

A4. COMMUNITY UNDERSTANDING AND ENGAGEMENT

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 it has a role in monitoring the changing needs of the local Aboriginal community and in modifying its services and service levels to best meet these changing needs.

The IAC also recognises that it may not have the capacity to meet all community needs and will continue to liaise with funding providers and other service providers to ensure that needs are met within or outside of the IAC.

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure that we monitor and respond to the changing needs of the local Aboriginal community and develop systems to meet their needs through referrals and the modification or expansion of services.

Our Commitment

The IAC will:

- monitor the demand for Home Care services in the local Aboriginal community through community engagement
- continuously assess its capacity and services to ensure that the needs of the community are met
- liaise with the Department of Social Services where we have identified a shortfall in the supply of services
- establish and maintain relationships with other service providers for the sharing of knowledge and the provision of services

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 1 - Effective Management - 1.4 Community Understanding and Engagement
- All Governance policies
- All Financial policies
- All Human Resources policies