

# M065 Care Coordination Policy and Procedure

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## 1. Purpose

The purpose of this document is to outline how YWCA Australia (YWCA) will provide care coordination and case management to clients.

## 2. Scope

This policy applies to all directors, external committee members, staff, contractors and volunteers of YWCA (Employees).

## 3. Policy Statement

YWCA is committed to a strengths-based, person-centred approach to care coordination, to support clients to identify their needs, achieve their goals in their individual plans, promote their independence, optimal wellbeing and social participation.

YWCA will:

- Clarify the role and responsibilities of clients, carers, case managers and any other people involved in realising the client's individual plan
- Ensure clients are involved in case meetings
- Assist and support active involvement and decision making by clients and relevant carers, family members, advocates and substitute decision makers
- Strive to identify and use clients' strengths, resources and abilities so as to minimise the intrusiveness and involvement of formal services in clients lives
- Coordinate, monitor, review and document changes to the client's plan
- Employ Care Coordinators with the necessary skills and experience to undertake the role, and provide them with regular support, supervision and professional development.

## 4. Definitions

**Care Coordination** - Care Coordination practice is a collaborative, person-centred process. It aims to ensure access to multiple support systems and services at key life stages to achieve optimal wellbeing and social participation. Care Coordination can also be defined as Case Management.

## 5. Procedure

### Clarifying Roles and Responsibilities

Effective Care Coordination services are collaborative, planned, transparent and confidential. For that reason, Employees work with service providers to bring together the various components of the service plan by clarifying everyone's roles and responsibilities and to achieve the best fit between clients identified needs, goals and available support and services.

## Employee Support and Training

Care Coordinators will be trained in person-centred and strengths-based approaches along with engagement skills, case management and care coordination best practice.

Care Coordinators will be supported to continually develop their professional networks and skills.

Care Coordinators will be provided with supervision during which caseloads will be reviewed.

## Coordination, Monitoring and Review

Care Coordinators will liaise with other service providers supporting the client to ensure that the client's needs are met through these services and duplication is minimised. Care Coordinators will also maintain current information on service networks through participation in relevant interagency groups.

Care Coordinators will undertake regular monitoring of the client's progress against goals and seek feedback from the client, Employees, family members and other service providers involved in the client's support. Care Coordinators may conduct case coordination meetings to gather information from all relevant sources. This will be done only with consent from the client or their guardian where applicable.

Client plans will be amended as required in discussion with the client and updated copies provided to the client.

Clients receiving care coordination services will be reviewed following one or more of the following events:

- A change in the client's circumstance
- At the request of the client or their guardian
- At three months following entry into the service and then annually after that.

## Exit and Transition Planning

Exit and transition planning will be included as part of the individual plan, in particular where it relates to achievement of client goals.

Prior to client exit, a service exit review will be conducted to ensure all appropriate formal and informal supports are in place.

## Care Coordination Records

An individual record will be prepared by the Care Coordinator for each client receiving care coordination services. The record will be secure and all documentation relating to the client will be stored in line with the Client Records Policy.

The individual plan for the client will follow a standard format and a copy will be provided to the client. The plan will include client goals, strategies/steps for achieving those goals, other agencies involved in service provision, collaboration strategies, schedules of services and formal and informal support strategies.

When the individual plan has been developed the plan will be jointly signed by the Care Coordinator and the client and a copy kept in the client's record.

The client's record will be updated and made available to the client for review at any time as per the Client Records Policy.

## 6. Roles and Responsibilities

Role	Responsibilities
Director, National Service Development and Delivery	<ul style="list-style-type: none"> <li>• Endorse and ensure compliance with this policy</li> <li>• Be familiar with legislative requirements of this policy</li> </ul>
Regional Manager	<ul style="list-style-type: none"> <li>• Manage and monitor compliance with this policy</li> <li>• Support Employee competence and compliance with this policy</li> <li>• Ensure Employees receive appropriate training, supervision and debriefing to comply with this policy</li> <li>• Collate report information on adverse client events as required</li> <li>• Maintain registration with relevant associations and/or peak bodies, where appropriate</li> <li>• Ensure operational decision making is informed by this policy</li> <li>• Support the review of clinical processes</li> </ul>
Care Coordinators	<ul style="list-style-type: none"> <li>• Collate report information on adverse client events as required</li> <li>• Participate in regular supervision</li> <li>• Comply with the Care Coordination Policy and Procedure</li> <li>• Maintain knowledge of the current evidence-based interventions available to clients</li> <li>• Maintain registration with relevant associations and/or peak bodies, where appropriate</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Support each client to achieve their individual goals</li> </ul>

Document Control Data	
Policy Framework	
Responsible Body	CEO
Accountable Officer	Director, National Service Development and Delivery
Application	This document applies to all Employees
Supersedes	Previous local policies
Associated documents	Assessment Policy Client Records Policy Intake and Exit Policy
Legislation	National Disability Insurance Scheme Act 2013

Approval and Amendment History			
Review period – 2 years			
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14 October 2020	1.0		2 years