

ABOUT FOOTPRINTS

Footprints Community is a well-regarded not-for-profit provider of community-based services, working in the community for over 30 years. We specialise in working with older people, those that experience disability, mental illness, as well as those who are at risk of homelessness.

Footprints adopts a non-discriminatory practice and working alongside people with respect and dignity, to enhance their capacity to live independently in the community, is integral to our service.

Our professionally qualified and highly skilled workforce operate within a client-centred practice framework ensuring principles of strengths-based practice are implemented into service delivery.

We believe in independence, strength and choice. We work with people and their representatives, at their own pace, to empower and support people to reach their goals.

PUTTING PEOPLE FIRST ...



HOW TO REFER TO THE CCS

We receive referrals from any of the following:

- General Practitioners (GPs)
- Community Health Hubs/centres
- Aged Care Navigators
- Nurse Navigators
- Pharmacies.

We receive referrals via fax or medical objects.



Our referral form is on the Footprints website and outlines eligibility criteria. If you require more information our contacts are detailed below.

This service is supported by funding from the Australian Government through Brisbane South PHN.

Contact us:

T: 1800 FOOTPRINTS (1800 366 877)
or 07 3252 3488
F: 07 3252 3688

P.O. Box 735 New Farm QLD 4005
www.footprintscommunity.org.au

STAY CONNECTED WITH US



SEPTEMBER 2022

CARE COORDINATION SERVICE

Community-based care coordination





ABOUT THE CARE COORDINATION SERVICE (CCS)

The aim of CCS is to provide non-clinical supports for adults who have chronic health conditions. The program supports people to build independence and self-management of their health and wellbeing through links to community, health literacy and support with navigating the Australian health care systems.

General Practitioner testimonial —

“This service and team are doing amazing work, it is truly wonderful and so needed in our local community, thank you.”

Client testimonial — *“This service gave me the encouraging support and kick I needed to get the medical help I need.”*

WHO IS CCS FOR?

People with chronic health conditions that have additional stressors in their lives, for example:

- difficulties managing appointments and medication
- financial and housing matters
- relationship and family factors
- caring for others
- language or cultural barriers.

The service supports a broad variety of adults that may be living in isolation, be from diverse backgrounds, or have vulnerabilities that make it difficult to coordinate their health care and services.

THE PROGRAM OFFERS:

- personalised links to health services and community supports in your local area
- support to increase independence and self-management of chronic health conditions
- support to manage barriers to health care for example housing or finances
- support and guidance to navigate the Australian health care systems, as well as the National Disability Insurance Scheme (NDIS), My Aged Care and Centrelink
- information and advocacy
- clear communication between you and your health care providers.

ELIGIBILITY CRITERIA:

This service is for people who:

- are 18 years and over
- have 1–4 chronic disease(s) whose primary presenting medical concern is a chronic condition that is not mental health related
- are experiencing social challenges or complexity impacting management of medical conditions
- are not currently frequently hospitalised but considered to be at “rising risk”
- a GP is the main party responsible for the person’s clinical health care
- lives in the [Brisbane South PHN region](#) (metropolitan areas).