

Delegation & Responsibility Map

Delegation Blueprint

*Example file
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Responsibility Model (Legend)

This document uses a structured responsibility model to define how roles participate in each process:

- D – Decides: The role that makes the final decision
- A – Accountable: The role ultimately responsible for ownership and outcome
- C – Consulted: Roles who provide input or expertise before a decision is made
- I – Informed: Roles who are kept updated on progress or outcomes
- E – Escalated to: The role or level where matters are referred when outside scope or authority

This model ensures that accountability is clear, decision-making is transparent, and escalation pathways are explicitly defined across every process.

How to Use This Document

1. Identify the Process

Start by locating the relevant process section (e.g. Intake, Rostering, Brokerage, Workforce, Client Reviews, Financials). Each section reflects a key stage of the aged care client or workforce journey.

2. Locate the Specific Activity

Within each process, find the specific task or activity (e.g. “Initial intake,” “Roster request,” “Invoice query,” “Incident management”).

3. Read Across the Roles

Follow the row across the table to see how each role or team is involved. This shows:

- Who is doing the work
- Who is accountable for the outcome
- Who must be consulted or informed
- Who has decision authority
- Where escalation occurs if required

4. Understand Your Role and Boundaries

Use the model to clearly identify:

- What you are responsible for
- What decisions you can make
- When you must involve others
- When something needs to be escalated

This helps ensure staff work within their delegation and avoid taking on decisions outside their scope.

5. Follow Escalation When Required

If an issue is outside your scope, higher risk, or requires additional authority:

- Refer to the E (Escalation) column
- Escalate to the appropriate role quickly and clearly
- Provide the necessary context to support decision-making

Timely escalation ensures risks are managed early and decisions are made at the correct level.

6. Use Alongside the Framework

This document should be used in conjunction with the broader:

- Decision Authority Framework
- Risk & Decision Matrix
- Escalation Triggers

Together, these resources ensure that responsibility, risk, and decision-making are aligned across the organisation.

What This Means in Practice

By using this Responsibility Map:

- Teams understand exactly how they contribute to shared processes
- Decisions are made faster and at the right level
- Escalation is consistent and appropriate
- Cross-team collaboration becomes structured and predictable
- Risks, delays, and service gaps are significantly reduced

In essence, this document provides a clear, operational view of how aged care services are delivered across multiple teams, ensuring that the right roles are involved at the right time to achieve safe, effective, and coordinated outcomes.

Example: Client Review

Overview of process: Client reviews are conducted at a minimum of every 12 months, with primary responsibility sitting with the care coordination teams to ensure that client needs, goals, and risks are continually assessed and addressed.

These reviews involve a high level of cross-team collaboration, including:

- Practice teams, particularly where client needs are clinical or complex
- Workforce, to ensure suitably skilled staff are matched to client requirements or provided with additional training
- Rostering and Brokerage teams, to coordinate and deliver services aligned to updated care plans

In addition to scheduled reviews, ad hoc reviews are conducted as required. These may be triggered by:

- Feedback from workforce or brokerage providers
- Client or stakeholder reports
- Significant changes in circumstances, such as hospitalisation or deterioration in condition

Teams involved in process ----- >

< ----- Stages of process ----- >

Client Review										
Function	CET	CC	CM	Practice	BST	Brokerage	Rostering	Workforce	ROM	SLT
Annual review	-	AD	I	C	-	-	C	C	-	-
Adhoc/Change in needs	-	AD	I	C	-	-	C	C	-	-
High risk register / assessment	-	AD	D	C	-	-	-	I	-	-
Case Discussion request (client needs)	-	AD	I	C	-	-	-	I/C	-	-
Alayacare forms: Hazard / incident (client)	-	AD	D	C	-	-	-	C/I	-	-

Key:

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- E – Escalated to: The role or level where matters are referred when outside scope or authority
- CET = Client Engagement Team
- CC = Care Coordinator
- CM = Care Manager
- BST = Business Solutions Team
- ROM = Regional Operations Manager
- SLT = Senior Leadership Team