

A7C. HUMAN RESOURCE MANAGEMENT - SUPPORT

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 ongoing supervision and support is critical for accountability and good decision making, and assists carers and staff to manage the complexities and challenges involved in their work.

The IAC also recognises that offering consistent support and regular supervision enhances retention and performance and contributes to the safety, welfare and wellbeing of our Elders.

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure that carers and staff have appropriate training for their role and are provided opportunities for further professional development.

Our Commitment

The IAC will:

- ensure that supervision of carers and staff is planned and occurs on a regular basis
- include opportunities for discussion, planning and skill development in the supervision process
- respond to the needs of carers and staff and act to resolve issues and concerns in a timely manner
- ensure that carers and staff are supported to manage difficult situations and are provided with practical assistance where required

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 - 1.7 Human Resources Management
- All Governance policies
- All Financial policies
- All Human Resources policies