Care coordinated clients – Ongoing care

CLIENT RESPONSIBILITIES	
Care plan and budget	Meets and participates in conversations with care coordinator and Trilogy Care.
Manage care worker and support services roster	Provides preference and roster feedback.
Incident management	Informs care worker, support services, care coordinator and/or Trilogy Care.
Inclusions and exclusions	Sends request and supporting documents to care coordinator or Trilogy Care care partner.
Financial	Submit bills, reimbursements. Pay client contributions (If necessary).
Package upgrade requests	Sends request to care coordinator to action.
Meals requests	Sends request to care coordinator to action.
Client taxi or Cab Charges	Sends request to care coordinator to action.
OT assessment	Sends request to care coordinator to action.
CARE COORDINATOR RESPONSIBILITIES	
Care plan and budget	Complete access form and care plan preparation document with client.
Care workers and support services	Find and recruit workers. Source service referrals where required.
Worker onboarding document	Assist in gathering required documents.
Manage care worker and support services roster	Roster employees, publish rosters weekly, manage cancellations.
Incident management	Log incidents in a timely fashion.
Leave management	Log leave in a timely manner prior to scheduled leave.
Feedback and complaints	Log feedback and complaints with Trilogy Care.
Inclusions and exclusions	Log inclusion requests with Trilogy Care. Include all supporting documents.

Financial	Assist accounts where possible.
Package upgrade requests	Request upgrade providing information in line with MAC questions. On form provided.
Meals request	Log meal request with Trilogy Care.
Client taxi or Cab Charges	Log request with Trilogy Care.
OT assessment	Organise assessment and provide a copy of the report to Trilogy Care.