

## 1. POLICY CERTIFICATION

Policy title:	<b>Aged Care Management of Waiting List Policy</b>
Policy number:	<b>FACS033</b>
Category:	<b>Policy</b>
Classification:	<b>Community Services</b>
Status:	<b>Approved</b>

## 2. PURPOSE

The purpose of this policy is to ensure:

- Residents/Care recipients with high levels of need or risk and those who are assessed as being unsafe without provision of services will be given priority for services.
- Where limitations of resources exist, a waiting list for services will be implemented and managed according to levels of need or risk.

## 3. ORGANISATIONAL SCOPE

This policy applies to the Council, CEO, and all Roper Gulf Regional Council employees, volunteers and contractors.

## 4. POLICY STATEMENT

Roper Gulf Regional Council acknowledges that from time to time there will be limitations on funding, physical and human resources which will impact on the availability of services and programs.

Roper Gulf Regional Council will assess all residents/care recipients requiring services and where limitations of resources exist, manage waiting lists for services according to care recipient's level of needs or risk.

## 5. DEFINITIONS

Waiting lists	Information may be in written and electronic formats, but should always be available in a hard copy format for people who may not have access to electronic files.
Organisation	Roper Gulf Regional Council
Residents/ Care Recipients	Clients receiving Aged Care and Disability Services from Council
Services	Aged Care and Disability Services funded by the Australian and Northern Territory Governments

## 6. PRINCIPLES

### 6.1 Risks

Rating	Overview	Risks / Mitigation
High	The organisation would be at a major risk without an immediate policy.	Review policy against Consumer Directed Care Policy on a bi-annual basis.

### 6.2 Consultation

Quality Assurance Manager  
 Council  
 Chief Executive  
 Strategic Leadership Team  
 Finance Committee  
 Audit Committee

### 6.3 Customer Participation and Review (Resident, Client, Consumer, Representative)

Consumer Advisory Group

## 7. REFERENCES

Acknowledgements (original author/source documents)	Babyboomers Pty Ltd licenced template 2016
Related Policies	<ul style="list-style-type: none"> <li>FACS043 Consumer Directed Care Policy</li> </ul>
Related Publications	<ul style="list-style-type: none"> <li>Accreditation Standards</li> <li>Home Care Standards</li> </ul>
Relevant Forms	

## 8. DOCUMENT CONTROL

Policy number	<b>FACS033</b>
Policy Owner	<b>Director Council and Community Services</b>
Endorsed by	<b>Ordinary Meeting of Council</b>

Date approved	<b>27 July 2016</b>
Revisions	
Amendments	
Next revision due	<b>July 2018</b>

**9. CONTACT PERSON**

Contact person

**Manager Governance and Corporate  
Planning**

Contact number

**08 8972 9000**