided by NMC.
- d) The person should be made aware of the complaints policy and procedure.

6. ASSESSED NEEDS/PRIORITY OF ACCESS

- a) Common indicators of higher level needs for frail elderly people residing within the NMC.
 - Lives alone or with a carer who is frail, ill, stressed or has a disability
 - Social contacts are limited or non-existent
 - Home environment is physically unsafe
 - Socially or geographically isolated
 - Financially disadvantaged/pensioner
 - Family support structure is at risk of breaking down
- b) Priority will be given to persons whose circumstances meet one or more of the above factors.