

AL6. SERVICE MANAGEMENT

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 Illawarra Aboriginal Corporation recognises and understands that it needs to have systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.

The IAC is committed to identifying and complying with all relevant legislation and requirements to ensure the safety and quality of service afforded to our clients, their families and their carers.

Our Commitment

The IAC will ensure that:

- our Board, management and staff are suitably qualified, skilled and supported
- practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements
- we document, monitor and effectively use management systems including Work Health Safety, human resource management and financial management
- we have monitoring feedback, learning and reflection processes which support continuous improvement
- we have a clearly communicated organisational vision, mission and values which are consistent with contemporary practice
- we have systems to strengthen and maintain organisational capabilities to directly support the achievement of individual goals and outcomes
- we use person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision

COMPLIANCE

This policy complies with:

- Disability Services Act 1993
- National Standards for Disability Services

REFERENCES

This policy should be read with:

- National Standards for Disability Services- Standard 6– Service Management