

What is Service Coordination?

Service coordination aims to place consumers at the centre of service delivery - ensuring that they have access to the services they need, opportunities for early intervention and health promotion and improved health outcomes. The practice of service coordination particularly supports more effective ways of working with people with complex and multiple needs.

How can I facilitate Service Coordination?

Using the templates can improve communication between service providers, the recording of information generated by screening and assessment processes, information sharing, and the quality of referrals and feedback between service providers. This can assist service providers share relevant information to support better outcomes for consumers.

The **Service Coordination Tool Templates (SCTT)** facilitate and support service coordination. The SCTT support the collection and recording of initial contact, initial needs identification, referral and coordinated care planning information in a standardised way. The SCTT has been updated in 2012, and CPCP encourages that organisation utilise this suite.

Service Coordination Resources

The following resources can be found at <http://www.health.vic.gov.au/pcps/coordination/ppps.htm> Please familiarise yourself with this part of the Department of Health and Human Services (DHHS) website for the most current versions.

- **Victorian Service Coordination Practice Manual (VSCPM)** - The purpose of the VSCPM is to assist service providers across sectors to consistently implement service coordination.

- **Good Practice Guide**

The Good Practice Guide is a poster that describes the service coordination processes and pathways for consumers.

- **Continuous Improvement Framework**

The Continuous Improvement Framework is designed to assist organisations implementing service coordination.

- **Service Coordination Tool Templates 2012 (SCTT 2012) User Guide**

The SCTT 2012 User Guide has been developed to support the implementation of the SCTT 2012. The guide is a practical resource to assist in the use of the templates.

- **Privacy and Consent**

The privacy resources are designed to assist practitioners in their discussions with consumers regarding how they collect, store and gain consent to share information. The resources have been developed in line with commonwealth and state privacy legislation. Note: Pamphlets are available in languages other than English

- **Care Planning**

Information and templates can be found on DoH website listed above.

- **Service Coordination Project Manager**

Employed by Campaspe Primary Care Partnership, this local contact is available for advice, queries, or comments.

Further Learning

The online learning modules provided by the DHHS, are useful to orientate yourself to Service Coordination, and some organisations require your completion of these modules as part of your orientation process and/or mandatory training. They can be found at www.health.vic.gov.au/pcps/workforce/index.htm

- **Service Coordination Online Learning Module**

This online learning module is an e-learning tool to introduce the concept of Service Coordination, and to support its' practice in Victoria.

- **SCTT 2012 Online Learning Module**

This online learning module is an e-learning tool to support the use of SCTT 2012.

- **Registered Training Organisations (RTOs)**

'Course in Service Coordination' as an elective unit for most Community Services Training

Package qualifications or a standalone course. 'Implement Goal Directed Care Planning' aims to build the capacity in person centred care planning and coordinate care planning, particularly when working with clients with chronic and/or complex needs.

Health Literacy Online Learning Module—available at <http://www.cdc.gov/healthliteracy/training/>



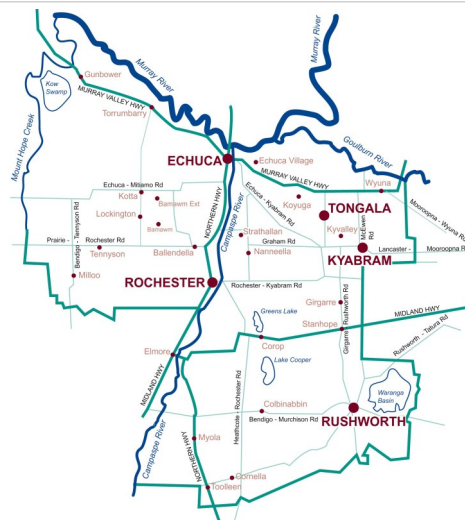
Primary Care Partnerships

Primary Care Partnerships (PCP) are voluntary alliances of health and community service organisations and local government. There are 29 PCPs across Victoria, 5 in the Loddon Mallee region.

The Primary Care Partnership Strategy outlines the following priorities for the 30 PCPs: Partnership Development, Service Coordination, Integrated Health Promotion, and, Integrated Chronic Disease Management.

The main motivation for services to become PCP members is to improve relationships and achieve better health and wellbeing outcomes for the community and close service gaps in local areas.

Campaspe PCP covers your local catchment area - it is outlined on the map. For more information, see www.campaspepcp.com.au or contact your Service Coordination Project Manager at sophie.mceniry@campaspepcp.org.au



Service Coordination Policy Framework

The principles that guide this framework are described in the key document *Better Access to Services: A Policy and Operational Framework*.

A fundamental component of service coordination is to clarify how business is or will be done between agencies for consumers they have in common. This has resulted in the development of resources that document the shared practices, processes, protocols and systems that support better coordination of services between participating agencies i.e. **initial contact, initial needs identification, referral, assessment, feedback and care planning**. Local agreements improve service outcomes for consumers, especially service access and communication between health and community service agencies.

Local Service Directories

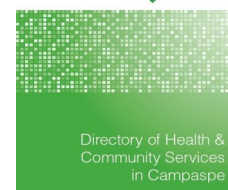
HEALTHCONNEX

Connectingcare/HealthConnex is web-based information directory of health and community services that integrates a secure messaging system that meets national e-health messaging standards. Consumer information needs to be transmitted securely in order to meet the Privacy Legislation and agency accreditation requirements. This

system is able to send secure (encrypted) emails between health and community service organisations, which is an important practice because encrypted emails and faxes are not secure in transmitting consumer information and this is a high risk practice. The icon ** on denotes the services that receive and decrypt an email sent via Connectingcare, and online support tools are available. You can make referrals through access this with a username and password which your organization will support you to do. IT support can be gained by contacting Connectingcare Helpdesk or sophiemceniry@campaspepcp.com.au for support.

The **Directory of Health & Community Services in Campaspe** is hard copy directory of health and community services includes service contact details and service descriptions in a comprehensive, alphabetical listing to help you find the services you need. However, it is available in .pdf format [online](#). It is a helpful guide for consumers to utilize and aims to increase their ability to access services in the Campaspe catchment.

It covers the areas of Colbinabbin, Echuca, Girgarre, Gunbower, Kyabram, Lockington, Rochester, Rushworth, Stanhope, Tongala, Toolleen and surrounding districts within the Shire of Campaspe. This directory is an initiative of the CPCP and is funded by the Victorian government Department of Health, and is updated every three years. The next update is due to be printed in September 2015.



Statewide Service Directories



The **National Human Services Directory (NHSD)** is a nationwide directory providing Practitioners and Service Providers with information about health, social and disability services in Victoria. The NHSD data supports other service directories e.g. the Better Health Channel, Connectingcare and Nurse-on-Call. Members of the general public can go to the **Better Health Channel (BHC)** for a consumer-focused version of

HSD service directory. The BHC provides health and medical information that is quality assured, reliable, up to date, easy to understand, regularly reviewed and locally relevant. The Better Health Channel provides health and medical information to help individuals and their communities improve their health and wellbeing.

