

1. POLICY CERTIFICATION

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| Policy title: | Aged Care Service Referral and Coordination Policy |
| Policy number: | FACS038 |
| Category: | Policy |
| Classification: | Community Services |
| Status: | Approved |

2. PURPOSE

The purpose of this policy is to ensure:

- Care Recipients and their carers are assisted to access other services
- The service/program managers work towards creating efficiencies in the coordination of services within the service/program and work with other service providers to maximise efficiencies in the coordination process.
- The service/program managers try to avoid duplication of services where possible through being aware of what other services are available and alerting other service providers and primary health care services about the service/program.

3. ORGANISATIONAL SCOPE

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

4. POLICY STATEMENT

Roper Gulf Regional Council has a responsibility to ensure the service/program will refer Care Recipients and/or their carers to other services where their needs are identified as being outside the scope of the service/program and/or cannot be currently met by the service/program due to resource constraints.

The coordination process is important to ensure services are delivered in an efficient manner and duplication with other services is minimised and/or avoided to ensure the best use of the service/program resources.

5. DEFINITIONS

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|----------------------------|--|
| Residents/ Care Recipients | Clients receiving Aged Care and Disability Services from Council |
| Service/ program | Aged Care and Disability Services funded by the Australian |

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|------------------|--|
| | and Northern Territory Governments |
| Service Referral | Service referral in this context refers to the service/program making referrals to or receiving referrals from other agencies/service providers on behalf of a client and their carer. |

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 an 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

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| Acknowledgements (original author/source documents) | Babyboomers Pty Ltd licenced template 2016 |
| Related Policies | <ul style="list-style-type: none"> FACS043 Consumer Directed Care Policy |
| Related Publications | <ul style="list-style-type: none"> Racial Discrimination Act 1975 Disability Discrimination Act 1992 Age Discrimination Act 2004 Sex Discrimination Act 1984 Accreditation Standards Home Care Standards |
| Relevant Forms | |

8. DOCUMENT CONTROL

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|-------------------|--|
| Policy number | FACS038 |
| Policy Owner | Director Council and Community Services |
| Endorsed by | Ordinary Meeting of Council |
| Date approved | 27 July 2016 |
| Revisions | |
| Amendments | |
| Next revision due | July 2018 |

9. CONTACT PERSON

Contact person

Manager Governance and Corporate Planning

Contact number

08 8972 9000