

A9. SERVICE ACCESS

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 does not have the capacity to provide Home Care assistance to all potential clients that are seeking our services.

The IAC will assess the eligibility of potential clients, our capacity to meet their needs and the level of service that we can offer. Where we cannot provide timely services to potential clients that are eligible for our services we will, with their permission, refer them to other service providers or maintain their information on our waiting list.

The IAC is committed to working with Department of Social Services in an open and positive manner to ensure that we properly monitor and manage our capacity to deliver appropriate services.

Our Commitment

The IAC will ensure that:

- the local Aboriginal community is aware of the services available, the eligibility requirements and access to services
- access to services is provided to all persons including those with special needs, without discrimination or bias
- we maintain a waiting list of clients where we are unable to meet current demand for services
- we refer clients to other services where they are ineligible to utilise our services or where we are unable to provide services
- we do not discriminate against clients that do not accept a current offer of service and then wish to seek similar services at a later date
- we maintain good relationships with the local Aboriginal Community so that we remain aware of potential clients and clients that may be unwilling to actively seek assistance

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 - 2.1 Service Access