

## A5. CONTINUOUS IMPROVEMENT

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 self assessment and evaluation processes assist in understanding current performance and identifying areas for improvement and that regular evaluation of performance against our strategic plan demonstrates a commitment to improvement.

The IAC is committed to strategic planning process that includes the people implementing the plan and those affected by it and understands that our Strategic Plan should facilitate ongoing development and improvement to meet the changing needs of clients.

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure that the Board of the Illawarra Aboriginal Corporation maintains planning, evaluation and continuous improvement processes.

### Our Commitment

*The IAC will ensure that:*

- the IAC has strategic planning, evaluation and continuous improvement systems in place
- plans and systems are evaluated and updated regularly and any changes reflected in practice
- the focus of strategic planning in the Home Care area and continuous improvement is to improve outcomes for our Elders
- we consult widely with the community, clients, staff and stakeholders to invite, record and respond to positive, negative and informative feedback
- we involve the community, clients, staff and stakeholders in the development of improvement plans for our Home Care service
- we maintain, monitor and review our Continuous Improvement plan on a regular basis
- **we prepare and train for the transfer of our Home Care Packages to Consumer Directed Care prior to 1 July 2015**

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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 1 - Effective Management - 1.5 Continuous Improvement
- All Governance policies
- All Financial policies
- All Human Resources policies