ELDAC – Linkages: Service Mapping Template

This template is to help you undertake a service mapping exercise in your area. It is a guide only and you may adapt it to suit your context and needs.

A Service Mapping exercise can assist you in:
- identifying demographic groups in your area and what providers and services you already have key connections with
- increasing your knowledge of other referral and treatment options
- identifying the contributions that various service providers make to providing palliative care and advance care planning
- helping to identify any gaps in existing services and barriers to access, helping you to identify opportunities for working together with specialist palliative care services, health and primary care providers.

Demographics of your service area:

What am I looking for?	How do I find the information?	Information available:	Other information/comments:
What is the total population in the area?	Primary Health Network (PHN), Local Health Service, Local Government		
What is the **aged** population in the area? (Defined as over 65yrs or for Aboriginal and Torres Strait Islanders over 50yrs)	PHN, Local Health Service, Local Government		
What is the **gender split of the aged** population?	PHN, Local Health Service, Local Government		

Demographics of your service area:

What am I looking for?	How do I find the information?	Information available:	Other information/comments:
What percentage of the **aged** population comprise the following: - Aboriginal and Torres Strait Islander peoples	PHN, Local Health Service, Local Government		
- People from Culturally and Linguistically Diverse (CALD) backgrounds			
- Rural, remote or very remote areas			
- Financially or socially disadvantaged			
- Veterans			
- Homeless, or at risk of becoming homeless			
- Lesbian, gay, bisexual, transgender, gender diverse, intersex and queer and questioning (LGBTIQ+) people			
What are the predominant religious groups?	PHN, Local Health Service, Local Government		

Information about your service:

Details:	Please provide relevant information:
Who are your aged care recipients? - Number - Age range (youngest/oldest) - Acuity (Levels in community) - Target groups as listed previously: (Aboriginal and Torres Strait Islander, CALD, rural/remote/very remote, financially or socially disadvantaged, veterans, homeless, LGBTIQ+) - Religious groups	
Identify other care providers your organisation is in contact with through eg brokerage or partnerships etc.	
What other organisations are providing services to your clients? (eg combined care service provision?)	
List networking meetings / special interest groups that your service/facility attends:	

Health Services in your area:

Type of Service	Name, Location, services used	Who do you have contact/connection with and for what reasons? How does this contact/connection occur? Are there services that you currently don't access or have a contact/connection with?	
Public Hospitals:			
Private Hospitals:			
GP practices: How many? Are there practices you have more to do with? Why?			
Allied Health: Physiotherapy, Occupational Health, Psychologist, Social Worker, Speech Pathology, Other			
Palliative Care Services/Providers: Inpatient units, community services, Hospice, Others			
Nurse Practitioners – Aged Care / Palliative Care / Other:			
Pharmacies:			
Primary Health Network (PHN):			

Service directories:

The following service directories can assist you to complete a comprehensive service mapping exercise:

• Find a health service or health professional **https://about.healthdirect.gov.au/nhsd** – including general practices, hospitals, pharmacies, allied health.

• Primary Health Networks (PHN) **http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Contacts**

• Specialist Palliative Care Services **http://palliativecare.org.au/directory-of-services**

List references to information/documents sourced when completing service mapping: