

Delegation Blueprint & Framework Cheat Sheet

Purpose

This guide helps you quickly understand:

- What decisions you can make
- When to escalate
- Who is responsible across teams

Use this alongside the Delegation Framework and Responsibility Map to support safe, consistent, and timely decisions.

Decision Rule (Use Every Time)

STEP 1 – Identify Risk

- Low → Routine, no impact
- Moderate → Some risk / impact
- High → Risk to client, staff or service
- Critical → Immediate harm / compliance risk

STEP 2 – Check Your Authority

- Is this within your role?
- Is this within your delegation level?

STEP 3 – Act or Escalate

Situation	What You Do
Low risk + within authority	Act immediately
Moderate risk	Act + notify manager
High risk	Escalate immediately
Critical	 Stop + escalate immediately

Decisions should always be made at the lowest safe level & escalated when risk increases

Decision Levels (Who Decides)

Higher risk – higher level involvement

Level	Who	What they decide
L1 – Frontline	CC, CET, Rostering, Brokerage	Day-to-day client/service decisions
L2 – Leaders	Care Manager, Team Leads	Team / program decisions
L3 – Managers	ROM, Workforce, Rostering Managers	Risk, performance, financial oversight
L4 – Governance	Practice, SLT	Strategic, regulatory, high-risk

Reading the Responsibility Map (RACI-E Model)

Used in the Responsibility Map to show who does what across processes. This shows how teams work together across the client journey. (*Delegation & Responsibility Map*)

- Find the process** (e.g. Intake, Rostering, Invoicing)
- Find the task** (e.g. “Roster request”, “Invoice query”)
- Read across the row**
- Identify:
 - Who decides (**D**)
 - Who is accountable (**A**)
 - Who to consult (**C**)
 - Who to inform (**I**)
 - Where to escalate (**E**)

Code	Meaning
D	Decides (makes the final decision)
A	Accountable (owns outcome)
C	Consulted (gives input)
I	Informed (kept updated)
E	Escalated to (if outside scope/risk)

When You Must Escalate

Escalate Immediately if:

- It is outside your role or delegation
- There is client safety or safeguarding risk
- There is a budget or compliance risk
- The situation is complex or unclear
- The issue cannot be resolved quickly

Escalation ensures the right person makes the decision at the right level (*Delegation Framework*)

Key Principle (Always Apply)

- Right Person – Role with authority
- Right Level – Based on risk
- Right Time – No delays in escalation
- Right Outcome – Safe, compliant, client-focused

This reduces delays, duplication, and risk across teams (*Delegation & Responsibility Map*)

What Good Looks Like

- You act confidently within your role
- You don't hold onto issues beyond your scope
- You involve the right teams early
- You escalate before risks increase
- You follow the map and framework consistently

This reduces delays, duplication, and risk across teams

