

1. POLICY CERTIFICATION

Policy title:	Aged Care Service Referral and Coordination Policy
Policy number:	AGE038
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

Residents/ Care Recipients	Clients receiving Aged Care and Disability Services from Council
Service/ program	Aged Care and Disability Services funded by the Australian and Northern Territory Governments
Service Referral	Service referral in this context refers to the service/program making referrals to or receiving referrals from the Territory, the Commonwealth, and/or other service providers on behalf of a client

	and their carer.
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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

Acknowledgements (original author/source documents)	Babyboomers Pty Ltd licenced template 2016
Related Policies	<ul style="list-style-type: none"> AGE043 Consumer Directed Care Policy
Related Publications	<ul style="list-style-type: none"> <i>Anti-Discrimination Act</i> <i>Privacy Act 1988 (Cth)</i> <i>Aged Care Act 1997(Cth)</i> <i>Racial Discrimination Act 1975 (Cth)</i> <i>Age Discrimination Act 2004 (Cth)</i> <i>Sex Discrimination Act 1984 (Cth)</i> Accreditation Standards Home Care Standards
Relevant Forms	

8. DOCUMENT CONTROL

Policy number	AGES038
Policy Owner	Director Council and Community Services

Endorsed by	Ordinary Meeting of Council
Date approved	27 July 2016
Revisions	
Amendments	
Next revision due	June 2021

9. CONTACT PERSON

Contact person

**Manager Governance and Corporate
Planning**

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