

AL10. SERVICE MGT - CONTINUOUS IMPROVEMENT

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Ability Links
Applies To:	Board, Management and Staff of all IAC Ability Links Services
Date:	August 2014 (Review August 2017)

Background and Purpose

The IAC's Ability Links policies articulate our aims, goals and philosophies in providing services for people with disability, their families and their carers. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that people with disability, their families and their carers are afforded the best and most appropriate care and that we meet all of the requirements of Family and Community Services - Ageing Disability and Home Care.

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 ADHC 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 Ability Links area and continuous improvement is to improve outcomes for our clients, their families and their carers
- 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 Ability Links service
- we maintain, monitor and review our Continuous Improvement plan on a regular basis

COMPLIANCE

This policy complies with:

- Disability Services Act 1993
- National Standards for Disability Services
- Community Care Common Standards

REFERENCES

This policy should be read with:

- National Standards for Disability Services- Standard 4– Feedback and Complaints
- National Standards for Disability Services- Standard 6– Service Management
- Community Care Common Standards - Standard 1 - Effective Management - 1.5 Continuous Improvement
- All Governance policies
- All Financial policies
- All Human Resources policies