

A11B. CARE PLAN MONITORING

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Home Care
Applies To:	Board, Management and Staff of all IAC Home Care Services
Date:	May 2014 (Review May 2017)

Background and Purpose

The IAC's Home Care policies articulate our aims, goals and philosophies in caring for our Elders. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that our Elders are afforded the best and most appropriate care and that we meet all of the requirements of the Department of Social Services.

Principle

The IAC recognises and understands that Elders want regular contact with their carer and value the support and assistance they provide.

The IAC also recognises that staff who are readily available to their Elders are more likely to identify and quickly resolve, factors that contribute to a breakdown in service delivery.

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure that Elders are monitored and supported throughout the term of services provided to them.

Our Commitment

The IAC will:

- ensure that monitoring practices include regular contact and consultation with the Elder, their family and their carers
- ensure that carers provide feedback to the Coordinator so that the Coordinator can act to address clients' changing needs as they arise
- endeavour to ensure continuity of care
- provide all relevant information about an Elder to the next carers or agency (with the consent of the client) should they choose to seek other services
- ensure that we follow individual care plan procedures to resolve an Elder not responding to a scheduled visit

COMPLIANCE

This policy complies with:

- The Aged Care Act 1997
- Community Care Common Standards
- Home Care Package Program Guidelines

REFERENCES

This policy should be read with:

- Community Care Common Standards - Standard 2 - Appropriate Access and Service Delivery - 2.3 Care Plan Development and Delivery