

## A12. CLIENT REASSESSMENT

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:	December 2016 (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 the needs of our clients will change over time and that we need to respond to these changes through a reassessment process to ensure that the client receives the most appropriate level of care.

The IAC also recognises its role in supporting prospective clients throughout the reassessment process and in ensuring that it has the capacity to meet the needs of the client.

The IAC is committed to working with Department of Social Services in an open and positive manner to ensure that Elders are supported and engaged throughout the reassessment process to ensure that they receive services that are appropriate to their needs.

### Our Commitment

*The IAC will ensure that:*

- the reassessment or care plan review is conducted on a regular basis and at least every 12 months or as required to ensure the wellbeing of the client
- the reassessment considers the client's current care needs, the cultural needs of the Elder and the capacity of the IAC to meet the new identified needs, interests and wellbeing of the Elder.
- carers and staff receive the necessary information, resources and support to enable appropriate care for each Elder after the reassessment process
- information provided by other service providers is utilised to ensure that the client receives the most appropriate level of service

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### COMPLIANCE

*This policy complies with:*

- The Aged Care Act 1997
- Community Care Common Standards
- Home Care Package Program Guidelines

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### REFERENCES

*This policy should be read with:*

- Community Care Common Standards - Standard 2 - Appropriate Access and Service Delivery - 2.4 Service User Reassessment
- HCPP Guidelines E - What Home Care Packages Provide