

# Service Coordination Statewide Resources

## Service Coordination Practice

<http://www.health.vic.gov.au/pcps/coordination/index.htm>

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.

## The VSCPM and Associated Resources

### ■ **Victorian Service Coordination Practice Manual (VSCPM)**

The purpose of the VSCPM is to assist service providers across sectors to consistently implement service coordination.

[http://www.health.vic.gov.au/pcps/downloads/sc\\_pracmanual2.pdf](http://www.health.vic.gov.au/pcps/downloads/sc_pracmanual2.pdf)

### ■ **Good Practice Guide**

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

[http://www.health.vic.gov.au/pcps/downloads/good\\_practice.pdf](http://www.health.vic.gov.au/pcps/downloads/good_practice.pdf)

### ■ **Continuous Improvement Framework**

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

<http://www.health.vic.gov.au/pcps/downloads/continuous.pdf>

### ■ **Service Coordination Tool Templates 2012 (SCTT12) 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.

<http://www.health.vic.gov.au/pcps/sctt.htm>



## Service Coordination Tool Templates (SCTT)

<http://www.health.vic.gov.au/pcps/sctt.htm>

The Service Coordination Tool Templates (SCTT) is a suite of templates developed to 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. 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.

**Note:** The General practice referral template (GPRT) provides general practice with a standardised template, replacing multiple forms. The Victorian Department of Health and General Practice Victoria promote and support general practice to use the GPRT.

## Learning Modules – Workforce and Capacity Building

[www.health.vic.gov.au/pcps/workforce/index.htm](http://www.health.vic.gov.au/pcps/workforce/index.htm)

### ■ **Service Coordination Online Learning Module**

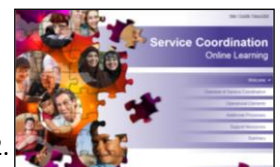
This online learning module is an e-learning tool to support the practice of Service Coordination in Victoria.

### ■ **SCTT 2012 Online Learning Module**

This online learning module will be available by June 2013 to support organisations to implement SCTT 2012.

### ■ **Registered Training Organisations (RTOs) (refer to the website for RTO providers)**

- A state accredited **Course in Service Coordination** has been approved by the Victorian Registration & Qualifications Authority. It may be delivered by RTOs as an elective unit for most Community Services Training Package qualifications or a standalone course
- The competency-based unit **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



## Privacy and Consent

<http://www.health.vic.gov.au/pcps/coordination/privacy.htm>

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

# Service Coordination in the Loddon Mallee

## Primary Care Partnerships

<http://www.health.vic.gov.au/pcps/about/index.htm>



Primary Care Partnerships (PCP) are voluntary alliances of health and community service organisations and local government. There are 30 PCPs across Victoria, **5 in the Loddon Mallee region** (contact details below). 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. The Primary Care Partnership Strategy outlines the following priorities for the 30 PCPs:

- Partnership Development
- Service Coordination
- Integrated Health Promotion
- Integrated Chronic Disease Management

## Service Coordination Policy Framework

<http://www.health.vic.gov.au/pcps/publications/access.htm>

The principles that guide service coordination 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 (protocols) improve service outcomes for consumers, **especially service access and communication** between health and community service agencies.



## Service Directory and Information support



The Loddon Mallee PCPs promote **Connectingcare** which is web-based directory of health and community services that integrates a secure messaging system [www.connectingcare.com](http://www.connectingcare.com). This system is able to send secure (encrypted) emails between health and community service organisations.

Consumer information needs to be transmitted securely in order to meet the Privacy Legislation and agency accreditation requirements. Encryption (i.e. a system to secretly code the message) is a way to make an email secure. Unencrypted emails and faxes are not secure and transmitting consumer information in this way is a high risk practice. Connectingcare meets national e-health messaging standards. (A \*\* on [connectingcare.com](http://www.connectingcare.com) denotes services able to receive and decrypt an email sent via Connectingcare). The local PCP staff or the Connectingcare Helpdesk can support users in regards the transmission of secure messages. Online support tools are also available using the Help tab: <http://www.connectingcare.com/Help/UserGuide?HelpFinder=1>

The **Human Services Directory** (HSD) is a statewide directory providing Practitioners and Service Providers with information about health, social and disability services in Victoria. HSD data supports other service directories e.g. the Better Health Channel 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.

## Local Capacity Building

Partnerships and collaborative activities, in conjunction with statewide and local resources, support agencies to implement service coordination principles, especially: develop consistent practice, provide competent staff, protect consumer information, engage with a broad range of service sectors and promote the social models of health and disability. Activities are often Continuous Improvement **Plan-Do-Study-Act** (PDSA) projects identified through analysis or monitoring e.g. DH Service Coordination surveys.



[www.northernmalleepcp.org](http://www.northernmalleepcp.org)

P: (03) 5021 2671



[www.smpcp.com.au](http://www.smpcp.com.au)

P: (03) 5032 1852



[www.blpcp.com.au](http://www.blpcp.com.au)

P: (03) 5448 1624



[www.campaspepcp.com.au](http://www.campaspepcp.com.au)

P: (03) 5484 4489



[www.cvpcp.com.au](http://www.cvpcp.com.au)

P: (03) 5472 5333