

## A14. INFORMATION PROVISION

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 is committed to providing effective participation, giving Elders the opportunity and choice in ways to participate, to access relevant information and to build trusting relationships.

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure that Elders are included in decision making processes.

The IAC recognises that Elders feel powerless when they are not being heard or informed on matters that concern them and that real participation is where Elders are able to influence decisions.

### Our Commitment

*The IAC will ensure that:*

- Elders are given information about our services and their ability to access information
- Elders are given information about how and when decisions relating to them are made
- the views of Elders are sought prior to decisions being made and are recorded on file.
- management, staff and carers facilitate Elders choosing their level of participation in decision making
- to the extent possible, Elders' preferences and wishes are reflected in the decisions made
- Elders are able to raise concerns, make complaints and have issues resolved in a timely manner
- Elders understand the types and level of services that can and cannot be provided to them
- we assist Elders to understand their rights, responsibilities and access to services.
- our staff understand the information that the IAC provides to Elders and are able to assist Elders with such information

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### COMPLIANCE

*This policy complies with:*

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

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### REFERENCES

*This policy should be read with:*

- Community Care Common Standards - Standard 3 - Service User Rights and Responsibilities - 3.1 Information Provision
- HCPP Guidelines A4 - Digital Technology
- All Governance policies