

AL14. SERVICE MANAGEMENT - MGT SUPPORT

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 ongoing supervision and support is critical for accountability and good decision making, and assists 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 clients.

Our Commitment

The IAC will:

- ensure that supervision 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 staff and act to resolve issues and concerns in a timely manner
- ensure that staff are supported to manage difficult situations and are provided with practical assistance where required

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 6– Service Management
- Community Care Common Standards - Standard 1 - Effective Management - 1.7 Human Resources Management
- All Governance policies
- All Financial policies
- All Human Resources policies